

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

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

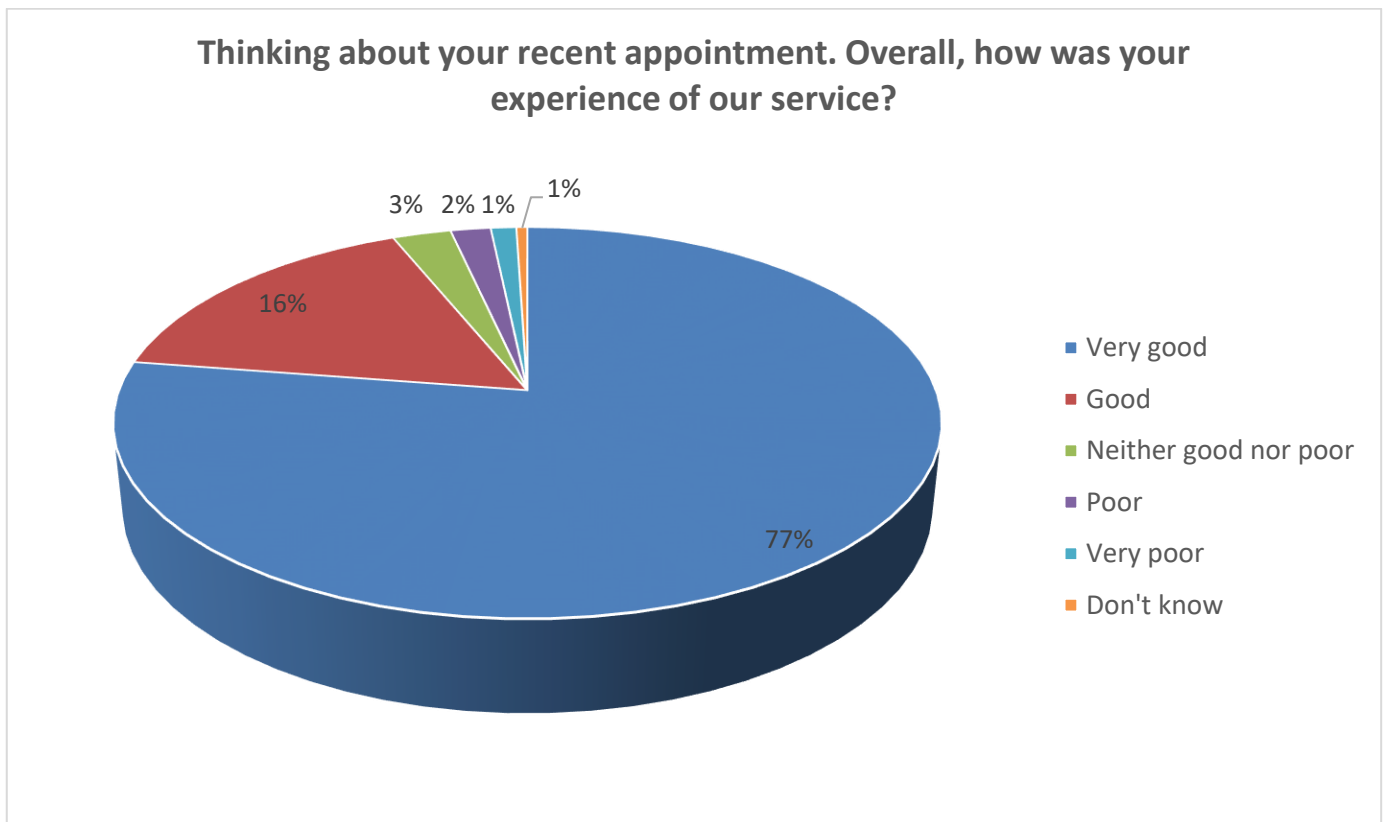
After every appointment we send out a text message asking our patient's for feedback on our service, they are then directed to complete our online Friends and Family questionnaire.

Out of 598 responses in January, our findings have been:

93% rated us good or very good

4% rated us neither or didn't know

3% rated us poor or very poor



Some of the feedback received:

“I only joined Wychbury Medical Practice about 6 months ago because I had experienced very poor service from my previous GP Practice. I have been impressed by the pleasant and helpful receptionists and by the caring approach of doctors and other medical staff. Thank you.”

“Polite and efficient staff who provide all the help & advice we require”

“I had to wait 30 minutes for my appointment, and I never seem to get an on time appointment anymore.”

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.