

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

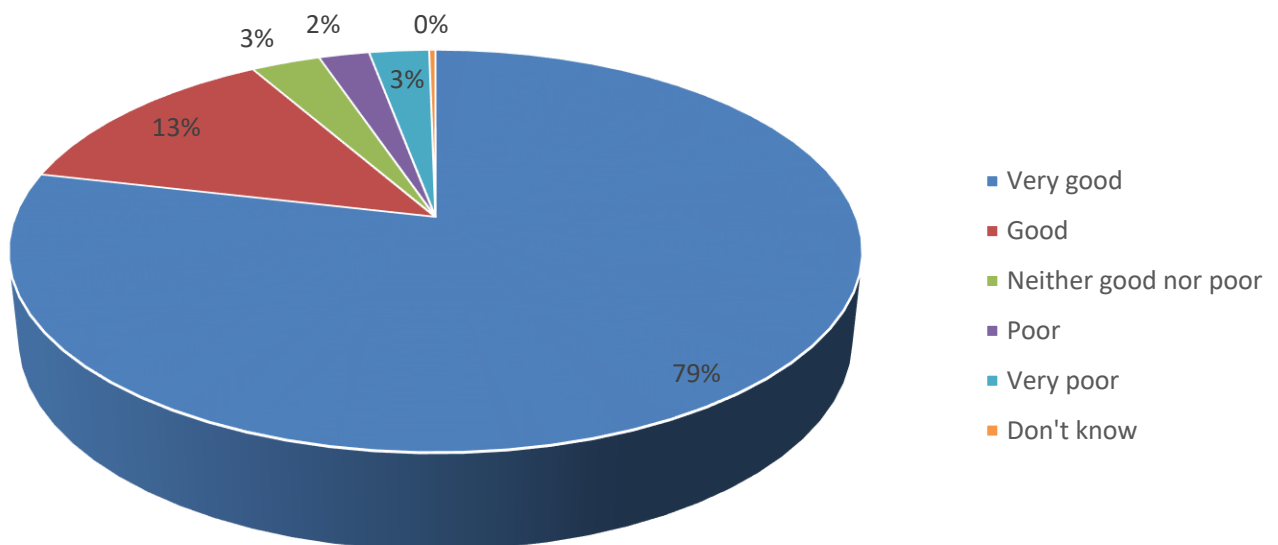
Out of 711 responses in June, our findings have been:

92% rated us good or very good

3% rated us neither or didn't know

5% rated us poor or very poor

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



Some of the feedback received:

“Reception staff are always polite and keen to help. Quick access to appointments and clinic and always respectful and offer good care”

“All the staff from the receptionists to the nurses to the Drs are always very friendly and professional. Getting an appointment I have never found an issue”

“The locum doctor showed no interest in my problem. His 'bedside' manner was non-existent. He gave me a cursory examination.

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.