

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

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

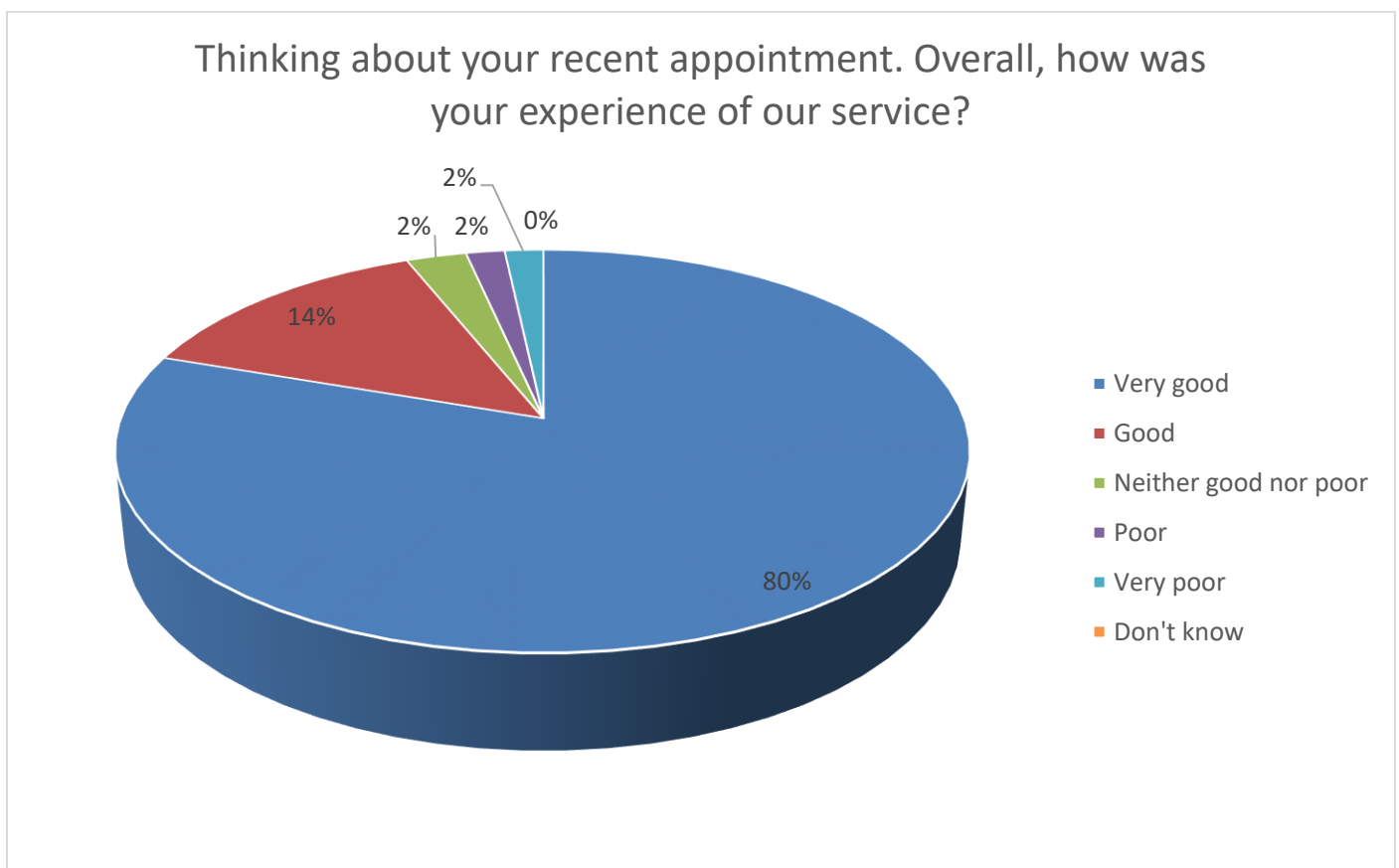
After every appointment we send out a text message asking our patient's for feedback on our service, they are then directed to complete our online Friends and Family questionnaire.

Out of 527 responses in December, our findings have been:

94% rated us good or very good

2% rated us neither or didn't know

4% rated us poor or very poor



Some of the feedback received:

“Great service provided by the ANP that I saw as well as the receptionists at the Wychbury practice. Thank you all, keep up the great work.”

“Helpful and friendly reception. ANP seemed thorough and informative”

“I made an appointment specifically for Cradley Road surgery it had to be changed to a different time not by me. When I arrived I was at the wrong surgery. Wychbury surgery is miles away from me and I don't drive so I missed the appointment. I waited a month for that appointment. Now I've got to wait another two weeks.”

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.