

Wychbury Medical Group's friends and family results for May 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.

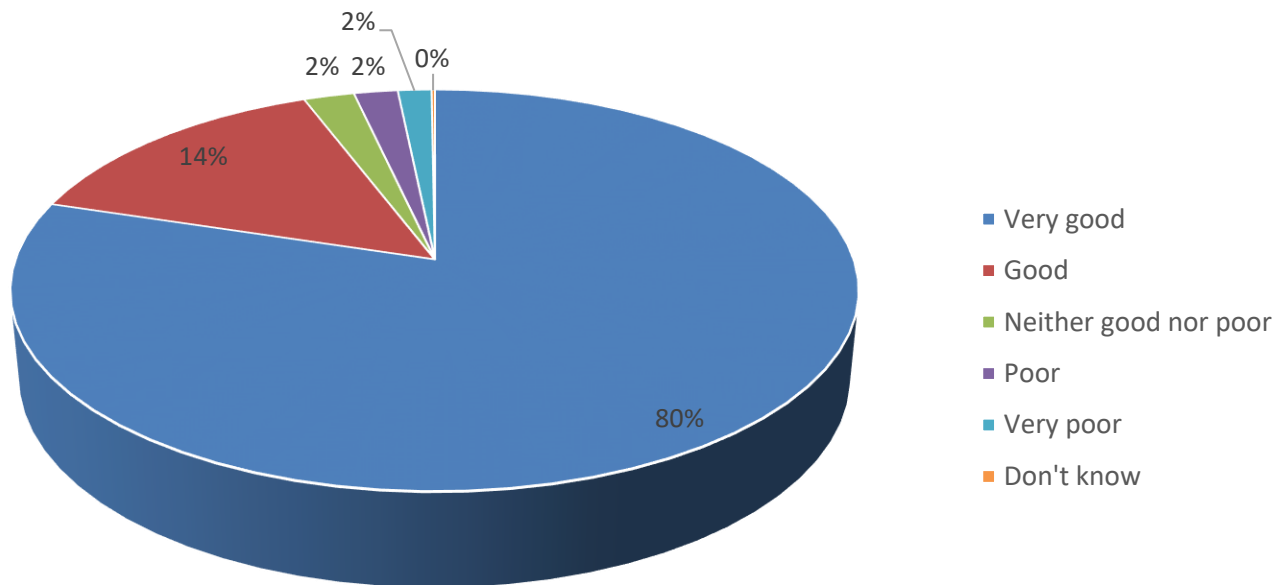
Out of 672 responses in May, our findings have been:

94% rated us good or very good

2% rated us neither or didn't know

4% rated us poor or very poor

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



Some of the feedback received:

“Easy to get a face to face appointment.”

“Doctor was very thorough during our meeting. He listened to my problems with care and understanding of my worries. Various tests etc have been arranged and I came away feeling most assured and with confidence that everything was being done to get to the bottom of the cause of my symptoms.”

“It took a few days to get the appointment as every time I called I was in a queue over 30”

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.