

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

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

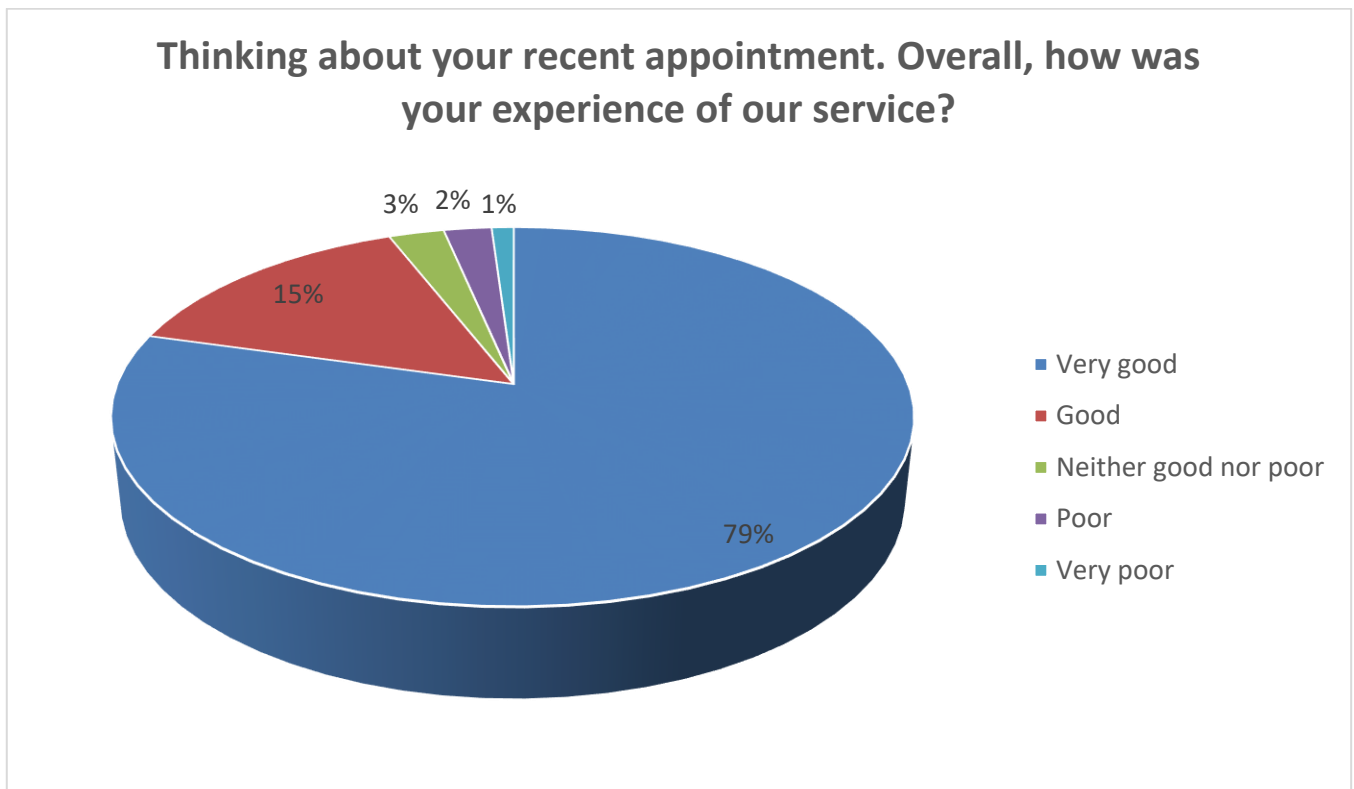
After every appointment we send out a text message asking our patient's for feedback on our service, they are then directed to complete our online Friends and Family questionnaire.

Out of 573 responses in June, 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:

“Quick and helpful response from reception when I called. In on time for appointment. Thorough consultation with a follow up appointment booked!”

“Friendly and efficient receptionist, booked a face to face appointment as requested without quibbling and positive experience with the GP who listened, discussed and explained.”

“When made appointment I was told wrong surgery, the same as 3 others.”

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.