

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

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

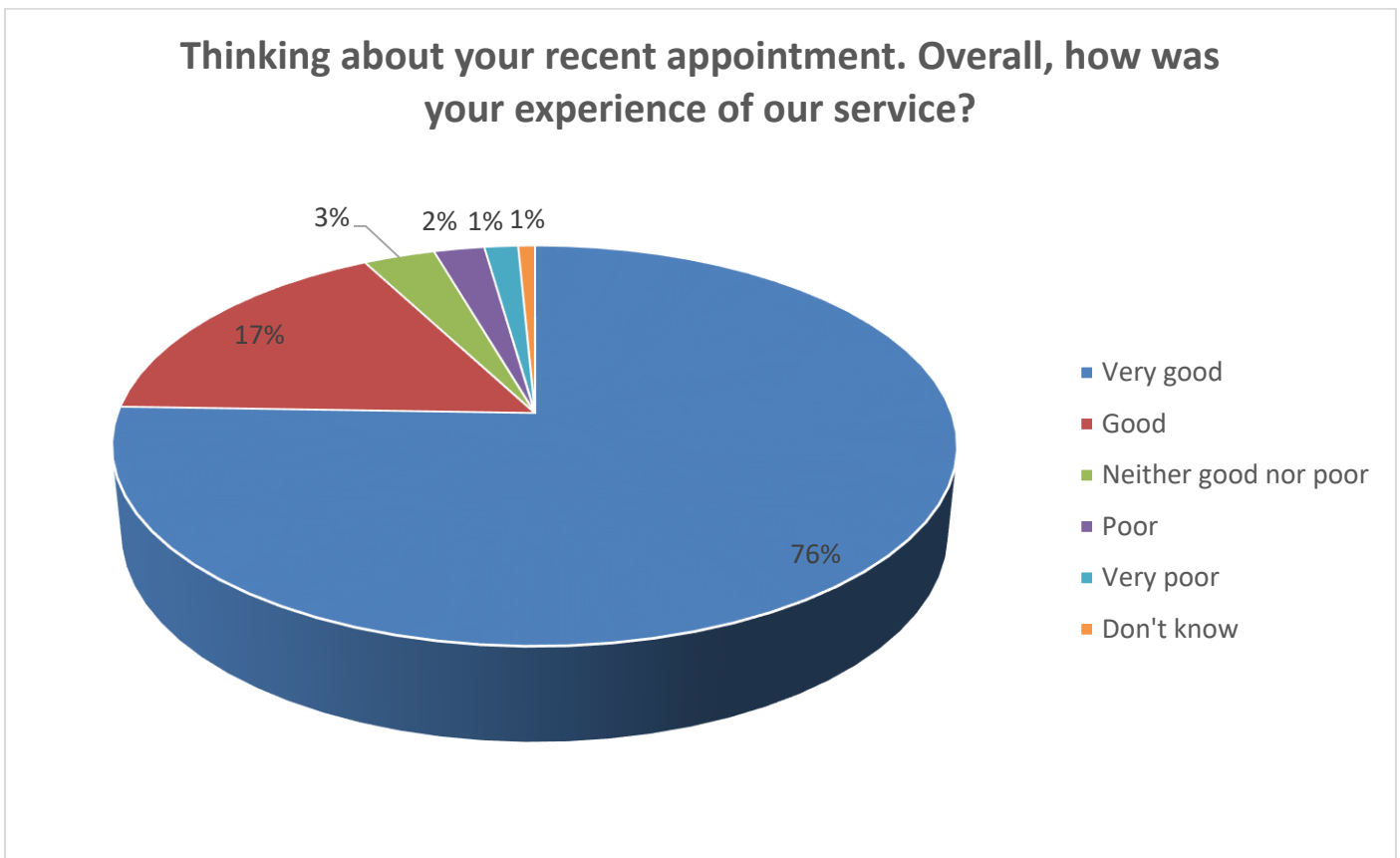
After every appointment we send out a text message asking our patient's for feedback on our service, they are then directed to complete our online Friends and Family questionnaire.

Out of 531 responses in August, our findings have been:

93% rated us good or very good

4% rated us neither or didn't know

3% rated us poor or very poor



Some of the feedback received:

“Dr Hardie always listens. Reception staff pleasant and always happy to help.”

“Polite & efficient at reception, the nurse I saw was very helpful and thorough”

“Felt more like a number than patient. Aware time is short for each person but felt like in & out”

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.