

Halesowen Medical Practice friends and family results for August 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.

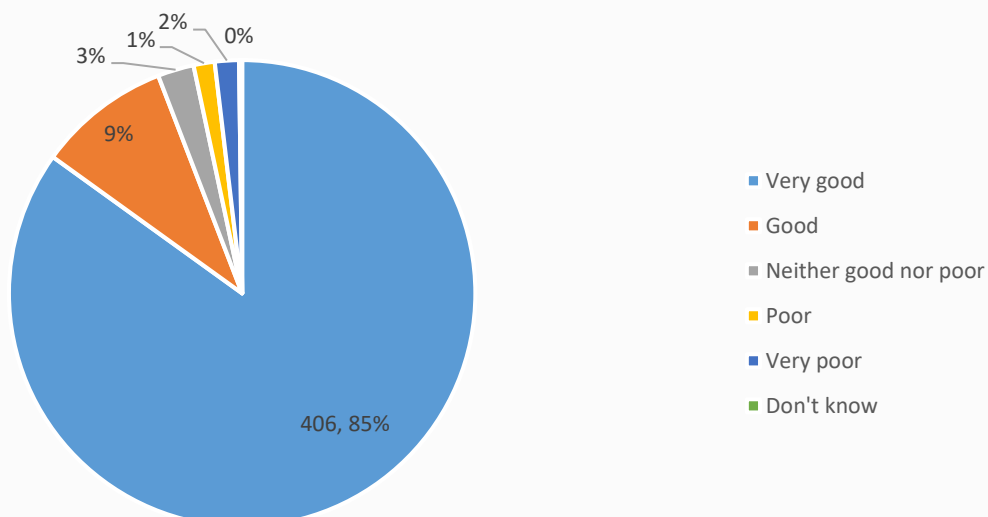
Out of 478 responses in August, our findings have been:

94 % rated us good or very good

3% rated us neither or didn't know

3% rated us poor or very poor

Thinking about your recent appointment. Overall, how was your experience of our service?



Some of the feedback received:

"Prompt appointment, attentive doctor, all explained and resulting in a course of action."

"After feeling nervous about my appointment, the doctor made me feel like I wasn't over-reacting and was one of the best experiences I have had going to the doctors when feeling unwell"

"Had to waiting until 5.00pm for a 4.00pm appointment"

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.