

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

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

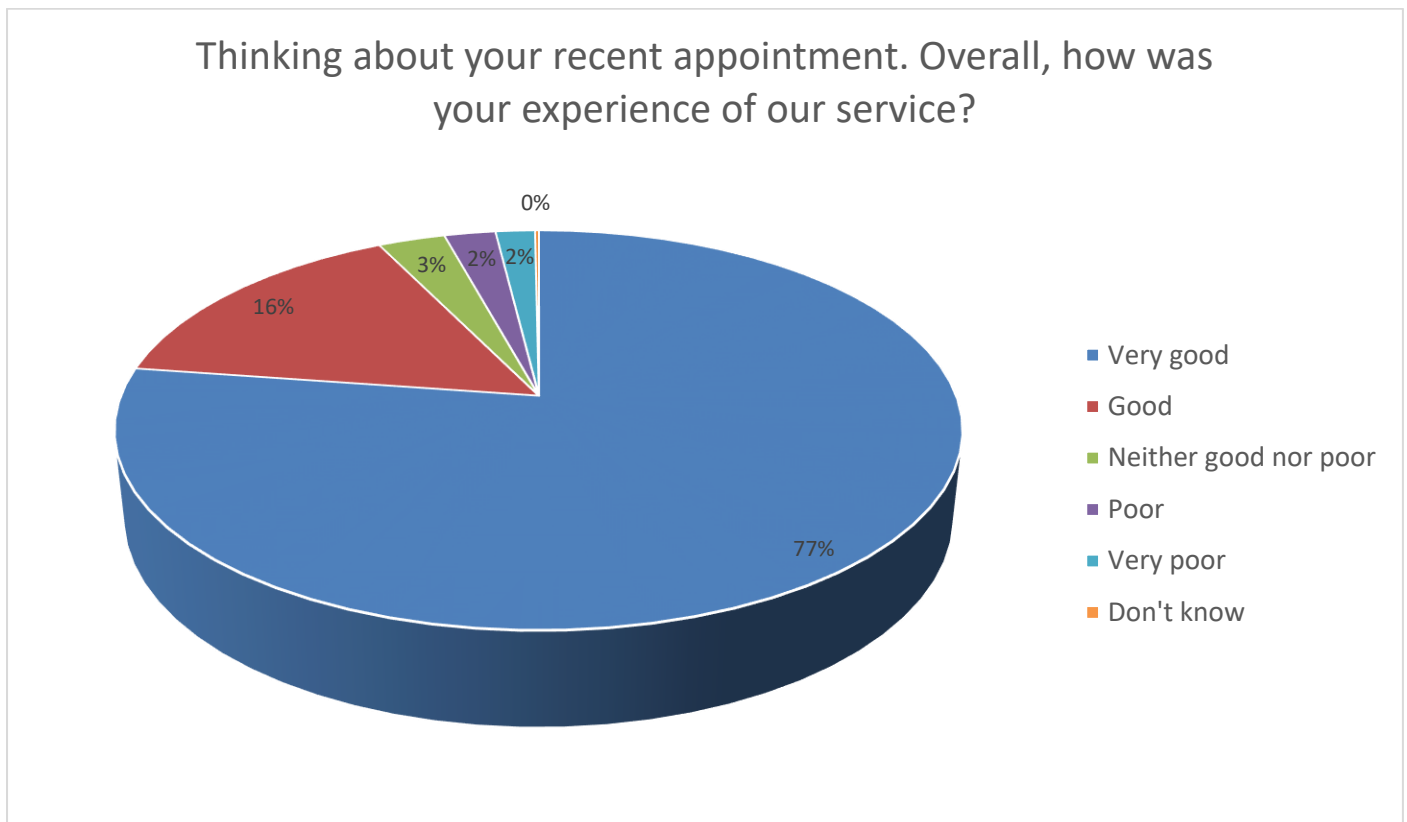
After every appointment we send out a text message asking our patient's for feedback on our service, they are then directed to complete our online Friends and Family questionnaire.

Out of 564 responses in April, our findings have been:

93% rated us good or very good

3% rated us neither or didn't know

4% rated us poor or very poor



Some of the feedback received:

“I couldn't fault the service it was very well organized. The surgery was very clean & tidy. The staff were pleasant & polite. I was pleased, thank you”

“Got a suitable appointment to fit around work. Nurse was on time and very friendly and helpful. Surgery was very clean.”

“My appointment my changed to a different surgery and I wasn't made aware until I turned up at that surgery to be told to go to another”

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.