

Wychbury Medical Group's friends and family results for February 2023

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

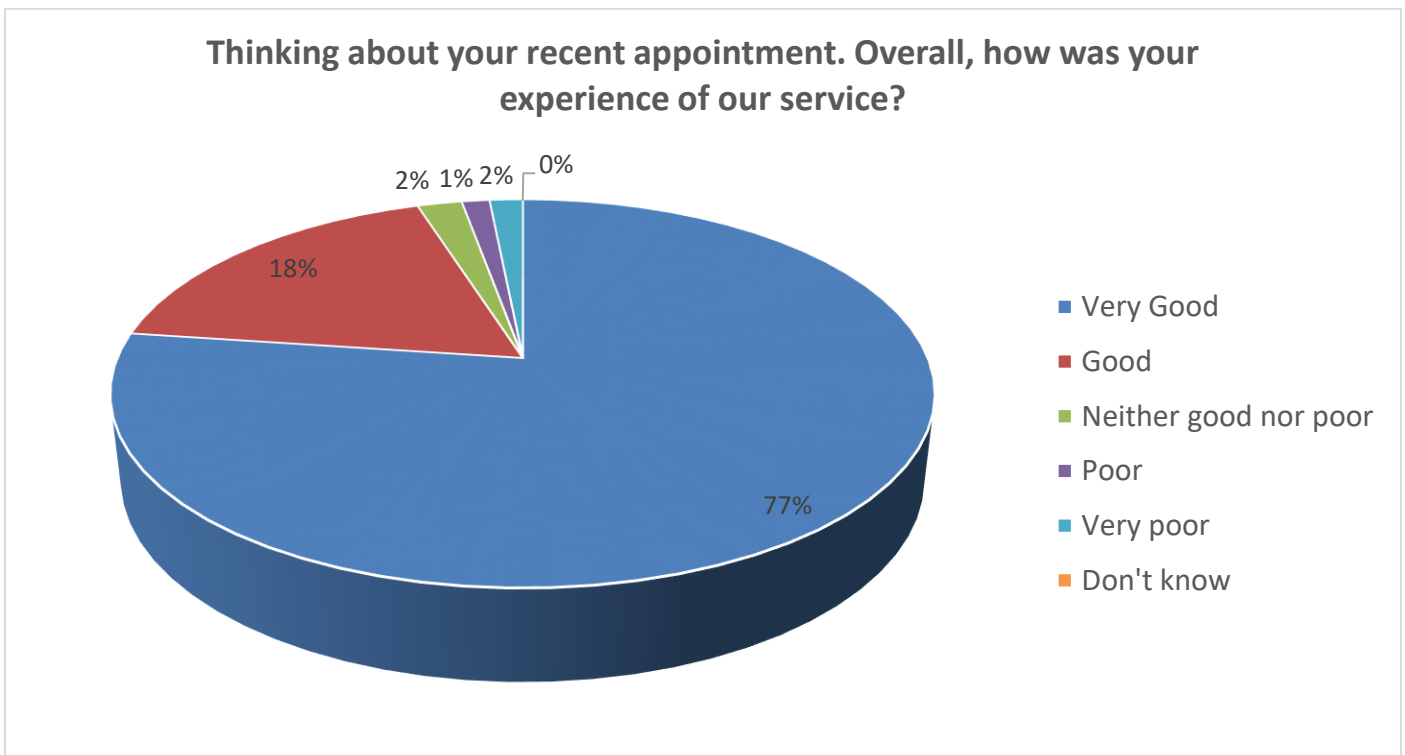
After every appointment we send out a text message asking our patient's for feedback on our service, they are then directed to complete our online Friends and Family questionnaire.

Out of 385 responses in February, our findings have been:

95% rated us good or very good

2% rated us neither or didn't know

3% rated us poor or very poor



Some of the feedback received:

“Very easy to access care and time offered was perfect for me. Both clinical staff were professional and very knowledgeable”

“Very friendly nurse who explained everything clearly to me, reception staff were very polite at the surgery”

“The receptionist was rude when I tried to make an appointment and was judgemental”

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.