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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 checks  Really 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 for  I didn't have to wait too long; the waiting area was clean and tidy. The nurse was friendly and informative  It 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 doctors  Dr 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!** |