

## Wychbury Medical Group's friends and family results for November 2017.

As a practice we find it important to gain feedback from our service users. We have paper forms which can be found at the reception desk, as well as an online survey on our practice website, this being said, most of our responses come in the form of text messages.

After every appointment we send out a text message asking our patient's for feedback on our service.

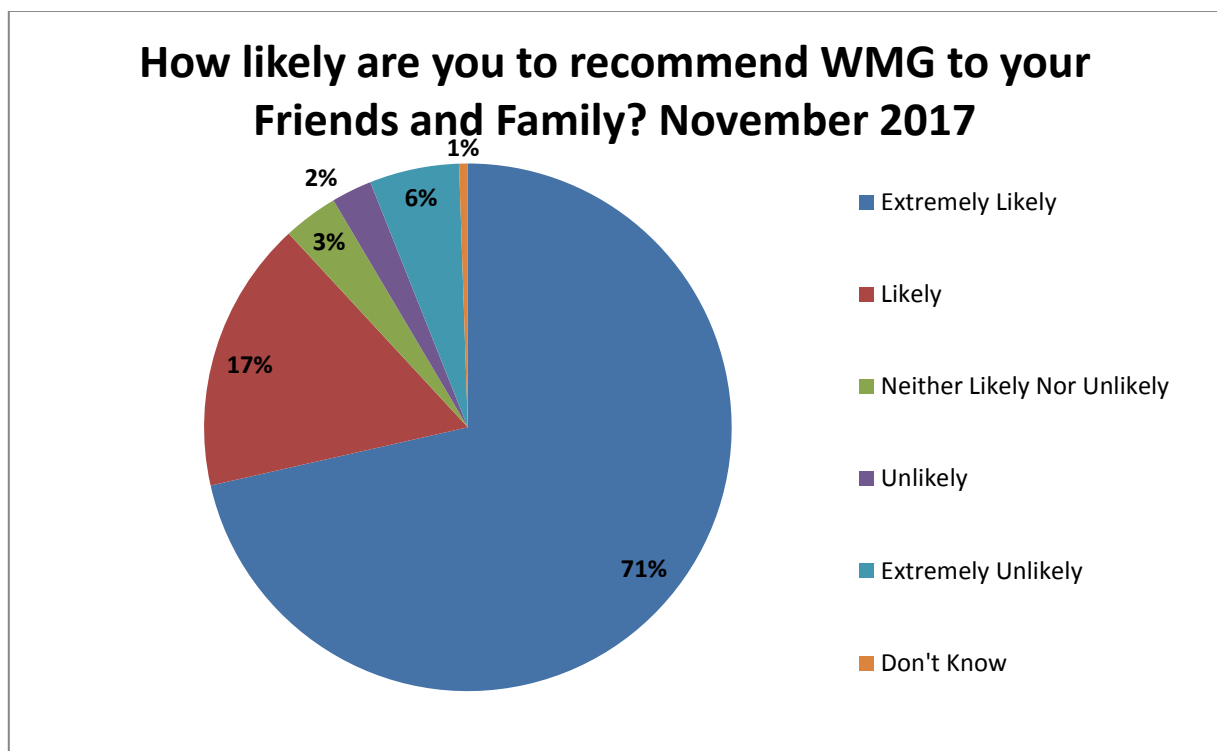
We asked the question: *"How likely are you to recommend us to your friends and family?"*

Out of 564 text responses, our findings have been:

**88% would recommend us.**

**4% neither know nor don't know.**

**8% would not recommend us.**



Should we get a text response back from the first question we then send a follow up question: *"How helpful did you find our reception staff?"*

Some of the positive responses are: **"Extremely helpful"**, **"Helpful"**, **"Always helpful"**

We are always grateful for feedback, especially positive, and would like to thank those who replied to our text questions and encourage people to continue to help us improve our service.