

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

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

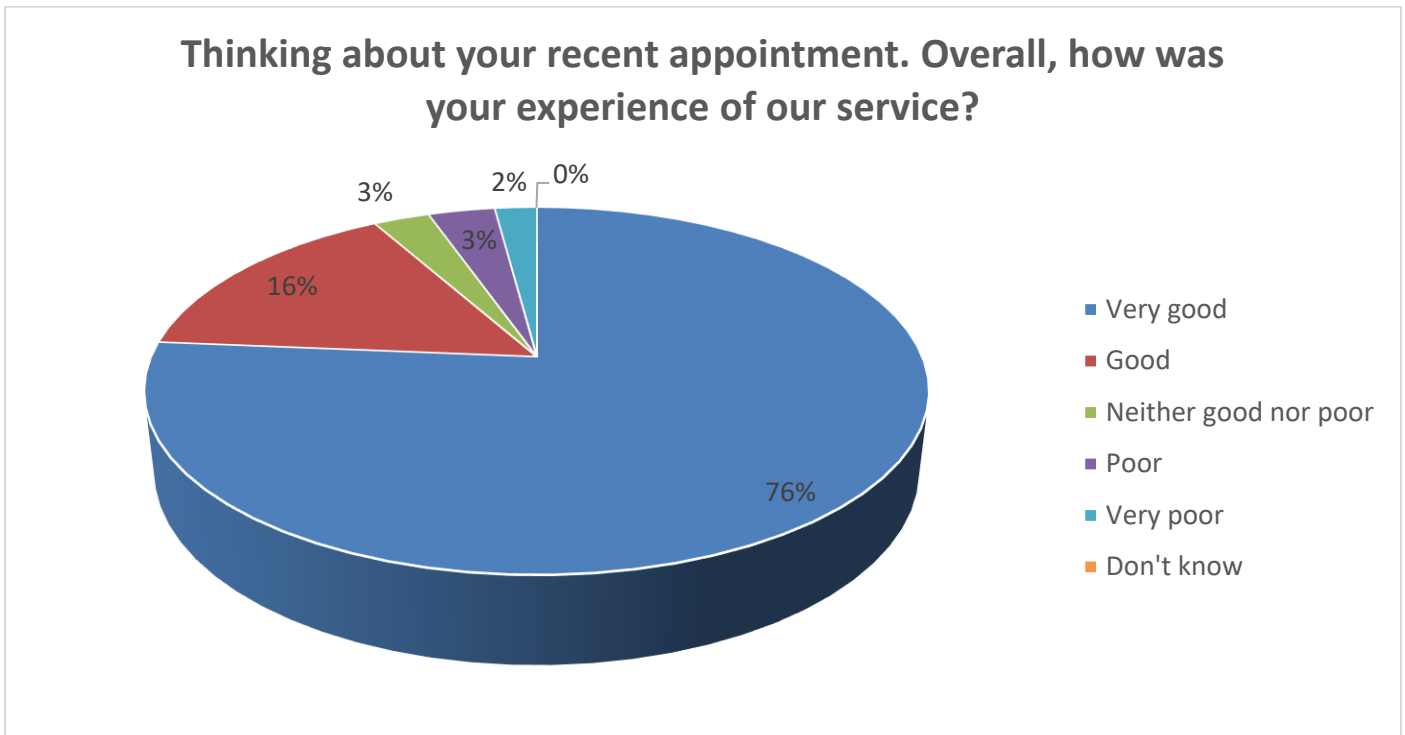
After every appointment we send out a text message asking our patient's for feedback on our service, they are then directed to complete our online Friends and Family questionnaire.

Out of 579 responses in March, our findings have been:

92% rated us good or very good

3% rated us neither or didn't know

5% rated us poor or very poor



Some of the feedback received:

“Appointment was on time and staff very friendly and was put at ease when seeing the HCA”

“I was treated with politeness and efficiency by your staff and they were very helpful.”

“Any time you phone all the appointments are gone before you get to speak to someone”

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.