

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

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

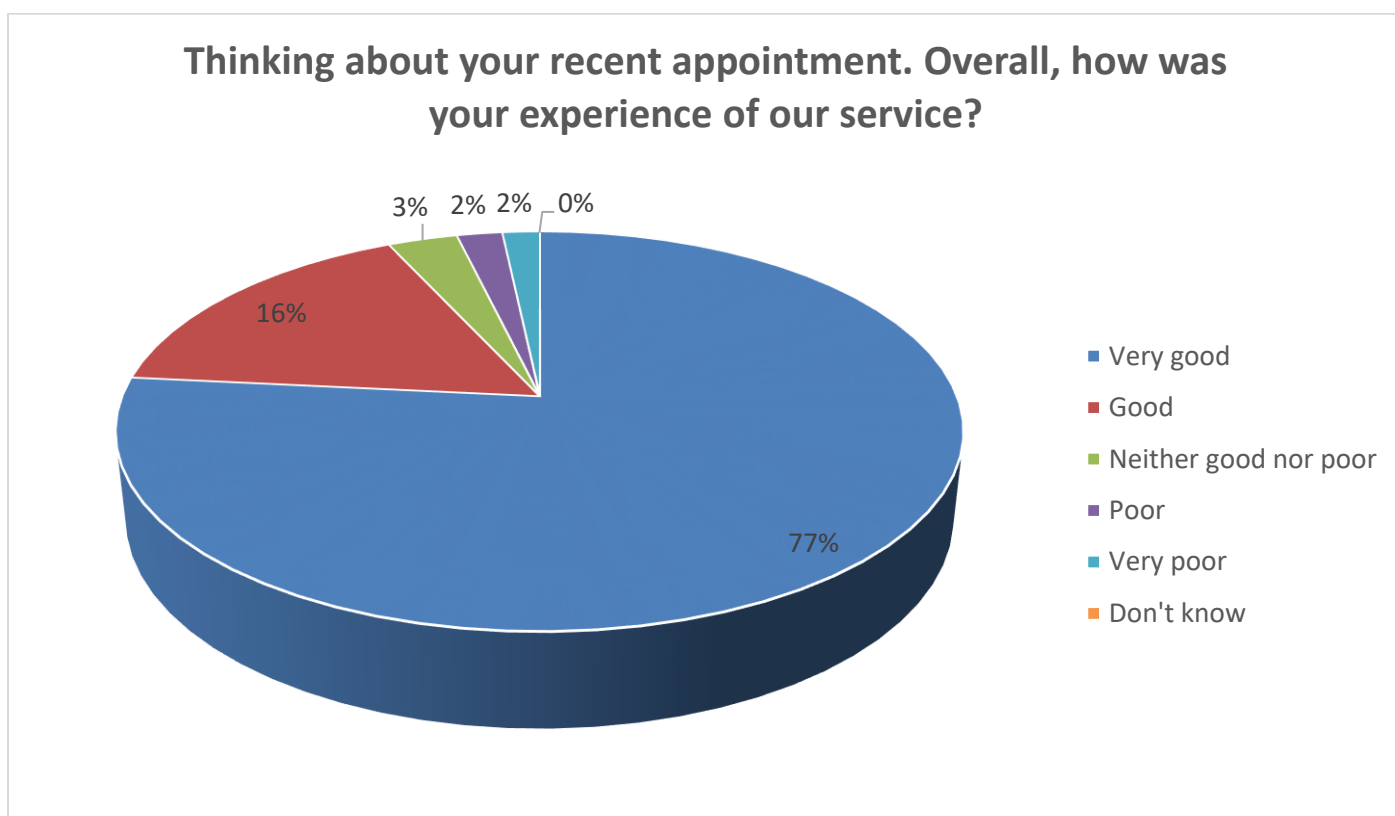
After every appointment we send out a text message asking our patient's for feedback on our service, they are then directed to complete our online Friends and Family questionnaire.

Out of 828 responses in February, our findings have been:

**93% rated us good or very good**

**3% rated us neither or didn't know**

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



Some of the feedback received:

“Glad I've got the opportunity to say, this surgery and all that work there are absolutely marvellous”

“Easy to pre book appointment online and appointments were running on time”

“Although doctor was good,10 mins isn't long enough for an 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.