







Patient Responses to Friends and Family Test – November 2023

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
November 2023						
Total	1185	168	22	17	9	9
Lighthouse	358	64	7	9	4	2
Nelson	341	36	6	3	2	4
Caister	247	41	2	2	0	1
Newtown	237	26	7	2	3	2
Website	2	1	0	1	0	0

The surgery are always on top of their game; helpful and they listen. You've got it nailed.

Dr Talboys excellent. Receptionist very good, pleasant and got prescription sorted.

Brilliant blood test by **Rachel**.

Very helpful and lovely – **Jo**.

Was very helpful and put my mind at ease (**Sandra**) Staff are always polite and helpful.

Trevor was extremely helpful, great communication and got to the bottom of my issue no problem, thank you.

Seen on time, **Dr Kumar** explained everything very well.

Very friend and helpful and polite.

Good doctors and staff. Keep trying under difficult circumstances.

Always helpful.

Courteous, polite staff and good time keeping.

Great staff, keep it up!

You are all great at your job.

My asthma nurse, **Catherine** did everything to help. 100% helpful, thank you.

Dr Ashok listened to me and didn't rush me, it was great.

Extremely helpful response from **Joanne**.

Kim is efficient and pleasant.

Dr Kumar never made me feel rushed. Excellent listener, very thorough and caring.

Receptionists are super helpful. Need to show other Practices how to do it!

Always amazing. Especially **Dr Feludu** and the nurse, **Catherine**.

Staff at front desk are polite and extremely helpful. They are the best ever.

Dr Gan always takes time for me.