

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

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

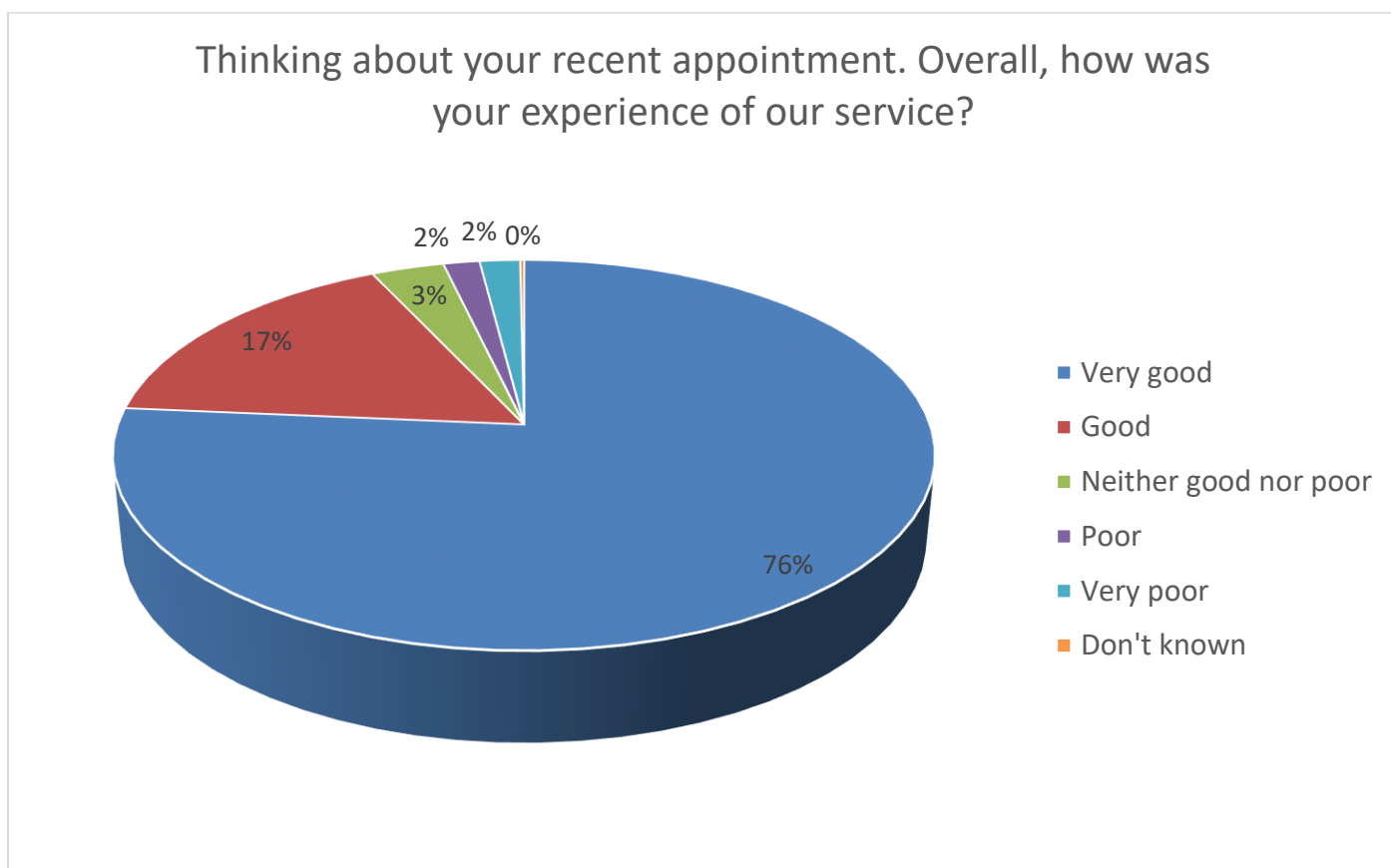
After every appointment we send out a text message asking our patient's for feedback on our service, they are then directed to complete our online Friends and Family questionnaire.

Out of 542 responses in July, our findings have been:

**93% rated us good or very good**

**3% rated us neither or didn't know**

**4% rated us poor or very poor**



Some of the feedback received:

“Over more than two decades, we have always had truly excellent experiences, being cared for by the practice. From the first comforting encounter with reception staff through to being diligently treated by the GPs, we often remark on how glad we are to have joined the practice, all those years ago.”

“Super efficient and friendly. Love the ring-back telephone appointment service. Staff pleasant, positive and friendly.”

“Felt like my appointment was rushed because he was running behind.”

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.