

The Limes Surgery Medical Centre's friends and family results for March 2024

At The Limes, we think it is important to gain feedback from our patients.

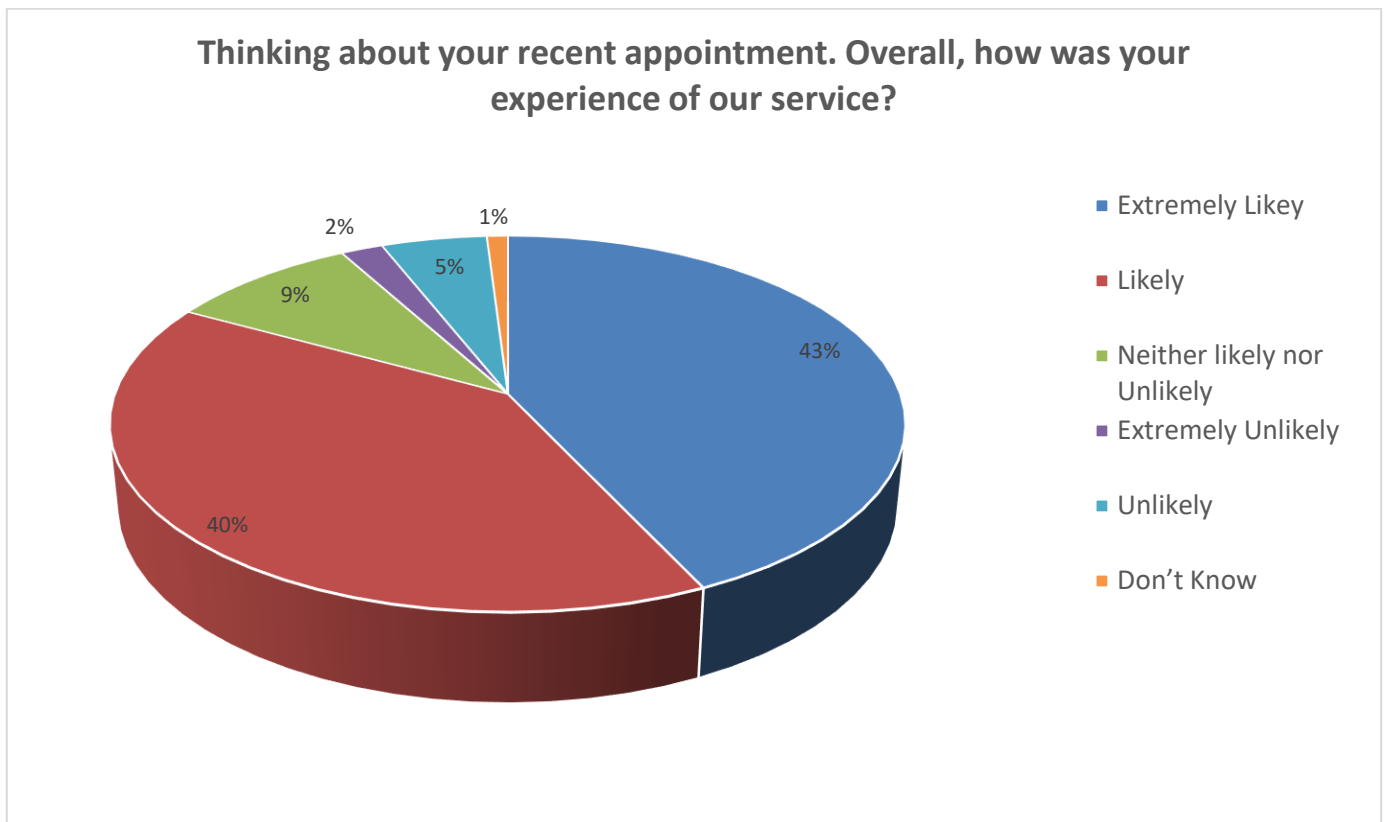
After every appointment we send out a text message asking our patient's for feedback on our service.

Out of 235 responses in March, our findings have been:

87% rated us good or very good

9% rated us neither or didn't know

4% rated us poor or very poor



Some of the feedback received:

"I feel satisfied with the practice and the way my appointment was booked without a problem and the reception staff are helpful and polite and efficient and the gp was really good with dealing with my questions and treating me.

Ellie was really helpful and very polite and on time with appointments

: Historically not good service however more recently getting much better

because the reception staff are awful and are of no help.

They changed my appointment without me knowing and no body called me. The doctor did not call me either.

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.