

Halesowen Medical Practice friends and family results for September 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.

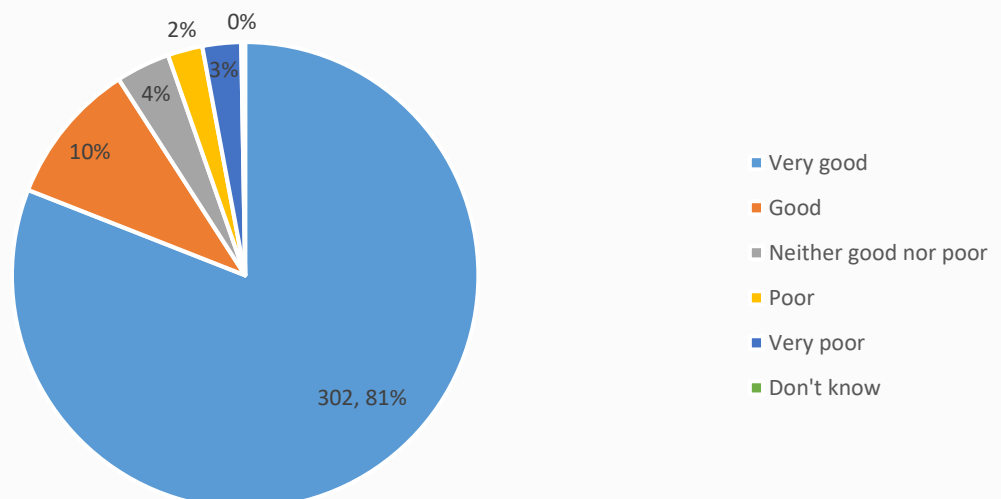
Out of 373 responses in September, our findings have been:

91 % rated us good or very good

4% rated us neither or didn't know

5% rated us poor or very poor

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



Some of the feedback received:

“Very professional and knowledgeable, clear communication and analysis”

“Receptionist we're very friendly each time I've been as was the nurse. Feels comfortable and polite. Considerate! Means a lot when you go to the GP”

“My appointment was for 4th Sept 2026. I was phoned and told it has been changed to 8th Sept 2026 with the same doctor, when I attended, it was a locum doctor, I refused the 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.