

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

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

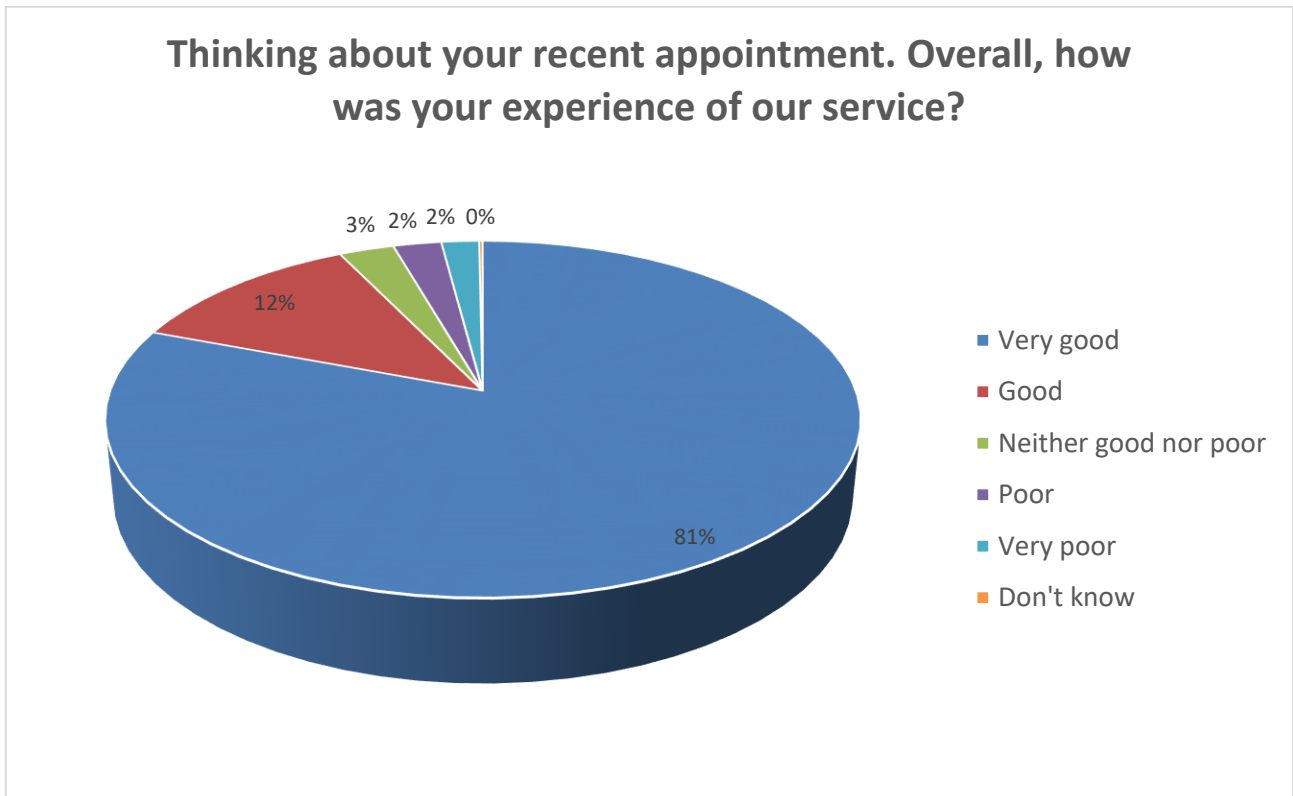
After every appointment we send out a text message asking our patient's for feedback on our service, they are then directed to complete our online Friends and Family questionnaire.

Out of 582 responses in June, 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:

“Got seen on time. Nice clean environment. Friendly staff.”

“All the doctors, nurses and receptionists have been very helpful and pleasant”

“40 minutes before my appointment had a text message to say it had been cancelled and rebooked for the following week”

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.