

Wychbury Medical Group's friends and family results for November 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.

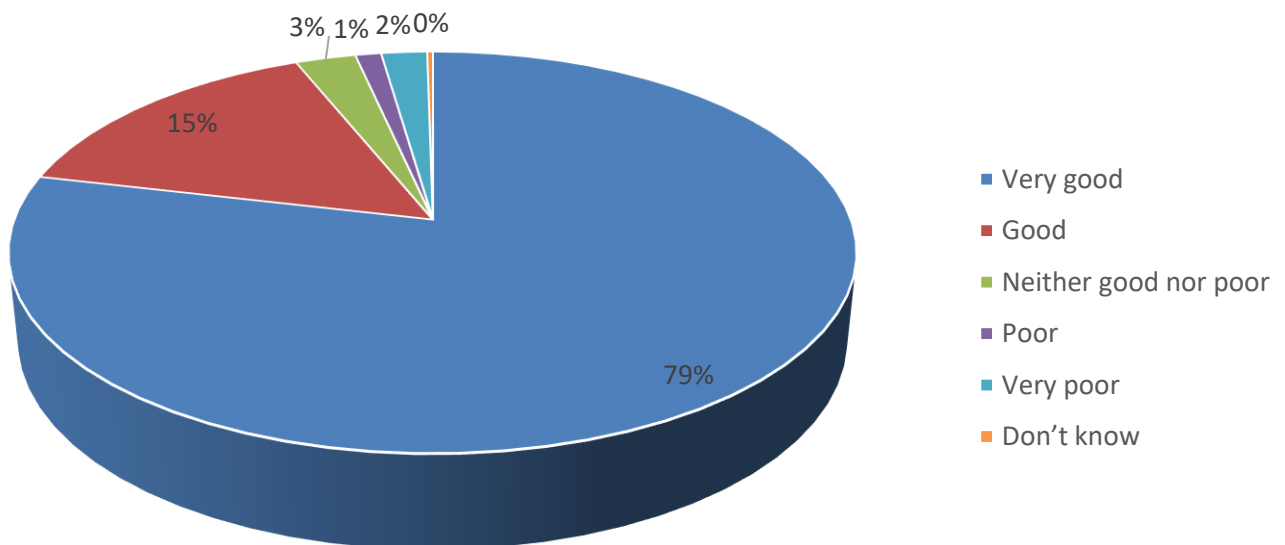
Out of 657 responses in November, our findings have been:

94% rated us good or very good

3% rated us neither or didn't know

3% rated us poor or very poor

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



Some of the feedback received:

“Exceptional service as always, easy to get an appointment and I was seen straight away”

“Friendly staff, my appointment was on time. The nurse was very helpful”

“My appointment was cancelled whilst driving to the surgery. I had waited 2 weeks for the appointment”

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.