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| **The Colliery Practice** |
| **Patient Feedback / Friends & Family – March 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** |
| 605 | 122 | 29 | 16 | 14 | 0 |

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| **Patient Comments** |
| Staff very prompt and knowledgeable. The Doctors are nice too!  The GP was new to me. I found her charming and sympathetic to by difficult condition.  Was able to get an emergency appointment same day!  The practice has very professional staff who always try their best to help you!  Practice Nurse was professional, caring, and friendly. Gave me the time to discuss heath issues with her!  The receptionist was friendly and caring!  Dr Filip listens to the patient and is interested in what they are saying. A very good Doctor who clearly gives good advice.  Reception are always considerate and the doctors have been most caring to me!  Physiotherapist very helpful and listened to me and gave excellent advice. Feel really supported! |

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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!** |