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| **Hednesford Medical Practice** |
| Patient Feedback – July 2022 |

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| When speaking with a patient on the telephone or after an appointment with a clinician, we ask for the Patient Feedback if the patient is happy to do so. This enables us to ensure we are maintaining excellent patient centred care. |

**23%**

**Good**

**68%**

**Very Good**

**73**

**Responses**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Patient Response Breakdown:** | | | | | |
| **Very Good** | **Good** | **Neither** | **Poor** | **Very Poor** | **Do Not Know** |
| 50 | 17 | 4 | 2 | 0 | 0 |

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| **Patient Comments:** |
| Very helpful  Very Speedy with answering the telephone calls  Very helpful and polite, always  Wonderful staff on the phones and reception  HCA’s very approachable and kind – really explained the procedure well to reassure me  Swift call back system now in place  Can’t fault the practice now |

If you would like to give us feedback, please leave a review on Google or pop into the surgery to complete a feedback form. Alternatively, please give us a call on 01543 220441 to complete one over the telephone.