

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

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

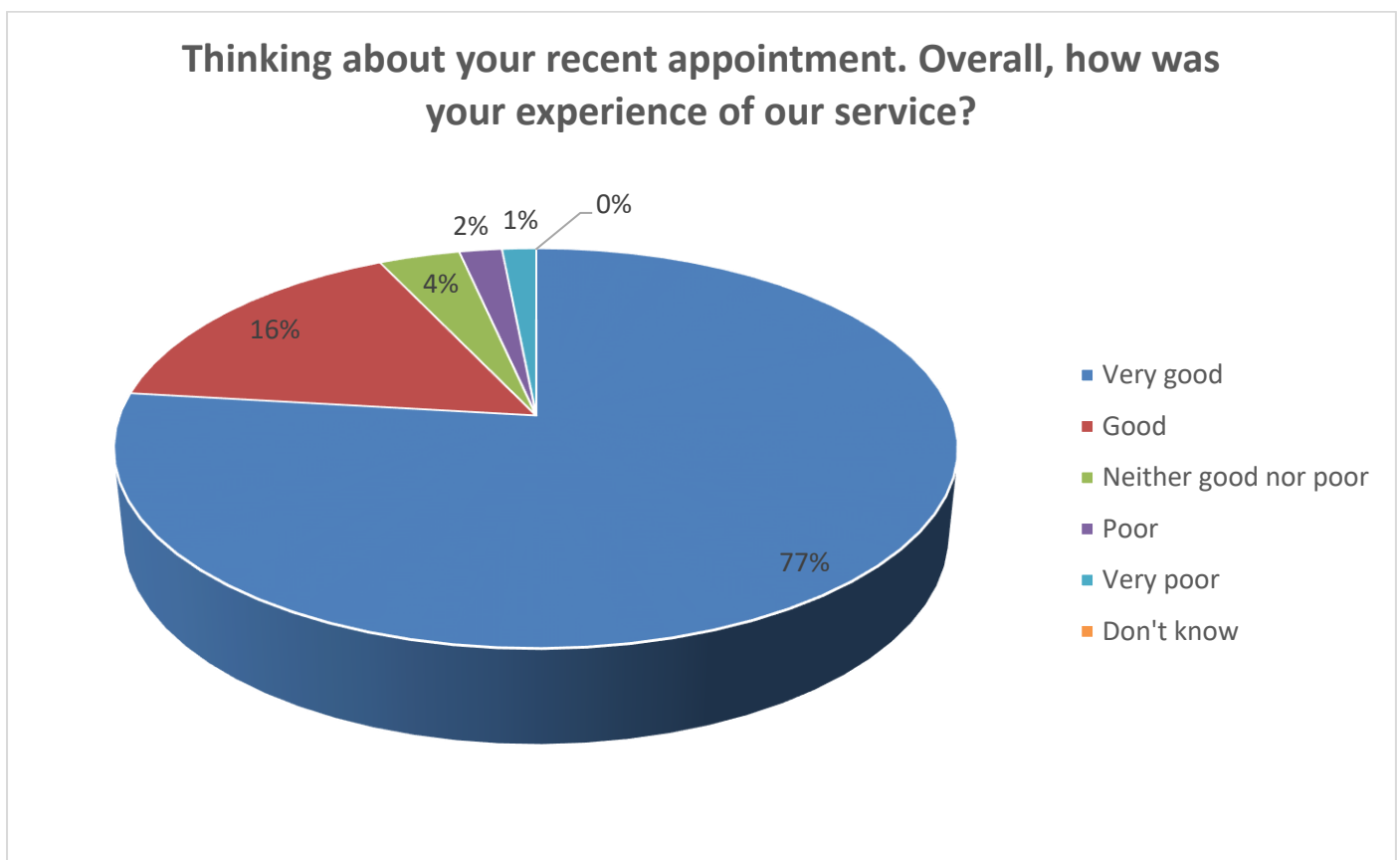
After every appointment we send out a text message asking our patient's for feedback on our service, they are then directed to complete our online Friends and Family questionnaire.

Out of 523 responses in September, 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:

“Everyone very kind and friendly. Doctor Coates was also very helpful and informative.”

“As soon as I went in at my appointment time I was seen straight away, the Dr listened to my concerns and dealt with it straight away I've always found the surgery very welcoming and couldn't wish to belong anywhere else as I've always experienced a great service”

“I couldn't get an appt with the particular doctor who requested to see me and had to phone whilst I was driving.”

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.