

Wychbury Medical Group's friends and family results for October 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.

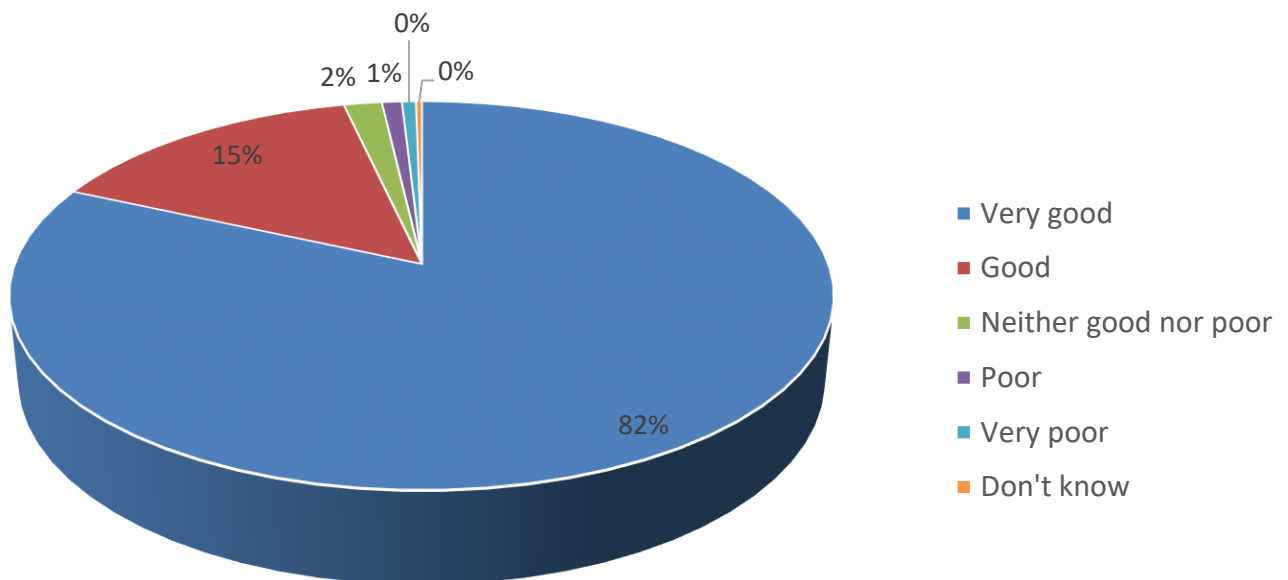
Out of 1092 responses in October, our findings have been:

97% rated us good or very good

2% rated us neither or didn't know

1% rated us poor or very poor

Thinking about your recent appointment. Overall, how was your experience of our service?



Some of the feedback received:

“Friendly, got non urgent appointment easily with specific doctor. Helpful, knowledgeable staff”

“All the office staff and doctors and nurses never fail to make you feel so welcome and valued, no matter what.”

“For someone who works full time it is difficult to ring at 8 o'clock and stay in the queue waiting to make an appointment.”

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.