Patient Responses to Friends and Family Test – September 2023

September 2023	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
Total	620	79	7	5	4	3
Lighthouse	143	18	1	0	0	1
Nelson	346	38	3	2	4	2
Caister	51	8	0	0	0	0
Newtown	80	15	3	3	0	0
Website	0	0	0	0	0	0

Doctor was very informative and helpful.

Saw **Katherine** who was an excellent nurse, very caring.

Helpful staff, very pleased.

Caroline W was professional. Customer service excellent, totally the best.

Very good, **Dr Jones** listens to me.

Didn't have to wait long for an appointment. Clean and friendly, **Dr Mitchell** is the best.

Everything good, smooth and went well.

Lovely friendly people, keep up the good work.

Nurse **Victoria** is a true professional. Caring, compassionate, kind, a great listener and most helpful and reassuring. I always find my appointment uplifting and supportive. Thank you to all the caring staff at the Nelson.

Receptionist and doctor were extremely helpful.

Caz was very helpful and polite.

Superb care and wonderful staff. Brilliant service.

Service is very nice and professional.

Knowledgeable doctor who listened and gave information on next steps.

Staff very helpful. 200% recommend. Perfection.

Doctor was helpful and knowledgeable.

Victoria was very friendly.

Friendly receptionist, not long to wait.