

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

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

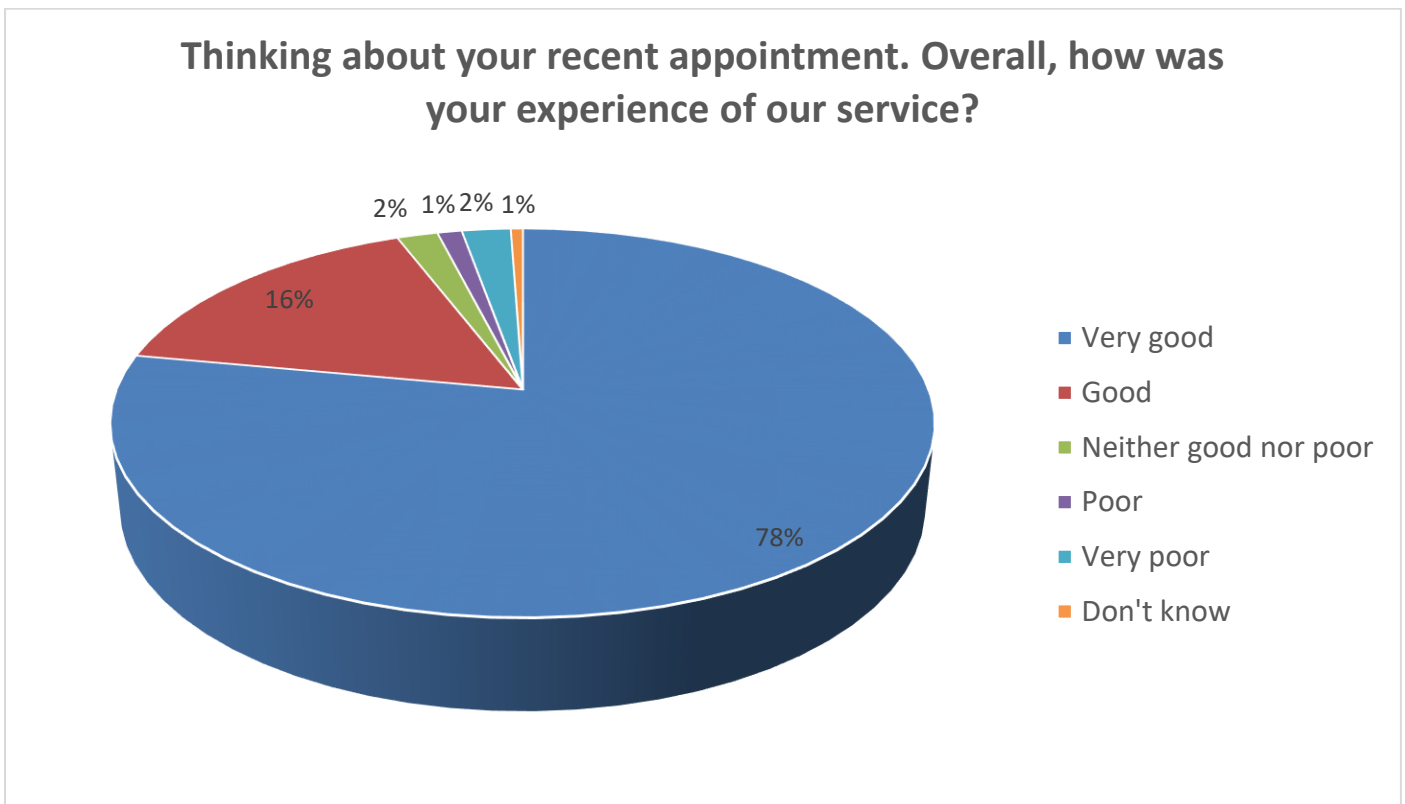
After every appointment we send out a text message asking our patient's for feedback on our service, they are then directed to complete our online Friends and Family questionnaire.

Out of 531 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**



Some of the feedback received:

“Practitioner was very pleasant took her time when asking what my symptoms were. Felt at ease.”

“The ladies on reception were excellent, very friendly and extremely knowledgeable and helpful.”

“Felt rushed and not listened too given the issue I was discussing.”

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.