

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

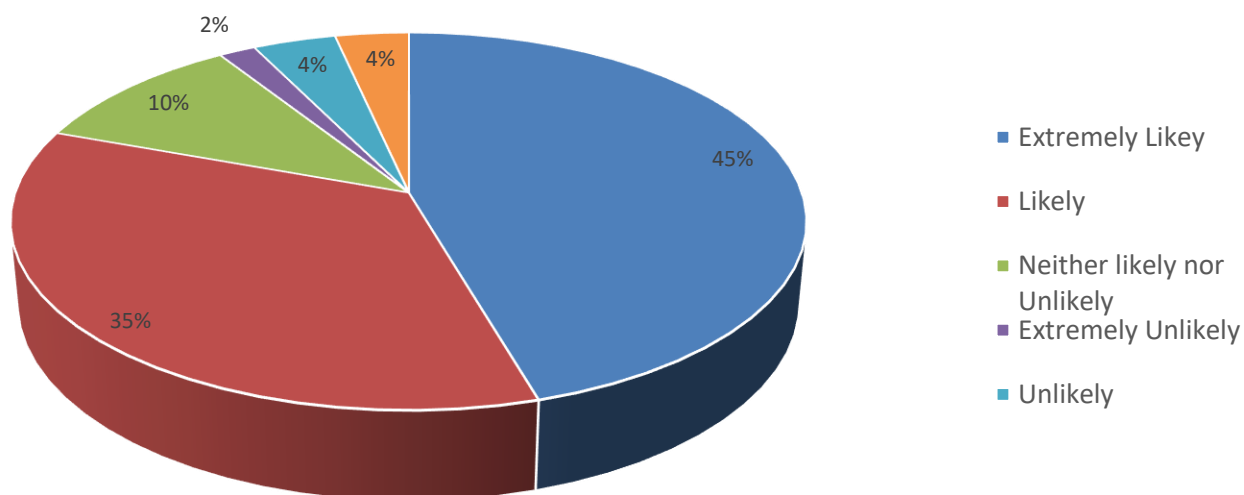
Out of 126 responses in October, our findings have been:

80% rated us good or very good

14% rated us neither or didn't know

6% rated us poor or very poor

Thinking about your recent appointment. Overall, how was your experience of our service?



Some of the feedback received:

- Good prompt service. Friendly staff.
- Rang up for an emergency appointment at 1:30pm and was seen on the afternoon with dr price. which I may say that he is a lovely dr nothing is to much trouble
- Getting through to make an appointment on the phone can take a long time....the message telling you where you are in the queue sometimes doesn't help as some calls seem to be taking a long time to be dealt with.

Access for appointments can be unreliable and telephone appointments are terrible for how late after the given time before calls are made.

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.