







## Patient Responses to Friends and Family Test – May 2023

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
May 2023						
<b>Total</b>	607	84	14	6	10	7
<b>Lighthouse</b>	223	48	10	2	6	4
<b>Nelson</b>	11	1	0	0	1	0
<b>Caister</b>	162	14	2	0	1	1
<b>Newtown</b>	211	21	2	4	2	2
<b>Website</b>	0	0	0	0	0	0

Superb service, polite, helpful and professional

Nice nurse

They are very polite and personal

Very helpful

My appointment for a blood test and ECG was on time and conducted in a friendly and efficient way. The blood test was excellent, I had no feeling of the needle going in - painless

**Catherine Reck** is an excellent nurse. She is patient, understanding, caring and explains in detail what she is going to do

**Dr Sheldon** is a caring doctor

Very friendly and helpful, nothing is too much trouble (**Catherine Reck**)

Very good, understanding and caring

**Catherine Reck:** excellent nurse, very patient, professional, and patient-centred, she has a very bright future.

Quick and friendly

Can't fault

**Dr Pannell** was a great help, listened without judgement

Such helpful staff dealing with issues promptly

Always friendly and on time