







Patient Responses to Friends and Family Test – August 2022

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
August 2022						
Total	852	126	29	7	13	3
Lighthouse	223	44	6	2	5	0
Nelson	273	20	12	1	6	1
Caister	141	28	5	1	0	0
Newtown	215	34	6	3	2	2

Everyone is so helpful.

Saw doctor, he was brilliant. Thanks to **Dr Jones.**

Friendly team and receptionists. Dedicated team of doctors.

Friendly and efficient on reception, very helpful.

All staff very helpful and professional.

Brilliant service by all – really helpful.

Love our GP – always helpful.

You're doing a fantastic job.

Very thorough and arranging tests. Brilliant service.

Everyone very lovely and professional. Made my first visit feel very welcome.

Always great and polite staff.

Polite staff

Nice helpful staff. Good doctor.

Friendly and efficient reception, very helpful.

Lighthouse reception staff are always helpful.

Always good, easy to talk to.

Overall excellent.

Doctors polite and helpful.

Doctor has been helpful and thoughtful.

Lovely nurse. Great skill, super friendly. Front desk lovely too.