

Halesowen Medical Practice friends and family results for July 2026

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

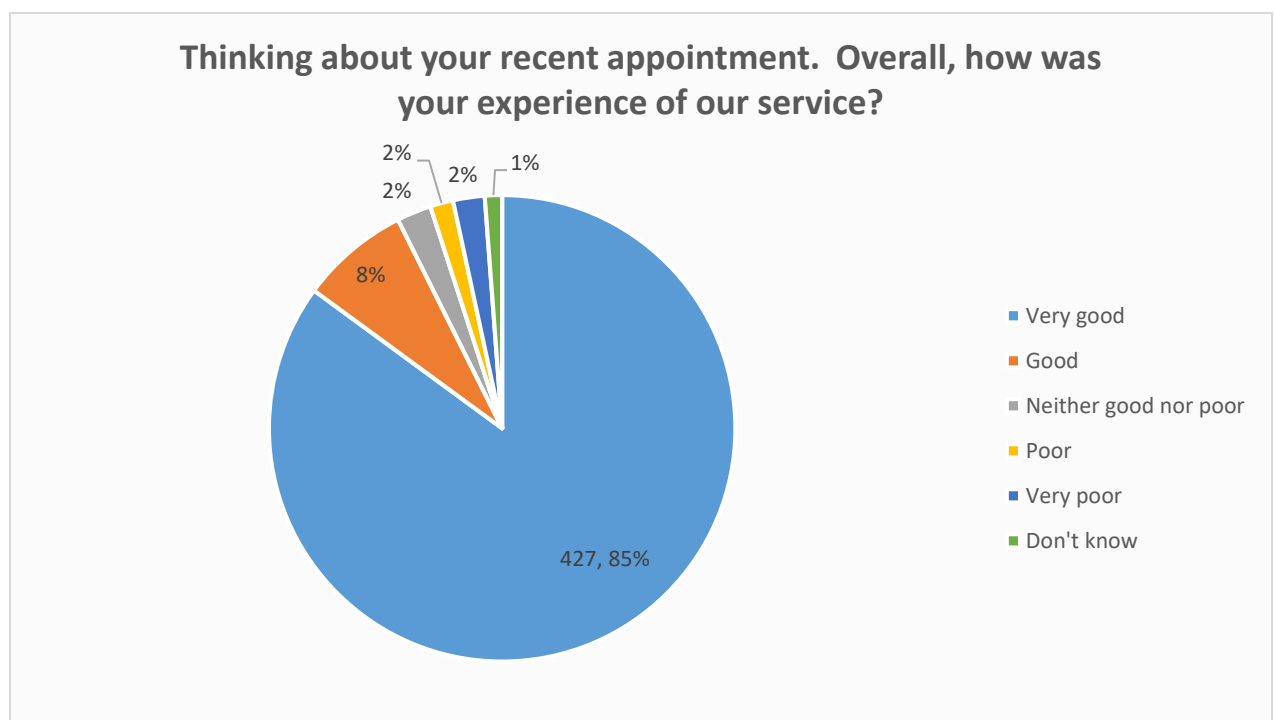
After every appointment our patients will received a text message asking for feedback on the service received, the patient is then directed to our online Friends and Family questionnaire.

Out of 502 responses in July, our findings have been:

93 % rated us good or very good

3% rated us neither or didn't know

4% rated us poor or very poor



Some of the feedback received:

"Very efficient service both at Reception Desk and face to face consultation with the doctor."

"Receptionist was polite and helpful and so was the GP I saw. I left with a diagnoses and prescription, really great service all round."

"My appointment began approximately 30 minutes after my scheduled time. While the doctor did apologise for the delay, I unfortunately felt that the consultation itself was rushed."

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.