







## Patient Responses to Friends and Family Test – April 2023

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
April 2023						
<b>Total</b>	732	60	15	5	12	5
<b>Lighthouse</b>	156	18	4	2	8	2
<b>Nelson</b>	6	3	1	0	0	0
<b>Caister</b>	291	17	4	0	1	2
<b>Newtown</b>	279	22	6	3	3	1
<b>Website</b>	0	0	0	0	0	0

I would like to thank and give my praise and gratitude for the help given by **Shirley**. Her approach and attitude put me at ease and her help was appreciated much more than she realised.

Always very lovely and helpful.

**Dr Pannell** very efficient and doesn't make you feel you are wasting his time.

Very polite reception staff, feel welcoming.

**Shirley and Vicci** were very helpful.

My bloods went very well this time, she was excellent.

Helpful staff.

Young lady very kind and generous. Went above and beyond to help me, all with a smiley face.

Because I knew what I needed to do and had help and support if needed.

Lovely to talk to and a credit to the Practice.

Reception and appt went well.

Friendly staff.

I'm always well attended, good mood and always smiling.

Nurse very pleasant and friendly - gave good explanation.

Apart from getting appointments, the staff are always helpful and cheerful.

Very pleasant and professional, nice to talk to.

Can't fault any of the staff, all very good.

Nurse and receptionist were lovely and very helpful.

Very good.