

Alexandra Medical Centre friends and family results

March 2025

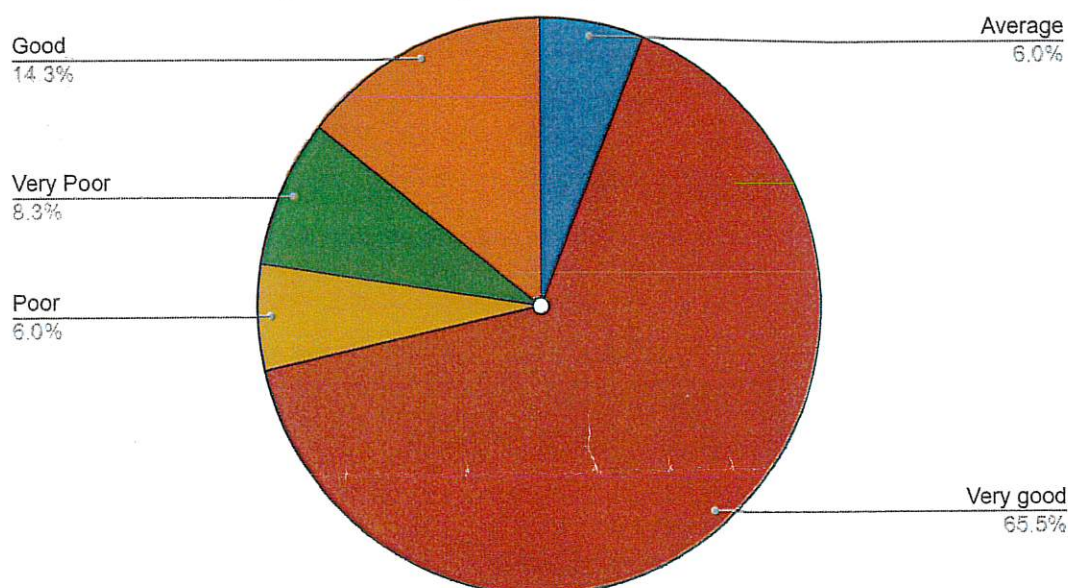
As a practice, we find it vital and reflective to receive feedback from our service users.

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 responses 84 received in **March 2025**, our findings show:

79.8% rated us 'good' or 'very good'
6% rated us 'average' or 'don't know'
14.3% rated us 'poor' or 'very poor'

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



Some more detailed feedback received is shown below:

"An amazing Doctor who has supported any of my health concerns with an amazing and effective holistic approach with the use of natural remedies and modern medicine."

"Doctor Daniel took time to explain my MRI results and educated me on the findings and mapped out a plan of action moving forward"

"Lack of parking. Long wait for the next appointment. Certain staff only work in the mornings."

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.