

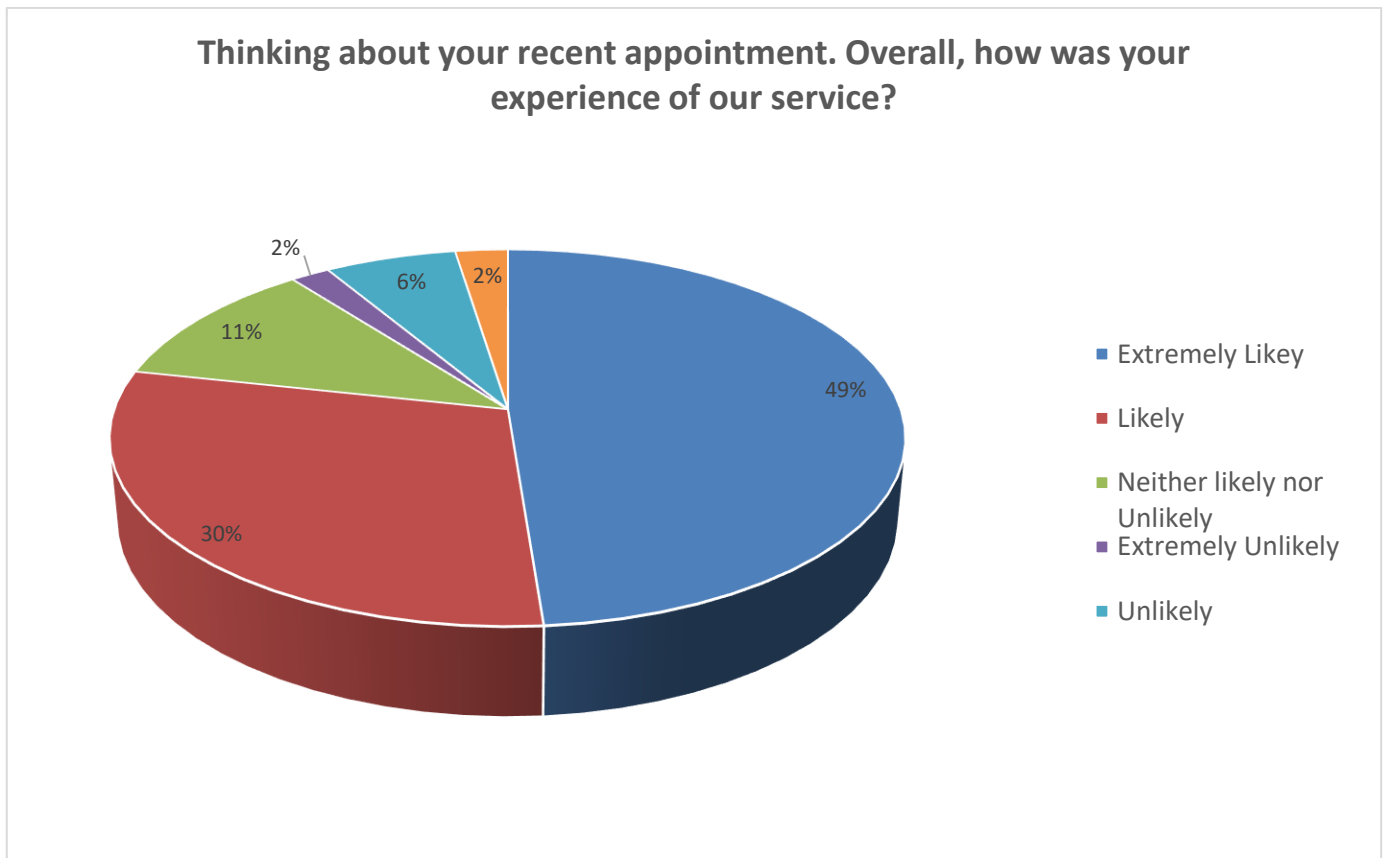
The Limes Surgery Medical Centre's friends and family results for January 2025

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 162 responses in January, our findings have been:

79% rated us good or very good
11% rated us neither or didn't know
8% rated us poor or very poor



Some of the feedback received:

The manner in the way the doctor listened and in the way he answered my questions indicated he had read the information I had sent him. Much appreciated.

Seen on time and action taken for problems discussed

The medical service you receive is excellent but getting an appointment is a nightmare. You have to allow an hour when ringing for an appointment to get your call answered. This time took 46 minutes.

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.