

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

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

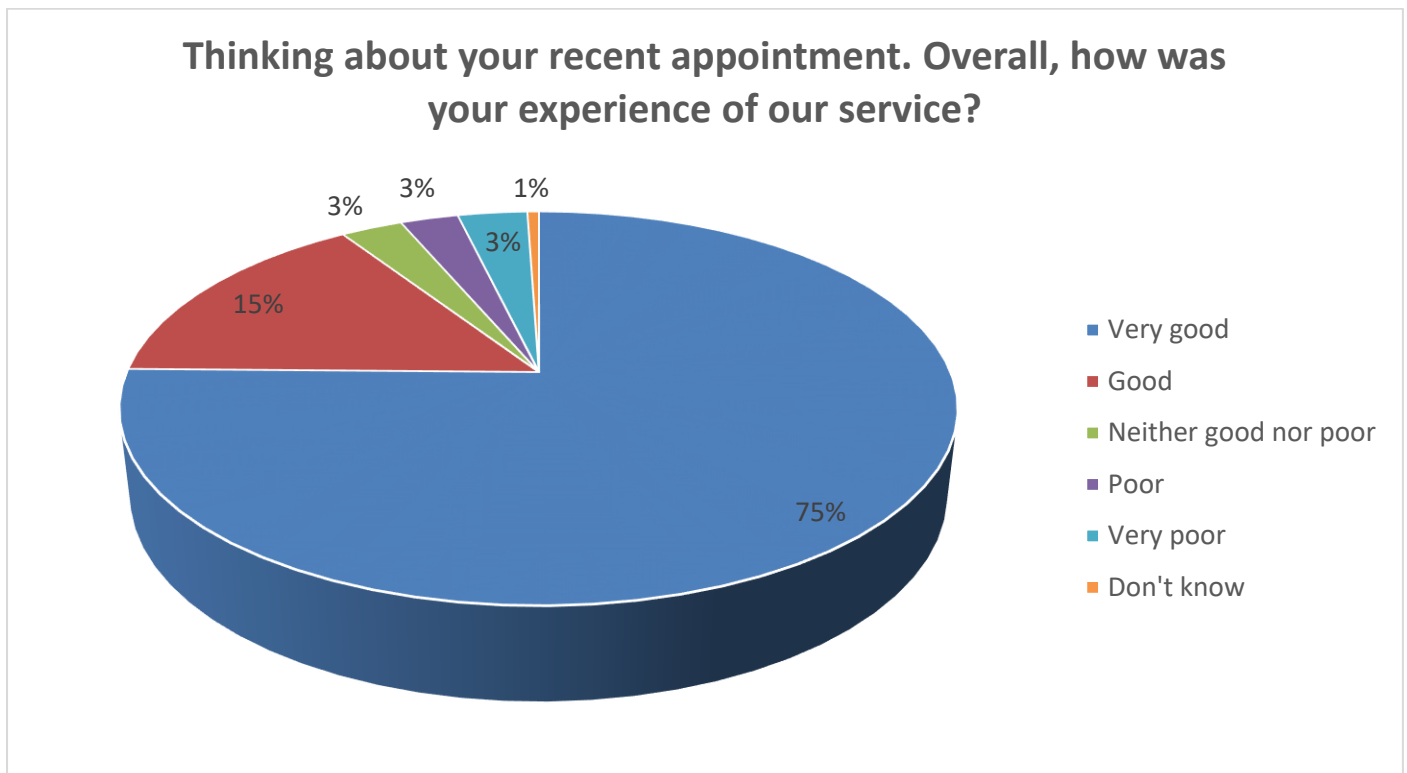
After every appointment we send out a text message asking our patient's for feedback on our service, they are then directed to complete our online Friends and Family questionnaire.

Out of 562 responses in December, our findings have been:

90% rated us good or very good

4% rated us neither or didn't know

6% rated us poor or very poor



Some of the feedback received:

“It was my second appointment in 13 days and they got me in. They were very helpful and hopefully resolved my problem.”

“Pleasing staff very friendly and helpful both receptionist and the doctor”

“Never complained before but I am concerned no adequate emergency appointments”

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.