

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

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

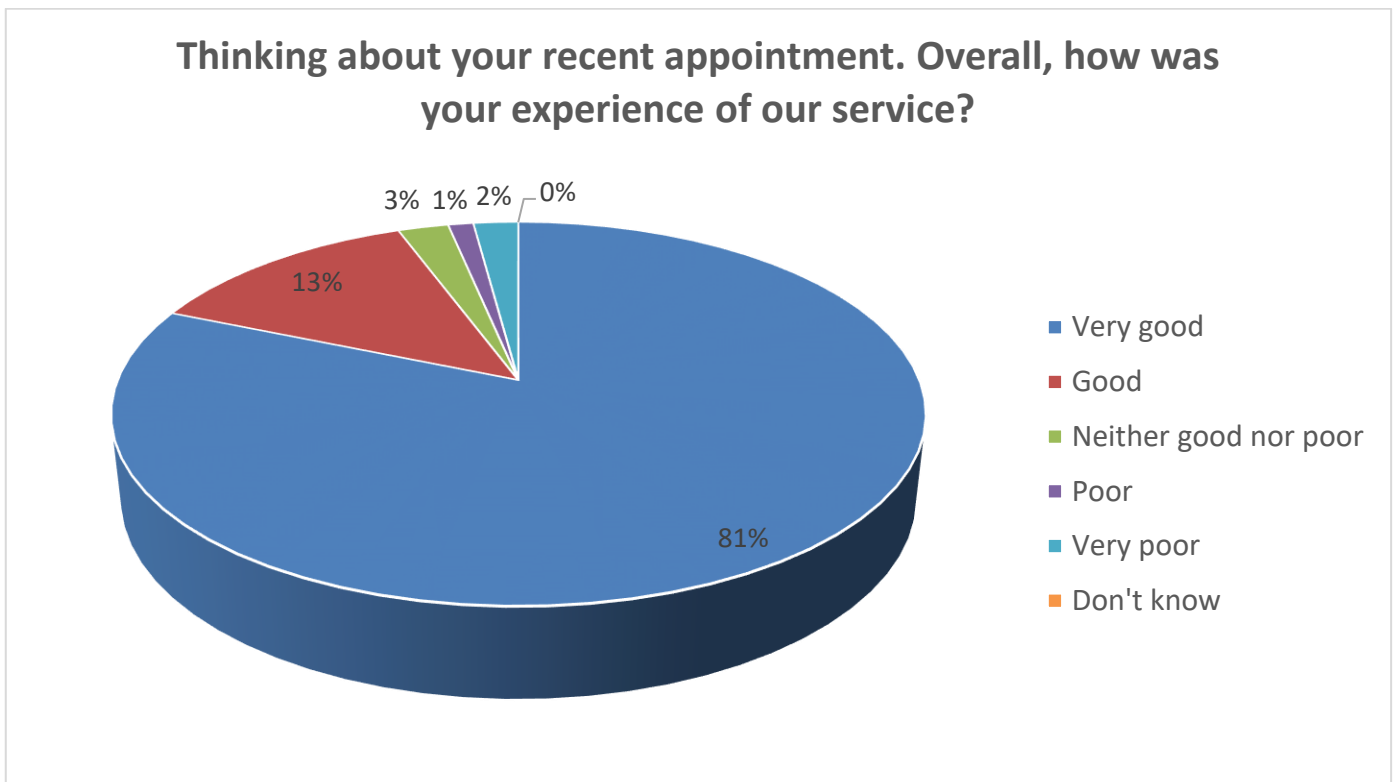
After every appointment we send out a text message asking our patient's for feedback on our service, they are then directed to complete our online Friends and Family questionnaire.

Out of 758 responses in September, 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:

“It's becoming easier to get an appointment and the doctor listened, made me feel my problem was valid”

“No problem to get appointments, receptionists are brilliant and doctors really great”

“Difficult to get face-to-face appointment with specific doctor - had to wait 4 weeks after tests done before next step could be taken”

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.