

## **Wychbury Medical Group's friends and family results for December 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.

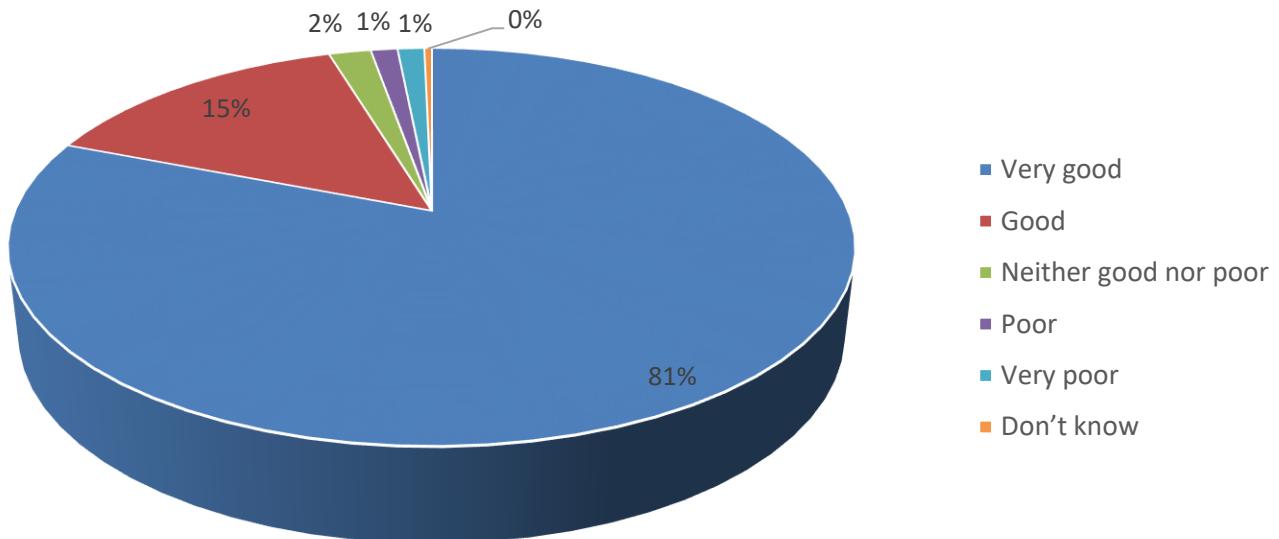
Out of 576 responses in December, our findings have been:

**96% rated us good or very good**

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

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

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



Some of the feedback received:

“Didn't have to wait long, all contact was friendly and helpful”

“Receptionist I spoke to was very polite, friendly, helpful and attentive. She made me feel not rushed too which made me think more clearly to think, manage and make arrangements. She made the experience very calm.”

“Doctors were running 30 mins late so wasn't happy as was in pain”

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.