

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

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

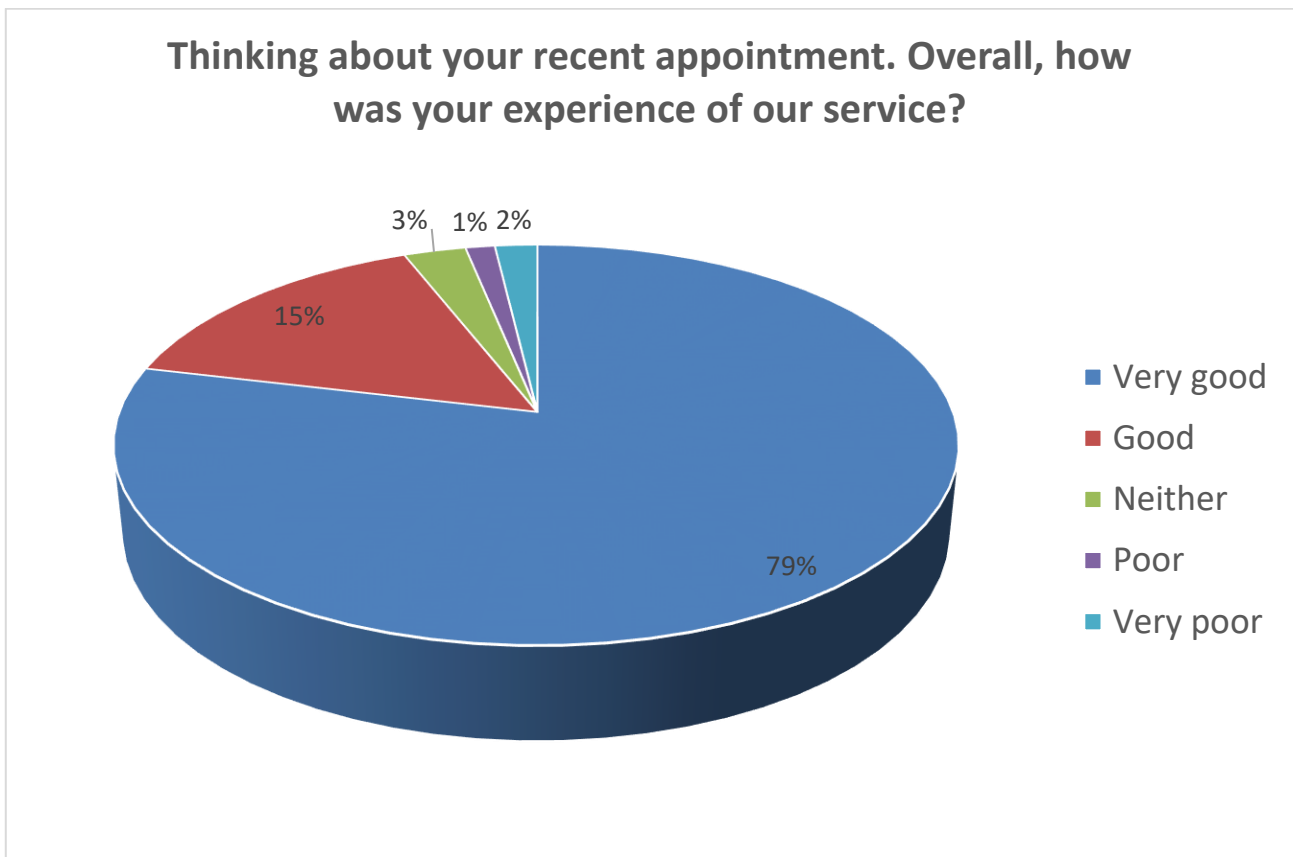
After every appointment we send out a text message asking our patient's for feedback on our service, they are then directed to complete our online Friends and Family questionnaire.

Out of 686 responses in March, 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:

“Received a face to face consultation early on the day that was needed. Doctor was very informative and helpful”

“Friendly and knowledgeable staff, appropriate care when needed”

“Could have been better if I didn't have to wait 20 minutes after my appointment time and was only in 4 minutes with the nurse practitioner”

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.