







Patient Responses to Friends and Family Test – February 2023

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
February 2023						
Total	556	59	8	5	6	3
Lighthouse	190	26	4	3	4	0
Nelson	6	0	0	0	0	0
Caister	148	6	1	1	2	1
Newtown	210	27	3	1	0	2
Website	2	0	0	0	0	0

Joanne Kemp was helpful and got me an appointment next day and ang back to confirm.

Dr Talboys has been super in treating mum and been brilliant liaising with the care home.

Caroline was really helpful and informative.

Dr Parker is very very good. He explains everything to you and is very professional.

Kim was an absolute star, helped sorting a mistake by chemist. Kim needs a pay rise!

Always helpful.

Very good service. Very friendly.

Helpful translation – Spanish and Portuguese.

I have always had such a fantastically helpful service.

Grace Woolston went above and beyond helping patient do 3 blood pressure readings and informing Duty Doctor that they were high.

Rhian McCormick went above and beyond her duties when helping a patient have his weight taken, she also suggested taking his blood pressure which turned out to be high.

I have always had excellent treatment at the practice, you have it spot on.

Felt listened to and understood. Everyone was friendly.

The healthcare assistant was brilliant. Explained everything and was so patient with my dad.