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| **The Colliery Practice** |
| **Patient Feedback / Friends & Family – February 2023** |

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| After an appointment, the patient is sent a text message to complete the Friends & Family questionnaire should they wish to. Patients also give us written and verbal comments which enables us to ensure we are maintaining excellent patient care. |

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| **Patient Responses Breakdown** | | | | | |
| **Very Good** | **Good** | **Neither** | **Poor** | **Very Poor** | **Don’t Know** |
| 206 | 46 | 4 | 9 | 6 | 0 |

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| **Patient Comments** |
| Excellent staff, well organised practice!  Huntington reception staff handled late running appointments sympathetically.  I was dealt with promptly and efficiently. All staff were kind and helpful  Good info always tell u what is happening very good communication  Booked in efficiently, within 10 mins of my set time, doctor was very good.  Doctors will see you face to face and receptionist are very good and understanding, always so helpful  Very friendly and treated promptly with excellent care. Very punctual, staff friendly and informative  Reception staff very helpful and courteous and always very friendly  With everything going on at this moment, you made time for me, Jill is so lovely as are all your staff, absolutely a credit to our NHS!!!!  I was seen on time and everyone was very polite and helpful. Very punctual, staff friendly and informative |

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| **If you would like to leave patient feedback, please contact reception or visit our website and complete the friends and family questionnaire. All responses are greatly appreciated!** |