







Patient Responses to Friends and Family Test – August 2023

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
August 2023						
Total	1019	106	20	8	9	7
Lighthouse	390	47	9	3	4	2
Nelson	265	29	3	4	3	0
Caister	149	14	1	1	0	2
Newtown	215	16	7	0	2	3
Website	0	0	0	0	0	0

Happy with how **Daniel** handled the appointment situation and **Gemma** was able to do my INR.

Dr Patel is amazing.

Staff very helpful and personable - clean and airy waiting room. Perfect.

Dr Harrison listened to me and made helpful suggestions.

Everybody helpful, pleasant and people care.

Excellent help by **Dr Baker** and all staff at the surgery.

Super efficient, helpful and understanding. **Michelle, Julie, Jenny and Mandy.**

Lady was most helpful, sorted all questions and put me at ease (**Caroline**) Totally brilliant.

Dr Love is always really good.

Caroline is amazing.

Dr Jones is very understanding, knowledgeable and has a good manner.

Absolutely fantastic and many, many thanks for all your amazing help.

Excellent advice from **Jo** - UCT. More given at this appointment than ever before.

The paramedic lady I saw was fantastic and the gentleman on reception was brilliant.

The receptionist was very helpful and **Dr Harrison** was great as well.

Appointment was at 9am and got called at that time. Dr was very polite and very caring and friendly.

Whenever I come into the surgery **Caroline** on reception is always so friendly and polite.

Amy got my blood first time and was so nice. Blood test perfect.

Very good service. All perfect.

Friendly and good service.

Very helpful and kind.