

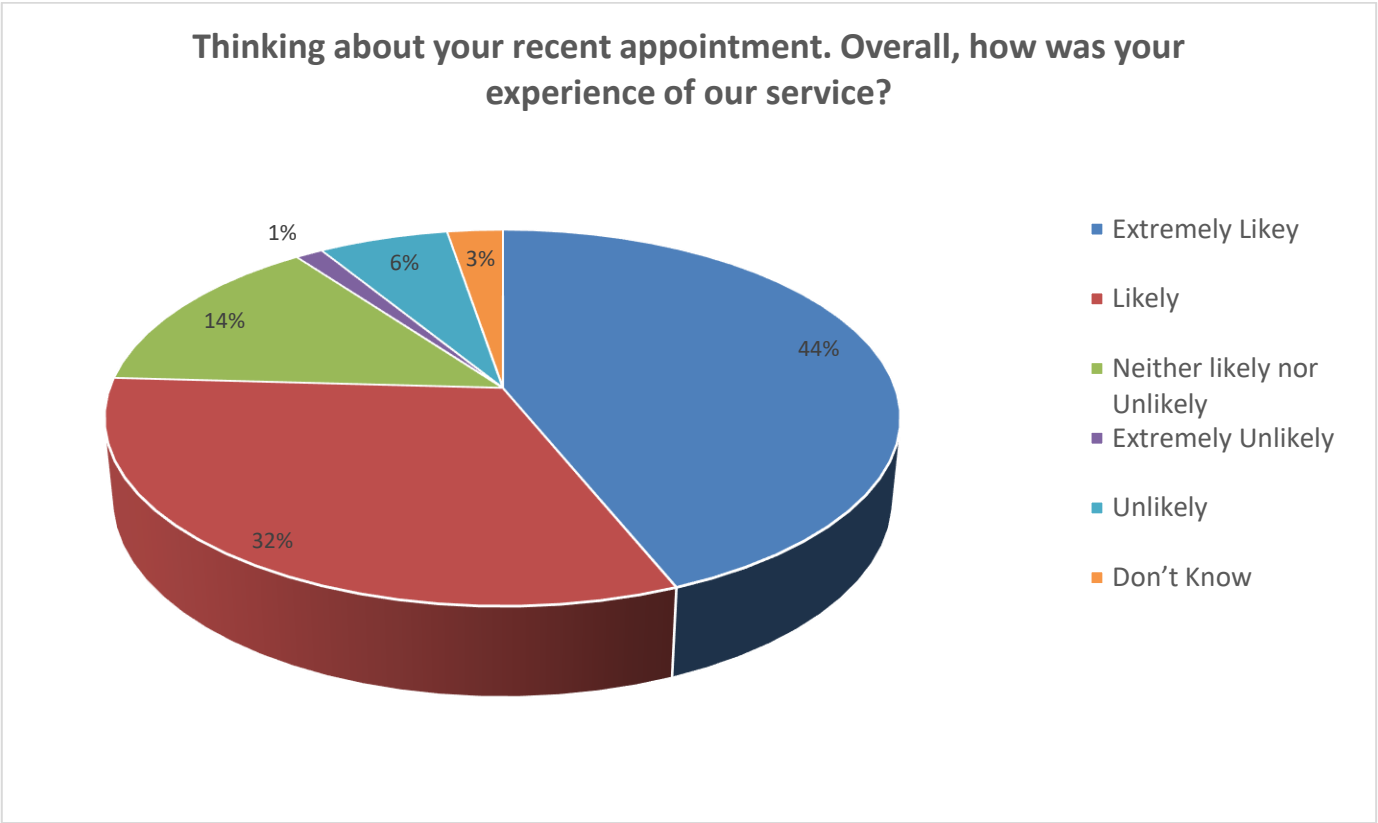
The Limes Surgery Medical Centre's friends and family results for April 2025

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 175 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:

I gave this answer as the lady gp that I saw was extremely thorough

Excellent service from Colleen

Difficult to get through to surgery on telephone, in a queue for ages before being answered.

It took my husband 27min to get to the receptionist he was second in line

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.