

## Wychbury Medical Group's friends and family results for July 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.

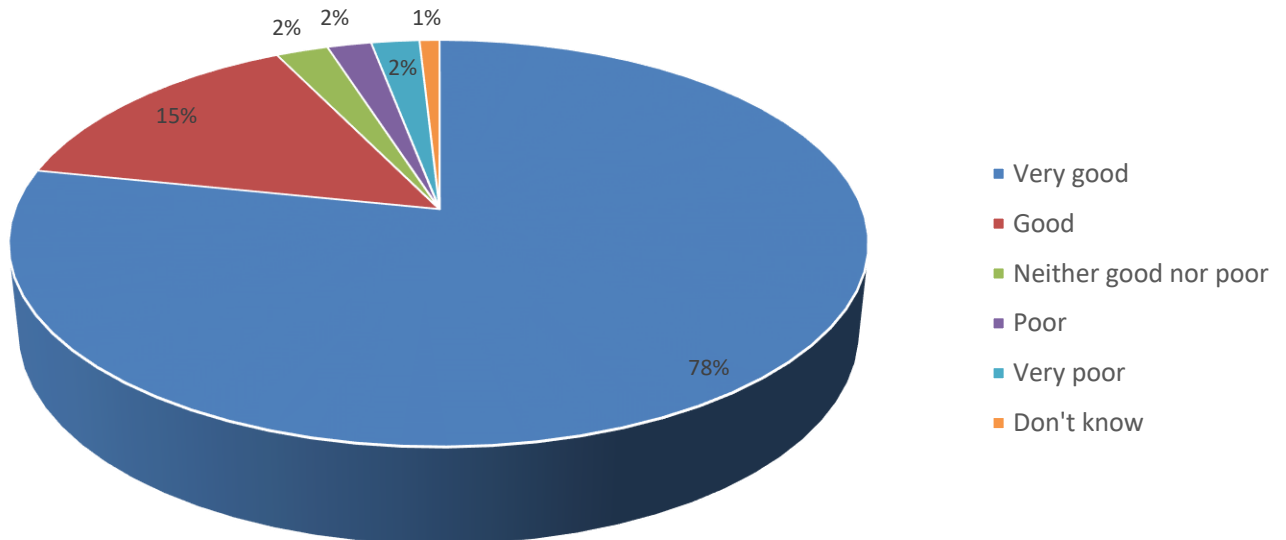
Out of 565 responses in July, our findings have been:

**93% rated us good or very good**

**3% rated us neither or didn't know**

**4% rated us poor or very poor**

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



Some of the feedback received:

“Appointment arranged easily and then seen close to the appointed time. Clear advice received from the nurse. All very good.”

“Receptionists were efficient and the Dr listened and is being proactive”

“Appointment was half an hour late and no communication”

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.