

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

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.

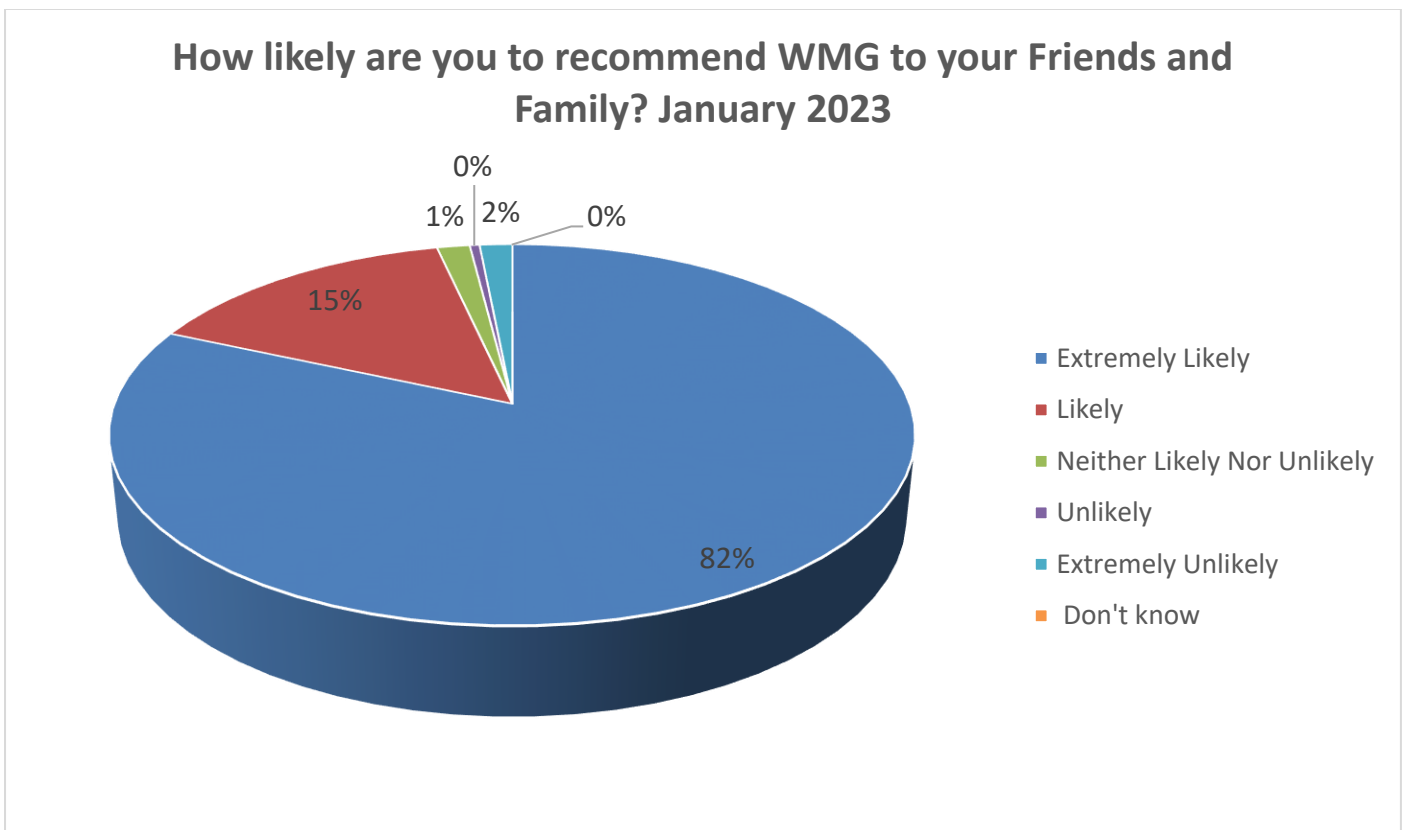
We asked the question: *"How likely are you to recommend us to your friends and family?"*

Out of 652 text responses, our findings have been:

96% would recommend us.

2% neither know nor don't know.

2% would not recommend us.



Some of the responses are:

"I don't recall having any problems at all with my appointment so can't think if anything to change. Excellent service of all involved"

"I am new to the practice and so far the Doctor and nurse that I have seen have been fantastic."

"Receptionist really unhelpful, made you feel like you don't need an appointment. You're bothering them."

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.