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| **The Colliery Practice** |
| **Patient Feedback / Friends & Family – April 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** |
| 380 | 83 | 22 | 17 | 17 | 0 |

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| **Patient Comments** |
| 1st class service as always!  Alison nurse practitioner is very understanding, patient and made me feel as she really understood what I was saying.  Seen the same day for an urgent appointment and though I had to wait, I was warned of this. The doctor was thorough and informative, with a follow up visit offered if required.  Reception staff very friendly and Dr Conmey is always very friendly, helpful and approachable.  Telephoned first thing Monday the last was very helpful and got me booked in that afternoon.  Dr Green was very helpful and sorted my medication.  I gave this response because the surgery was very clean and waiting time was minimal (which is lovely) and the doctor was extremely supportive and helpful  The receptionist was friendly and caring!  Waiting room wasn’t too crowded and although there was a delay seeing the doctor he apologised once I did see him. Reception is always considerate and the doctors have been most caring to me! |

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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!** |