

## Wychbury Medical Group's friends and family results for January 2025

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

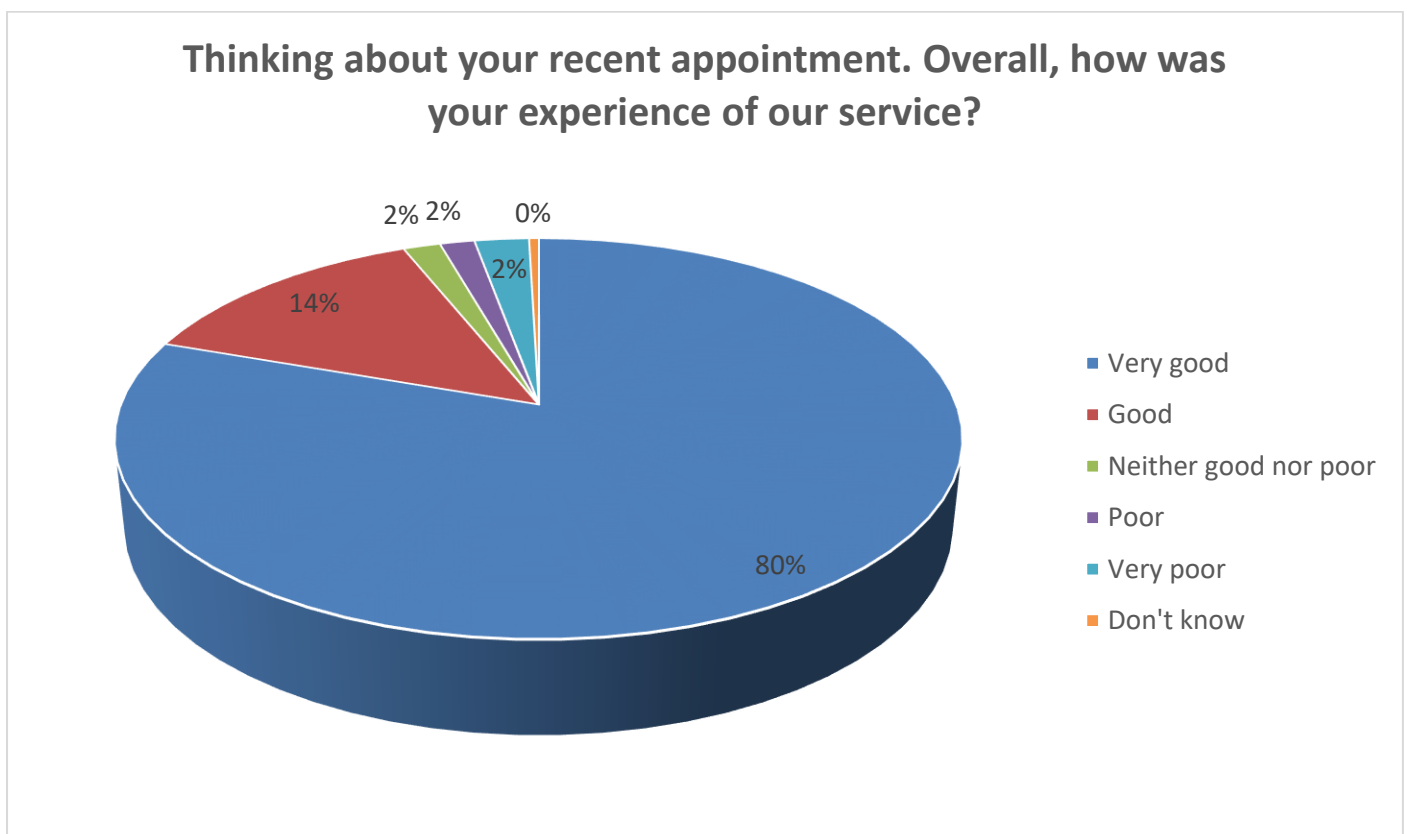
After every appointment we send out a text message asking our patient's for feedback on our service, they are then directed to complete our online Friends and Family questionnaire.

Out of 900 responses in January, our findings have been:

**94% rated us good or very good**

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

**4% rated us poor or very poor**



Some of the feedback received:

“Love the call back service save waiting on the line excellent idea. Dr Shemar was friendly and thorough. Very pleased with the practice overall.”

“Friendly and helpful staff, not a problem in sorting out an appointment to suit me.”

“When being called in to see a Dr for a delicate situation it would be nice to see a Dr that I have seen before and not a locum who I found very nervy and hesitant.”

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.