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| **The Colliery Practice** |
| **Patient Feedback / Friends & Family – September 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** |
| 788 | 102 | 18 | 5 | 13 | 0 |

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| **Patient Comments** |
| A very efficient and polite service was provided. Investigating the complete history of my illness which resulted in an immediate referral to hospital.  Excellent service provided.  Follow up appointment which was helpful and done in a pleasant and friendly manner.  Practice nurse was very friendly and knowledgeable, she put me at ease throughout my time with her.  Appointment was carried out on time, spacious waiting room, very friendly staff.  Really positive, receptionist was extremely helpful, sorted out an appointment straight away. Alison the nurse was also helpful, made me feel comfortable and I felt listened to.  Dr Green and Dr Shah have both been, thorough, professional, and so nice. A CREDIT TO THE SURGERY!  Receptionist couldn't do enough for me  As always, the surgery go above and beyond to Tailor the needs of my autistic child to make sure each and every visit is as calm and relaxed as possible. |

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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!** |