

Halesowen Medical Practice friends and family results for May 2026

As a practice we find it important to gain feedback from our service users.

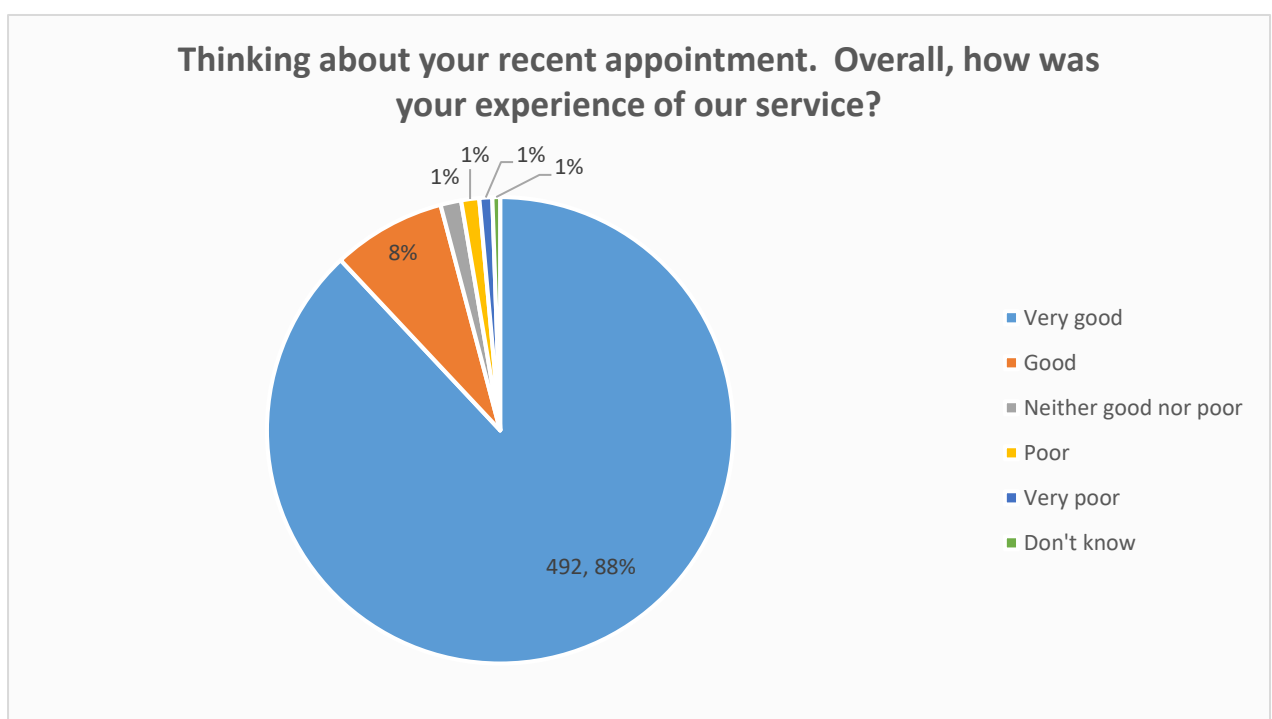
After every appointment our patients will received a text message asking for feedback on the service received, the patient is then directed to our online Friends and Family questionnaire.

Out of 559 responses in May, our findings have been:

96 % rated us good or very good

2% rated us neither or didn't know

2% rated us poor or very poor



Some of the feedback received:

"I always get treated with respect whenever I have to see the doctors, from reception staff to GP."

" Great appointment time, easy to park, clean and tidy surgery. The Sister I saw was friendly, encouraging, extremely knowledgeable, and gave me confidence that I was being well cared for."

" I waited 3 weeks for an appointment and although the Dr was running early I felt the appointment was rushed and not given time to go through the issue fully."

We are always grateful for feedback, especially positive, and would like to thank all those patients who have completed our questionnaire and would like to encourage patients to continue to help us improve our service.