

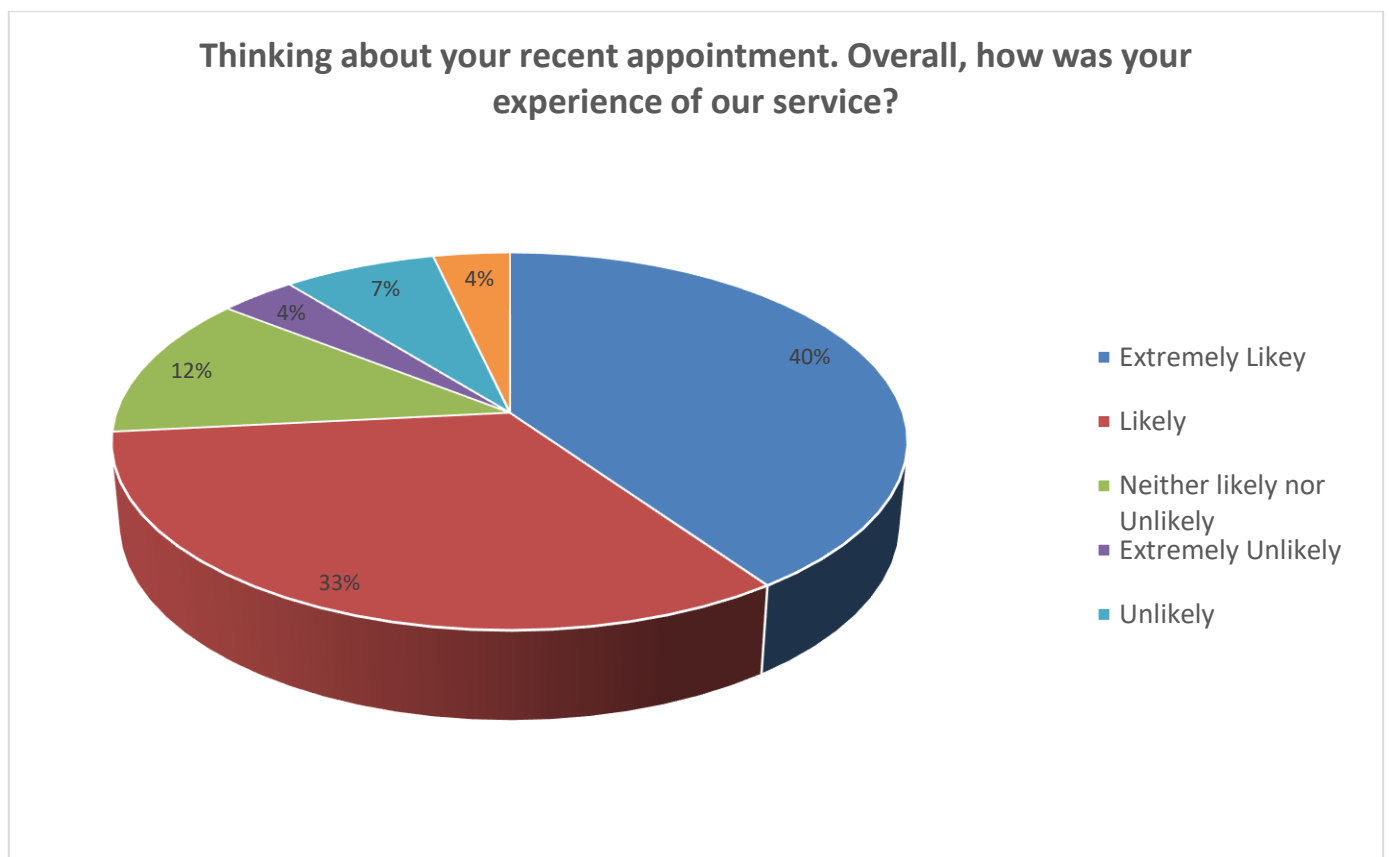
The Limes Surgery Medical Centre's friends and family results for February 2025

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 139 responses in February, our findings have been:

73% rated us good or very good
19% rated us neither or didn't know
8% rated us poor or very poor



Some of the feedback received:

I was so very grateful for the understanding that the receptionist Laura gave me and the way she followed it up afterwards.

Got an appointment very quickly, friendly & helpful staff, doctor was very good, listened to my problems & took the time to talk with me & discuss everything, great service

Its been a bit since I've been there been to hospital your ambulance witch you were ordered or did not witch I was a day late spent 10 days in icy maybe could have avoided I.c.u not icy but we all make mistakes

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.