

The Colliery Practice

Patient Feedback / Friends & Family – May 2023

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.

Patient Responses Breakdown

Very Good	Good	Neither	Poor	Very Poor	Don't Know
330	78	14	8	5	0

Patient Comments

Had a blood test, appointment was on time, and the nurse was fantastic

The receptionist was really helpful when I was stuck about a prescription also the nurse, I saw was very friendly

Reminders about appointment. Not a long wait for the appointment. Receptionist friendly

I had symptoms of a medical emergency at my appointment yesterday. All staff were very helpful and called an ambulance for me. They monitored me whilst waiting for the paramedics to come. I am so grateful for the help from all staff and doctors that helped and a big thank you to Sue one of the nurses. Thank you to you all!

The practice nurse was very professional and had a friendly manner which put me at ease.

I was seen and dealt with promptly and pleasantly.

I was nervous before attending because of the nature of the issue I was attending the doctors for. However, Dr Green was amazing. He talked to me with respect and as an equal and reassured me of my worries. He was incredibly professional and personable. I also got upset at the appointment and he was understanding and made me feel like he really wanted to help. Thank you for helping me with this issue and being so kind.

No delay in appointment time also very friendly atmosphere.

**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!**