

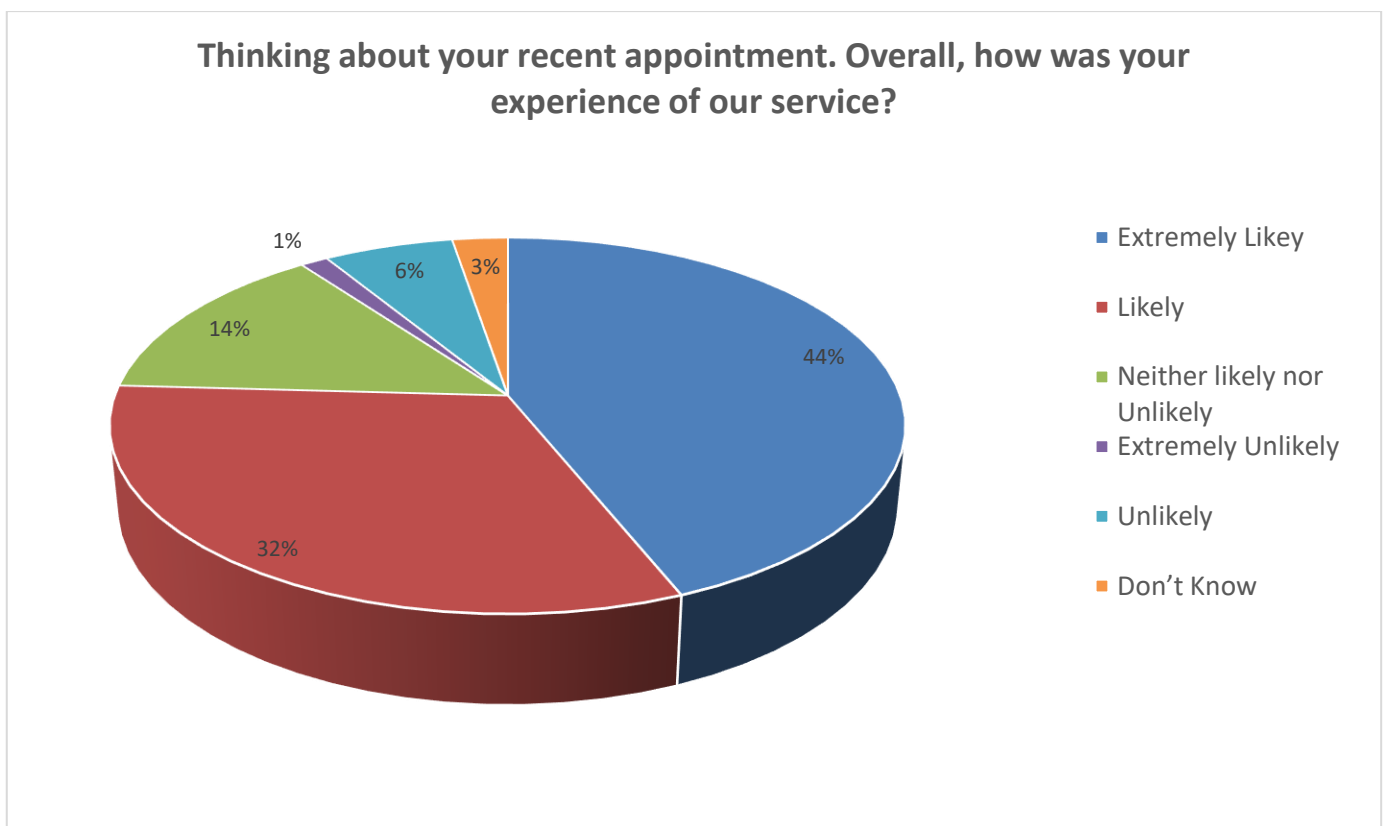
The Limes Surgery Medical Centre's friends and family results for September 2024

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 patients for feedback on our service.

Out of 228 responses in September, our findings have been:

76% rated us good or very good
17% rated us neither or didn't know
7% rated us poor or very poor



Some of the feedback received:

Professional way I was treated by doctor.

Superb attention from Dr Price as always. Although the telephone answering to make an appointment is shocking.... EG... Number 1 in Q for 24 mins..... Just one example..... I listed more in my official complaint in July..... Then cut off..... Doesn't seem to be any effective management at the practice.... And a lack of GPS. No response to my complaint.

Does not answer the phone waited on the phone for 45 minutes today

Quality and service needs to improve

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.