

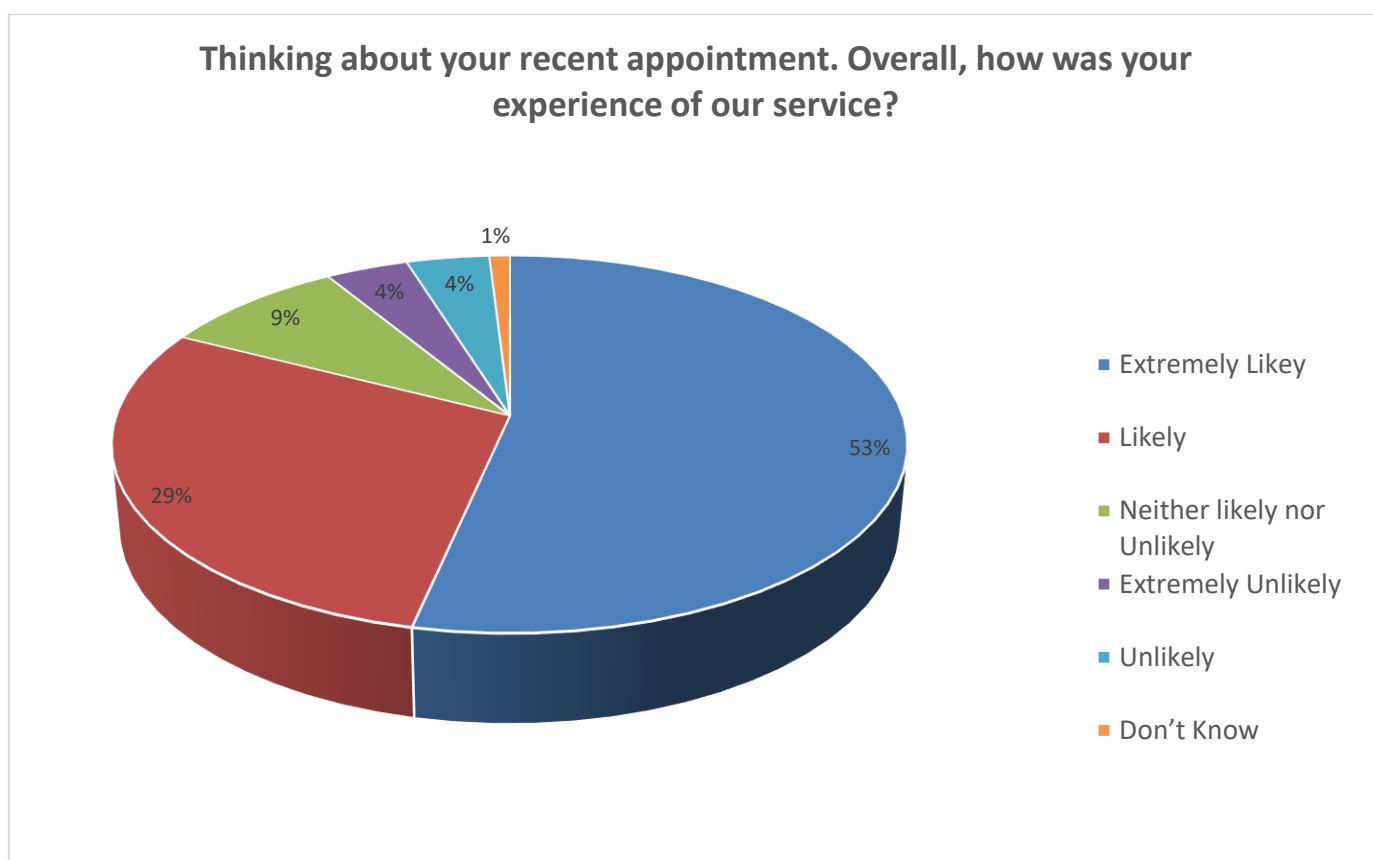
The Limes Surgery Medical Centre's friends and family results for September 2026

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 103 responses in September, our findings have been:

82% rated us good or very good
10% rated us neither or didn't know
8% rated us poor or very poor



Some of the feedback received:

Receptionist Claire is very helpful and the doctor I saw is also very good and put me at ease

Overall support from reception has improved to what it was.

We left a note for doctor to call on a different number to the one he had but he calls on the number without reading the note and we miss the call. So we call back to rearrange and again we say do not call on that number as that number could well be out of reach and again 2nd time doctor does not check the note and calls on the number which he was not ment to call.

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.