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| **The Colliery Practice** |
| **Patient Feedback / Friends & Family – August 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** |
| 450 | 82 | 9 | 14 | 16 | 0 |

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| **Patient Comments** |
| Doctor was very good at listening about my problem and gave me very good advice and reassured me not to worry.Excellent by both the telephone receptionist who gave me the same day apt to the Lady Dr who attended to me and advised me after examination to go to Hospital. Many thanks to both.Very good service receptionist nice and friendlyLizzie is very welcoming and has a very caring nature that puts you at ease.My doctor took the time to listen, I had a thorough examination.Lizzie the nurse was amazing, I was very nervous to have my coil taken out. Her calming nature and approach made me feel comfortable for her to carry out the job. This isn’t my GP practice but we would love to come here permanentlyStaff always pleasant, and willing to help.I saw Dr Green, he listened to what I said carefully, and didn't try to rush things, he is one of the best doctors.Minimal waiting, questions answered satisfactory and further appointments arranged, |

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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!** |