

Wychbury Medical Group's friends and family results for February 2024

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.

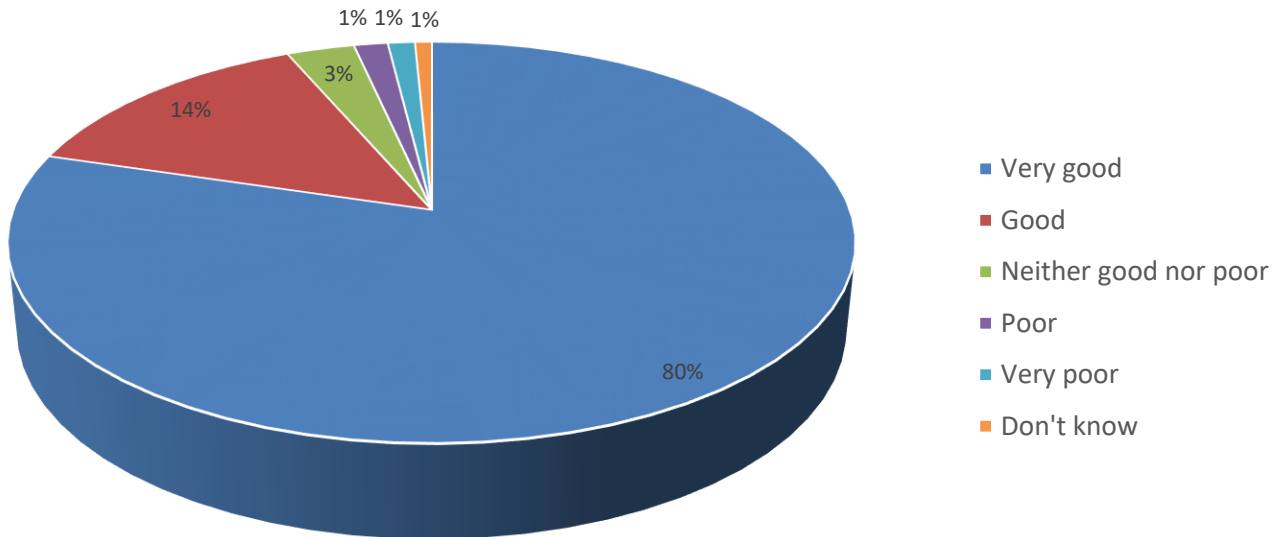
Out of 663 responses in February, our findings have been:

94% rated us good or very good

4% rated us neither or didn't know

2% rated us poor or very poor

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



Some of the feedback received:

“Easy to speak to any member of staff and they are understanding and helpful to get you to the right GP or Nurse you need to see”

“Easy to book. Friendly helpful staff. Good choice of surgeries so reducing waiting times. Excellent facilities.”

“Appointment booking system is difficult - no online appointments available”

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.