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| **The Colliery Practice** |
| **Patient Feedback / Friends & Family – October 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** |
| 743 | 88 | 18 | 26 | 12 | 0 |

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| **Patient Comments** |
| |  | | --- | | Lizzie who saw me was an absolute delight to deal with. I’ve heard so many good things about the Colliery after moving to the area and this visit did not disappoint. | | Surgery was clean and tidy  Receptionist was very helpful and booked us in while waiting for the computer system to be free. She also offered to deliver catheter supplies which were surplus to requirements to the district nurses in Cannock.   Nurse who took blood was very professional and helped with a concern about oxygen levels. She also made a flu appointment which was very helpful. Both the receptionist and the nurse went above and beyond to help. | | Because the doctor explained everything and answered all my questions | | I had nurse appointment for health check but feeling really, I’ll with severe loin pain radiating around waist she promptly got me a doctor appointment and was given antibiotics I have a history of UTI | | The young lady doctor was very thorough and nice, I’m having blood tests, very pleasant, quite informative | | Because the doctor concerned listened to me and responded accordingly so I will have to see what results we achieve with what she has prescribed. | | Very good service lovely doctor very thorough | | Doctor was kind and helpful | | Seen GP on my appointment Dr's was very helpful | | Everything ran smoothly and on time, as always practice nurses are great | |  | | Very understanding doctor, listened and gave good advice.  Nurse was very helpful. | | The Doctor was great, but it took 5 weeks to see her. It was a delicate matter and very important to have continuity in my treatment, and I know some of that was annual leave, but all the same. My appointment was for 8.40 am and I wasn't seen until after 9 am, and then there was a delay getting my prescription as it was sent to the wrong place, neither the practice nor pharmacy could help so I was running around for ages trying to get that sorted. When I finally went to collect, one of the items had been discontinued 6 months ago, so I'm still not sorted out, really. I suffer from anxiety and depression so on a bad day, I probably would have just given up, it would've been too hard, that would mean I wouldn't have pursued any treatment. As it is, I was 6 weeks delayed in getting treatment in any case just filtering through the system until it was my turn. Sometimes, for some people, it feels very difficult. My logical mind tells me it's just that the system is up against it now. Emotionally though it can feel like you just don't matter, and nobody cares anyway so what's the point. | |  | | Pleasant, helpful and on time. | | The lady who did my Coil was a very lovely lady. | | Doctor Fuller been very good, tell me except what I want to know for a month. Thank Doctor Fuller very much. Thanks, everyone in the surgery. | |  | | All staff from receptionists, nurses and Doctors are all extremely helpful and efficient. Diane is above and beyond in all she does and my own Dr, Dr Fillip is always pleasant to receive you and very thorough.   I have no complaints at all. | |  | | The nurse was very caring and helpful - I felt comfortable talking to her about my issues. The nurse seemed genuinely interested in my health and make some really health good suggestions to improve my health and wellbeing. Very happy with the service I received. | |  | |  | | This was the first time I visited this surgery.  The receptionist was lovely but the Nurse was an absolute Gem.  She was very friendly but remaining professional at all times, she completely put me at ease and I had every confidence in my visit and what to expect from my consultation.  Hoping it will be Lizzie on my next visit here what an asset to your team! | | I had the day before had surgery and they helped me out with an issue after it even though I didn’t have an appointment they sorted it without fuss and quickly I was very grateful | | Got an appointment same day as rang with my symptoms, saw Dr Philip khaki he listened to me gave good examination asked several key questions was honest with not knowing what cause of symptoms were gave a few suggestions that could be gave advice to go to A&E should certain things happen and told me to speak to my oncologist prescribed tablets to get rid of symptoms but told would not get rid of cause if oncologist said differently not to do with my meningioma and still experiencing then come back would refer me ENT specialists. In my opinion he was thorough and all he said made sense. | | Clean, friendly, and supportive. | | Always good advice at the end of a phone | | Lizzie is excellent very personable and has professional | | Like a small m o t pleasant nurse | | Booked in easy. No waiting time and the nicest nurse. Very thorough. Great experience at Huntington practice. | | Don’t use the practice much these days, but the nurse I saw on this occasion was pleasant enough, and got the job done. | |  | | Phone was answered very quickly and had an emergency appointment for my 8-month-old within 3 minutes. Lady on the phone was very helpful.   Saw a locum doctor who was amazing. She was thorough, listened to my concerns and agreed with what I initially thought. We were referred to A&E with a letter due to my babies breathing and were admitted to a cubicle within 2 minutes of being at hospital thanks to the Covid doctors’ letter and notes. | | I had nurse appointment for health check but feeling Ill with severe loin pain radiating around waist she promptly got me a doctor appointment and was given antibiotics I have a history of UTI | | Flu jab given | |  | | The nurse I saw was really lovely & kind during my visit. She put me at instant ease & was very thorough. I felt at ease explaining my issue & I didn’t feel rushed. | | I was treated with utmost respect in a very clean area. | | Good advice regarding my issue. | | Very good service would recommend | | Very understanding doctor, listened and gave good advice. Nurse was very helpful. | |  | | Good advice regarding my issue. | |  | |  | | Flu jab. I was late for my appointment but was treated well and still given my injection | | No long wait to be seen.  I saw the nurse for a blood test, and she was very professional, and I bruise very easily but no bruise this time. | | I had the day before had surgery and they helped me out with an issue after it even though I didn’t have an appointment they sorted it without fuss and quickly I was very grateful | | Running late rang at 1.03pm (appointment was at 1pm) spoke to receptionist on phone and was advised get 10mins grace period   Was at doctors for 1.10pm for a double appointment so had 20min slot and was told doctor has just said she won’t see you now   Had to wait 6 weeks to book this double appointment now have to wait another 4 weeks again   I left more than enough time but was held up behind a RTC   With police controlling the traffic flow | | Visited for my flu vaccine and it was very efficiently run and the staff as always were excellent. | | Extremely fast turnround | | Efficient, friendly staff.  Appointment for flu jab went without a hitch and no waiting around | | They are very helpful and polite | | Quick and efficient appointment for flu vaccination | | Very efficient, lovely personal service, good interaction from everyone, a great outcome for us both.   Thank you all at the Colliery Practice. | |  | |  | |  | |  | | Went for flu vaccine. Staff very efficient. Good text messages reminders very good | |

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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!** |