

## Alexandra Medical Centre friends and family results

### April 2025

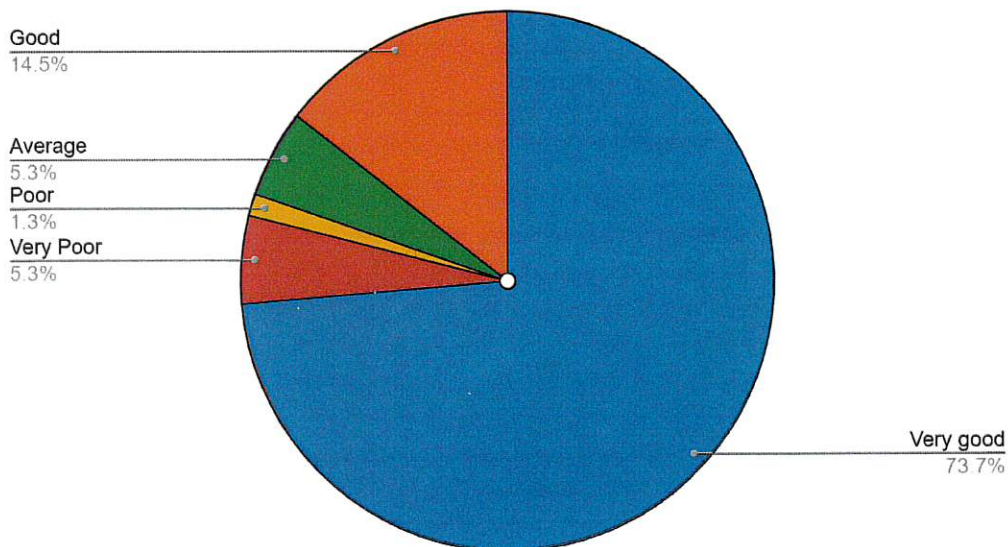
As a practice, we find it vital and reflective to receive feedback from our service users.

Following your appointment with us, you will receive a text message asking you to honestly reflect upon your experience at our surgery and offer a chance to express your views on the quality of care you received. This data is collected via our Friends and Family Questionnaire.

Out of 76 responses received in April 2025, our findings show:

**88.2% rated us 'good' or 'very good'**  
**5.3% rated us 'average' or 'don't know'**  
**6.6% rated us 'poor' or 'very poor'**

Count of Overall, how was your experience with our service?



Some more detailed feedback received is shown below:

"Professional and reassuring"

"The doctor wants to solve my problem, he asked lots of questions to get the right information and has asked me to get some tests done. It feels good that I'm getting things checked."

"My consultation with the doctor was good but waiting time even with an appointment was long and exhausting"

Feedback enables us to highlight shortfalls in our service and conversely accept praise for aspects we do well in your delivery of care. We are especially grateful for all the recognition and would like to thank all those who take the time to complete this short survey for their participation in service improvement. We encourage those who can engage with this feedback to please do so in the future.