

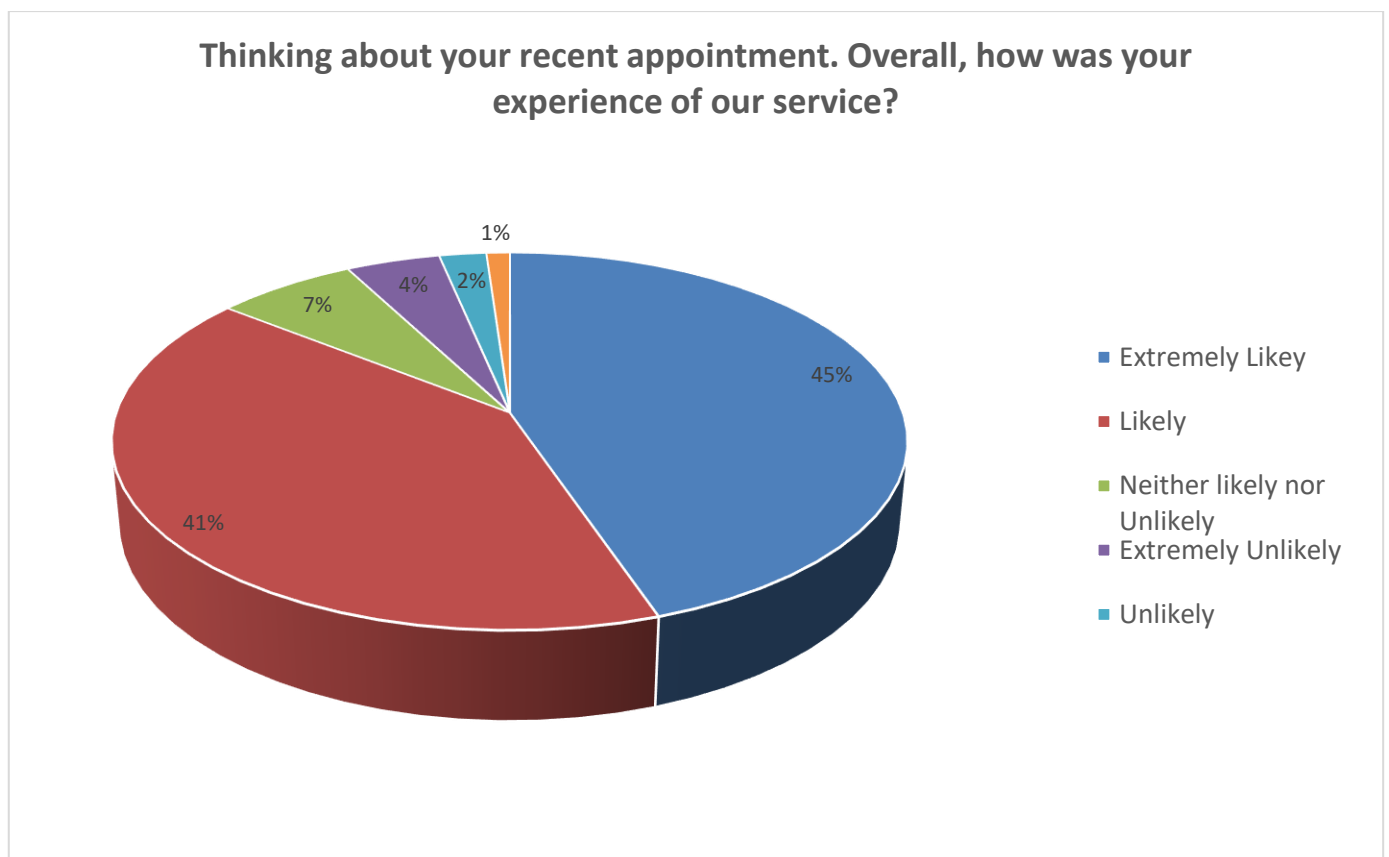
## The Limes Surgery Medical Centre's friends and family results for February 2026

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 181 responses in February, 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 have been looked after well by the practice

I have been able to get appointments when needed and the service was great thanks

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.

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.