

## Wychbury Medical Group's friends and family results for April 2023

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

After every appointment we send out a text message asking our patient's for feedback on our service, they are then directed to complete our online Friends and Family questionnaire.

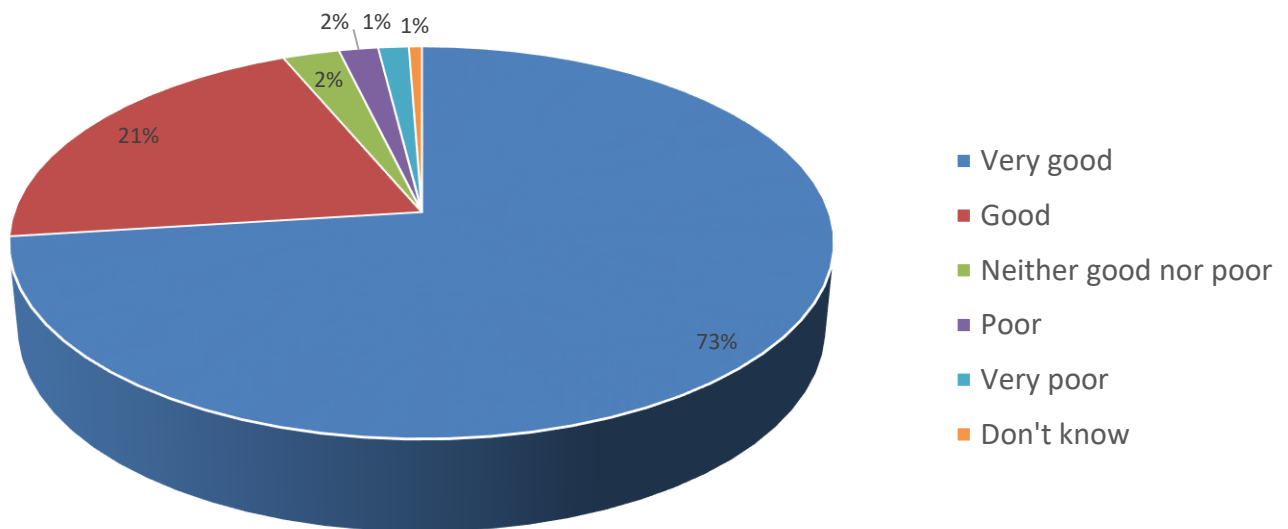
Out of 504 responses in April, our findings have been:

**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:

“The reception staff and doctors are always helpful, understanding and knowledgeable. The best medical practice I have been with”

“Very clean & comfortable environment. Easy to book in, easy to see when you were being called in. But most of all lovely friendly staff!”

“Some receptionists think they are doctors and they don't listen to what you have to say. It's their attitude and manner when speaking on phone.”

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