

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

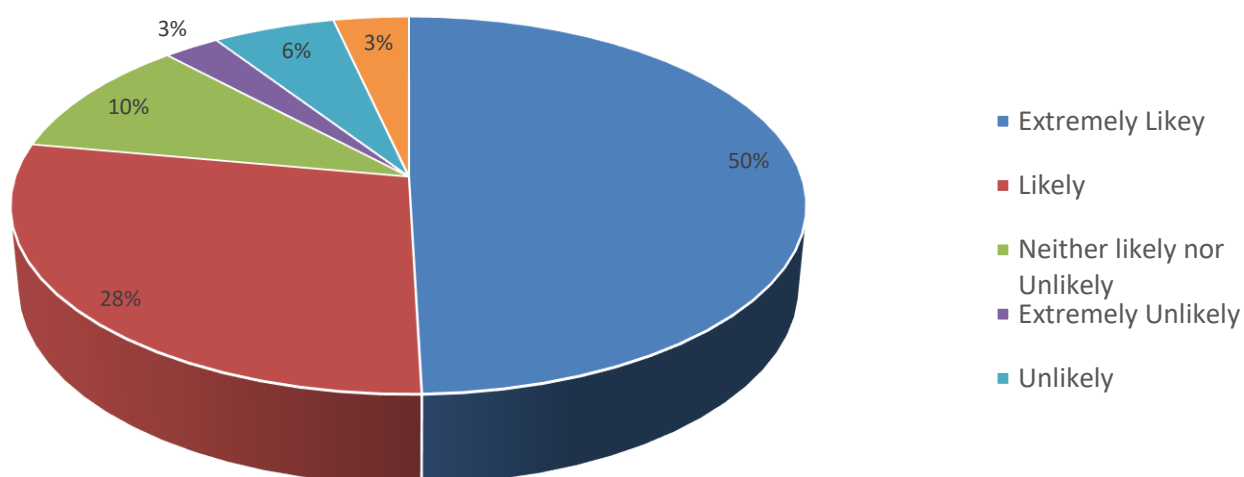
At The Limes, we think it is important to gain feedback from our patients.

After every appointment we send out a text message asking our patients for feedback on our service.

Out of 226 responses in November, our findings have been:

**78% rated us good or very good**  
**16% 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:

Yes was dealt with promptly and sorted out very quickly  
Generally good with answering queries especially regarding medications.

No reason, time will tell.  
Quality and service needs to improve

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.