







Patient Responses to Friends and Family Test – May 2023

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
June 2023						
Total	607	84	14	6	10	7
Lighthouse	292	56	9	2	4	5
Nelson	20	3	0	0	0	0
Caister	142	13	1	0	0	2
Newtown	220	35	4	2	1	4
Website	0	1	0	0	0	0

Good attendance and a great medical service	Always polite and attentive	Easy check in and seen quickly	Good care and friendly people	Excellent	Very pleasant
Very Helpful	Appointment always on time - lovely staff	Staff are always helpful when you arrive	polite and appointment on time	Perfect Receptionist- couldnt be any clearer	Very polite, helpful upon entering and leaving
Nelson Medical Centre are really helpful, Difficult to get through on phone on main number but when I get through, i am normally dealt with efficiently. I would not recommend the Lighthouse - i would wait for my own GP if I could.	Dr Mitchell is very good, thorough and explains everything. reception staff are very helpful and polite	Just seen a nurse for a B12 and she was amazing., The best nurse i have ever seen	Have been able to speak or see my GP when I needed	Since I have been with the surgery, they have been nothing but brilliant	The Doctors and Nurses and reception staff are always pleasant