

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

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

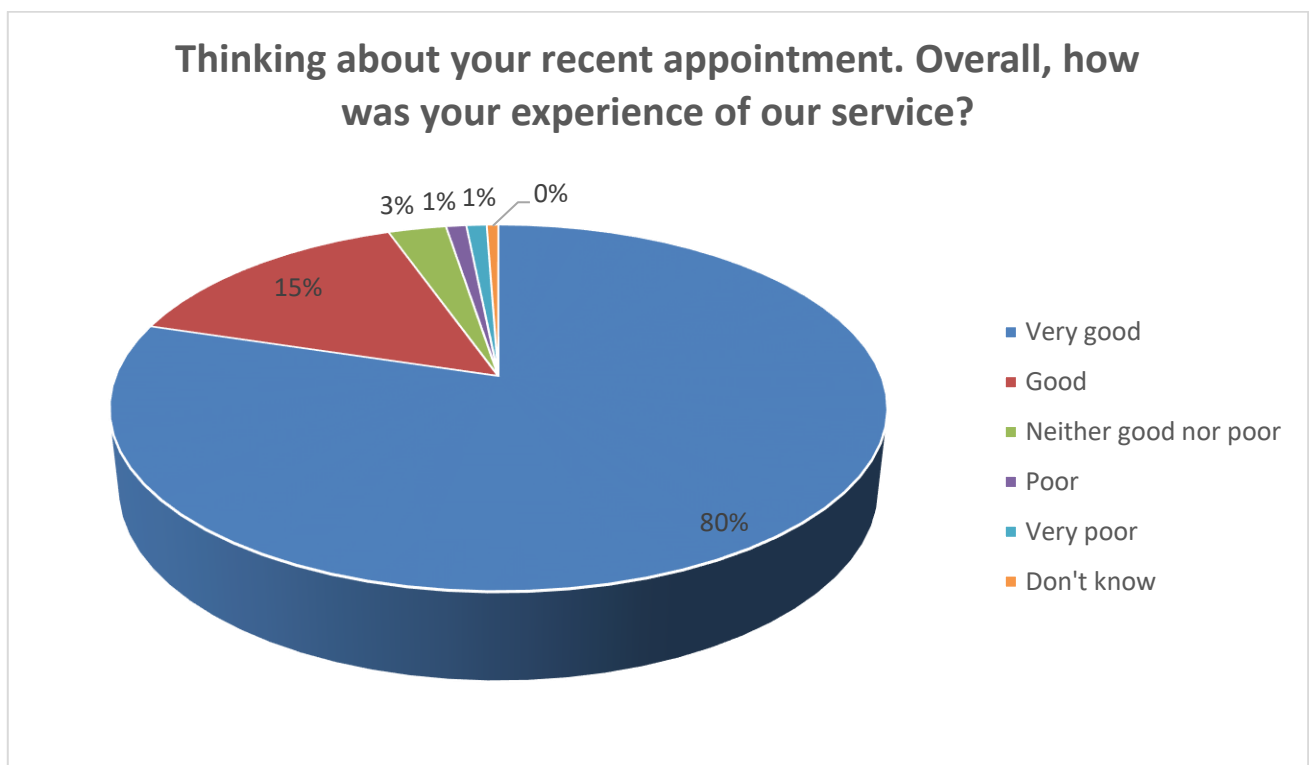
After every appointment we send out a text message asking our patient's for feedback on our service, they are then directed to complete our online Friends and Family questionnaire.

Out of 701 responses in April, our findings have been:

**95% rated us good or very good**

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

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



Some of the feedback received:

“Exemplary service as usual from Wychbury Medical Group whatever person I have seen regarding medical care have been supportive in every way possible”

“The Doctors, Nurses and Receptionists are all First Class and so attentive to the patient”

“The nurse was excellent. The receptionist was grumpy and not welcoming hence dropping one point on the score”

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.