Patient Responses to Friends and Family Test – November 2022

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
November 2022	😀	🙂	😐	🙁	😡	😕
Total	701	94	9	8	10	8
Lighthouse	250	37	2	5	6	4
Nelson	48	11	1	1	0	0
Caister	201	21	3	0	1	2
Newtown	202	25	3	2	3	2

Everyone is great with patients, don't change a thing.

A brill **Dr Mitchell**. The best surgery in Norfolk.

Lisa was lovely and explained everything to me.

Pleasant staff.

Excellent, friendly, professional service.

Recommend – best surgery in town.

I heard everything I need to know, was helpful.

Lovely receptionist, lovely nurse.

Satisfied.

Very helpful and spoke to duty doctor straight away.

Always good service.

Great communication, doctors, and staff.

Staff good and easy appointment system. Generally good service.

I have never had any issues.

Good translator.

Very nice staff, nice and helpful.

Love the surgery and all staff.

I got seen fast and my issues were explained well and sorted thoroughly.

Always treated well.

Staff friendly and appointment was only 5 minutes late.

The doctor was very thorough and kind to my husband.

Staff lovely.

Very efficient and helpful.

Very good service.

The doctor was brilliant and listened to what I was saying.

Very helpful nurse.