






	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
June 2023						
Total	810	123	14	7	9	4
Lighthouse	377	76	12	6	2	2
Nelson	17	3	0	0	0	0
Caister	173	17	0	0	1	1
Newtown	239	23	2	1	6	1
Website	4	4	0	0	0	0
Comments (colour-coded to site)						
Very efficient, polite, friendly and helpful	Staff always friendly, helpful and easy to deal with.	Abbie was helpful and polite	Receptionist was really helpful and phlebo was very kind and fitted me in despite me error of going to the wrong site. Thank you.	Receptionist kind friendly and done all they could.	Staff always friendly and helpful	
Good service easy quick appointment made	Dr was very good	Receptionist went above and beyond, kind and helpful - put me at ease. Thank you.	First class service from Caroline	Fantastic service NT reception. Great Staff	Dr's explained the next steps, also heard my problems.	
Katie was thorough and polite	Dr was very pleasant and helpful.	Dr Jones was very pleasant.	Wasn't waiting too long to be seen.	Very good, always managed to get me an appointment as soon as possible (very quickly).	Everyone helpful.	

<p>Good service.</p>	<p>Dr Jones addressed all my concerns. I was a couple of minutes late but there was no problem.</p>	<p>Staff friendly and wonderful with little one. Done quickly but you don't feel rushed.</p>	<p>Receptionist helped to sort out discrepancies with meds and avoid a crisis.</p>	<p>Very good that Daniel helps alot with translation.</p>	<p>Very friendly, calmed my 3-month-old baby.</p>
<p>Good help translation reception.</p>	<p>Reception and Doctors have been extremely helpful when providing documents, I needed in a quick time frame.</p>	<p>I had to wait past the time of my appointment to be seen.</p>	<p>50 minute wait.</p>		