

## Wychbury Medical Group's friends and family results for October 2024

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

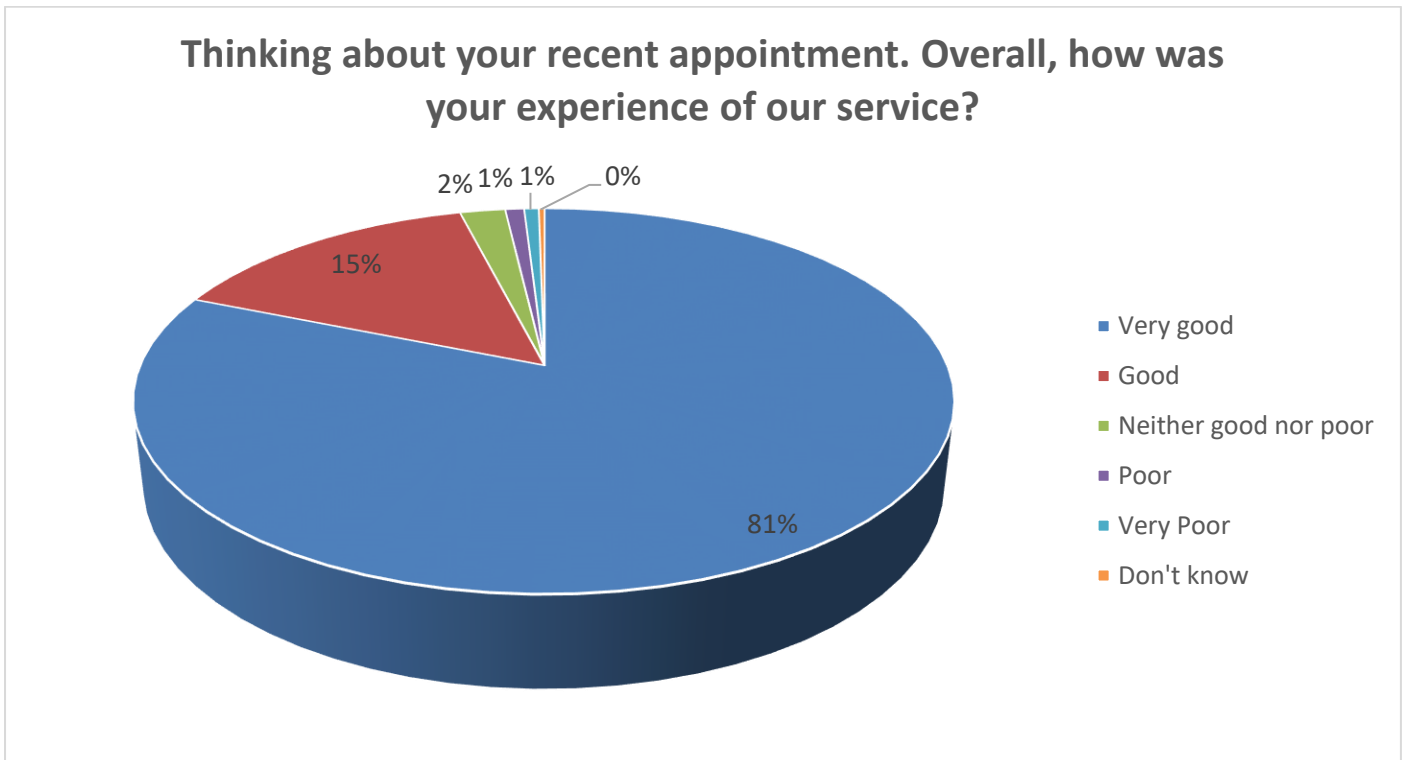
After every appointment we send out a text message asking our patient's for feedback on our service, they are then directed to complete our online Friends and Family questionnaire.

Out of 1461 responses in October, our findings have been:

**96% rated us good or very good**

**2% rated us neither or didn't know**

**2% rated us poor or very poor**



Some of the feedback received:

"I phoned on the day and the receptionist was amazing and very helpful. She managed to get me an appointment on the same day! I saw the doctor and he was brilliant he was listening and understand. I only had to wait 5 minutes for my appointment."

"Helpful reception staff. Short wait time. Convenient location."

"The inability to book any type of appointment either via the app or phone is getting worse."

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.