

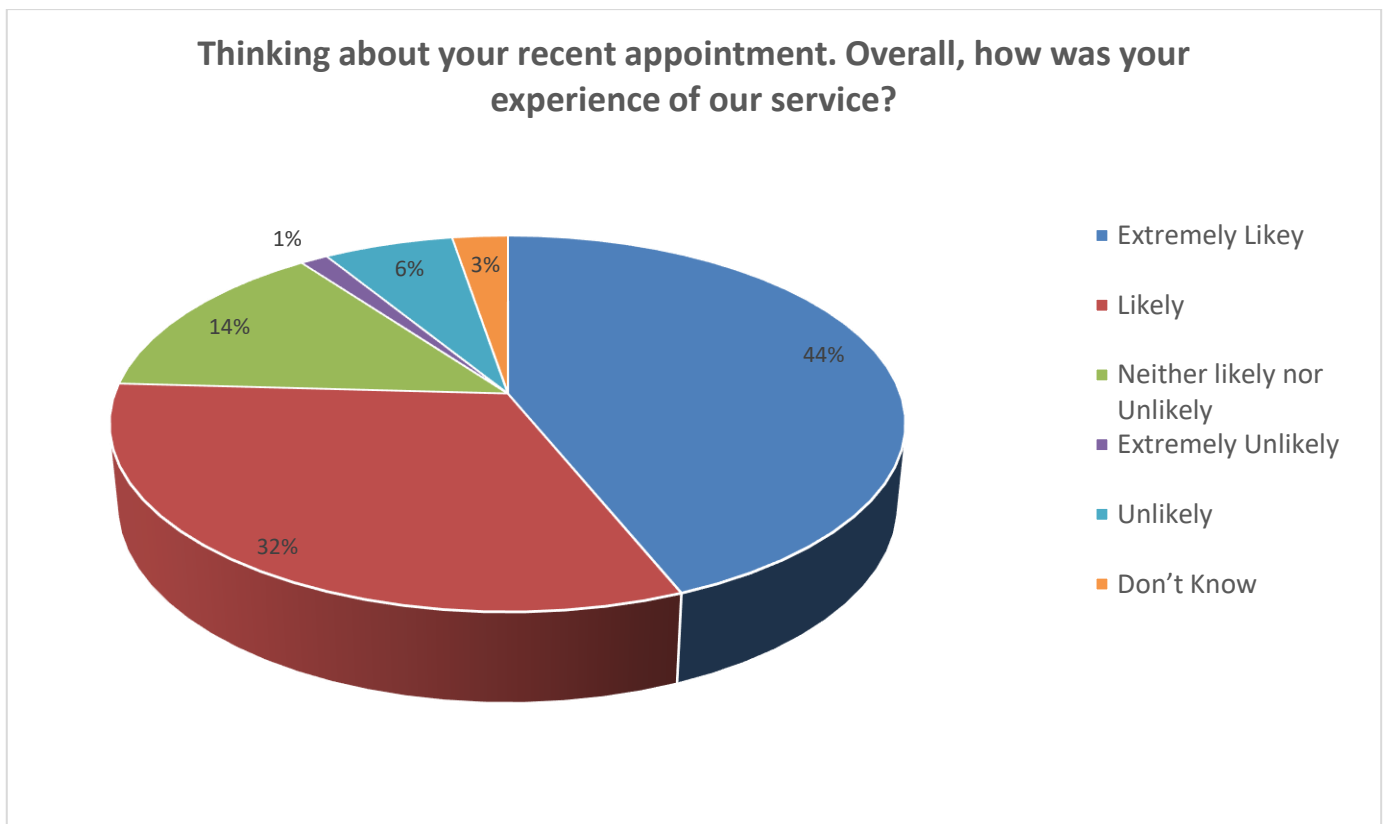
The Limes Surgery Medical Centre's friends and family results for October 2024

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 273 responses in October, 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:

- Dr Ahmed is a brilliant Doctor
- I went in to my appointment on time and was treated both professionally but friendly by all staff
 - Definite improvement
 - The Staff are very patient , polite ,friendly and professional
- Although I cannot fault Craig who is very approachable and cares for his patients, taking time to explain and listen, past experiences and those experienced by family and friends, including difficulties making appointments would mean I would not recommend this surgery.

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.