|  |
| --- |
| **The Colliery Practice** |
| **Patient Feedback / Friends & Family – July 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** |
| 474 | 91 | 21 | 14 | 12 | 0 |

|  |
| --- |
| **Patient Comments** |
| I had an appointment with Dr Green, very thorough, and talked through everything going on.  The nurse I saw, Susan I believe her name was, was so lovely and kind to talk to. Really empathetic and caring and offered solutions for me to try and informed of useful services I could access.  Pleasant staff appointment was on time.  My doctor was very human rather than just a medical dictionary showed empathy and interest and made me aware of certain symptoms I had. Very helpful overall a lovely man.  Duty doctor caught up with my medical history very quickly and was able to prescribe exactly the right emergency medication I needed.  Practitioner Alison Smith was so patient, caring, and easy to talk to.  Treated with respect, doctor was very thorough.  Receptionist was very helpful; the Nurse was lovely.  I was very pleased with my visit the doctor was very good and answered all my questions and put me at ease. |

|  |
| --- |
| **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!** |