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| **The Colliery Practice** |
| **Patient Feedback / Friends & Family – June 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** |
| 533 | 124 | 20 | 12 | 14 | 0 |

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| **Patient Comments** |
| Dr Shah very good doctor, thoroughly does a good job, does all the checksReally pleased that I could get a same day appointment. Doctor was running a bit late, but I don't mind that because it means that people are getting the help they need. Doctor was lovely and thorough, and asked me how I was getting on with my cancer treatment. It made me feel cared forI didn't have to wait too long; the waiting area was clean and tidy. The nurse was friendly and informativeIt was the nurse l seen, perfect polite. On time The practice nurse was very professional and had a friendly manner which put me at ease.Confidence in your staff and doctorsDr Green listened carefully to my medical concerns, and provided appropriate answers to help me understand my symptoms; he also printed out information sheets for my further understanding of unfamiliar medical terminology. A very helpful and reassuring appointment which was appreciated.No delay in appointment Very friendly reception lady appointment was punctual and the nurse was very thorough |

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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!** |