

COLLIERY COURT MEDICAL GROUP

FRIENDS AND FAMILY TEST

Results for February 2020

During August 2019, 11 people completed our Friends and Family Test. The results were as follows:

Q1. How likely are you to recommend our service to friends or family if they needed similar care or treatment?

Extremely Likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
16	3	0	0	1	1

Q2. Please tell us the main reason for the answer you have given above:

- The Doctors have a caring attitude and always listen to what I say.
- Always polite reception, appointments can always be arranged. Call out for elderly mother, fantastic.
- Value the wishes of the patients and respect their decisions.
- Moved from Yorkshire last year and joined the medical group. Your services, Nurses and Doctors are top class. Thank you all.
- An excellent service. Friendly and reliable, would always recommend.
- Good service.
- I have always had good treatment from the practice. Receptionists are very helpful. Also Doctors too.
- Very friendly and informative Doctors.
- No problems.
- Very helpful
- Lovely nurse, thanks for care.
- When help is needed it's always available.
- I am pleasantly surprised at how quick I get an appointment and how pleasant everyone is.

- Home visits as unable to get to the surgery.
- The home visit was good as my wife is very anxious at leaving the house.
- The helpfulness of the girls at the the desk and the knowledge of the doctors make a visit to the surgery a non-frightening event.
- Satisfied.
- If I need an appointment if I could get out, I would be able to without waiting. Also most of the Doctors listen to you.
- Need very much

Thank you.