

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

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

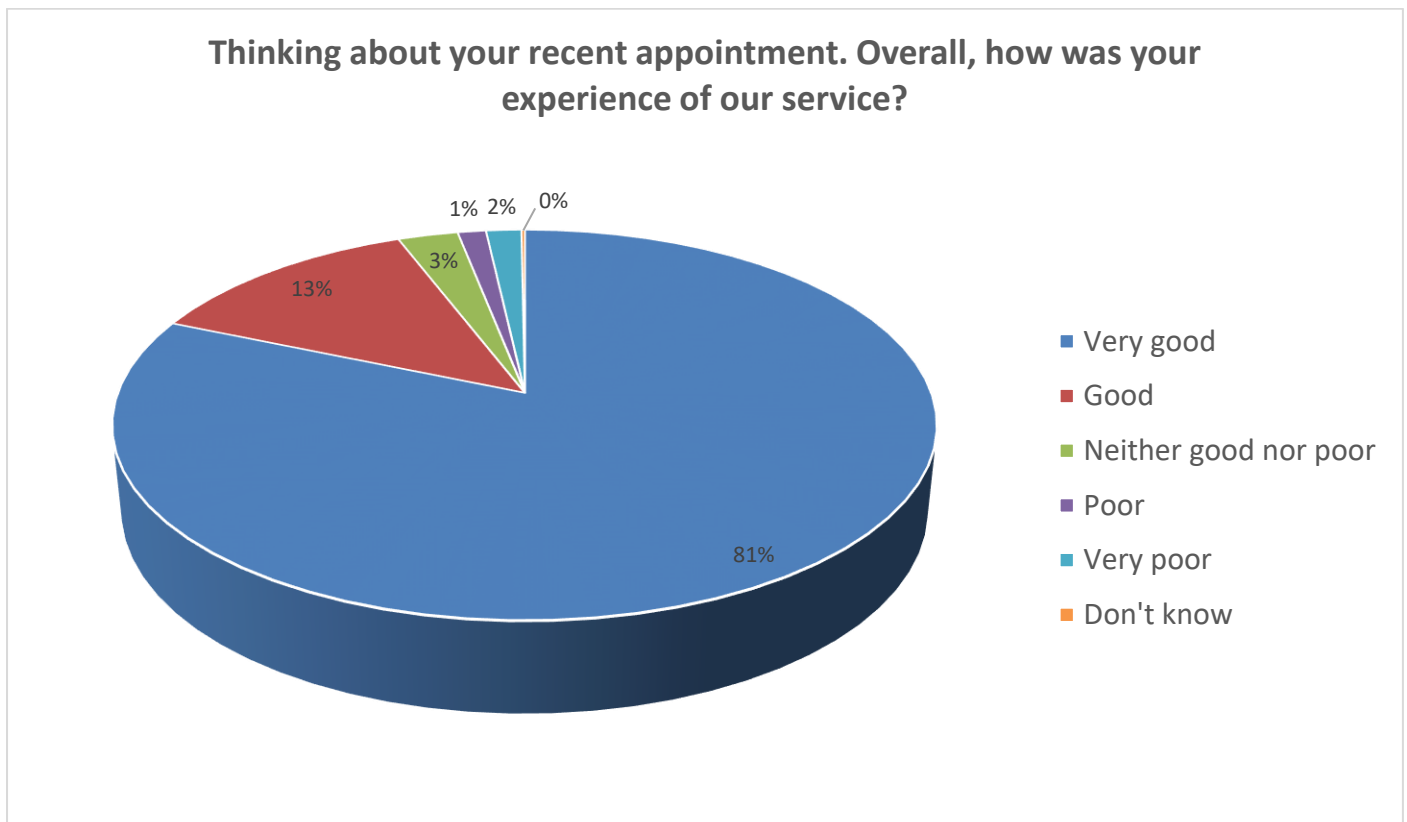
After every appointment we send out a text message asking our patient's for feedback on our service, they are then directed to complete our online Friends and Family questionnaire.

Out of 617 responses in May, 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:

Got reminder. Easy to check in. Seen on time. Very helpful nurse who listened.

Very professional and caring practice. Lovely people doing, at times, what seems a thankless job.

My appointment for diabetes has been cancelled several times

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.