







Patient Responses to Friends and Family Test – October 2022

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
October 2022						
Total	751	121	16	11	12	7
Lighthouse	198	45	6	4	5	1
Nelson	78	11	1	1	0	2
Caister	168	18	2	0	0	0
Newtown	307	47	7	6	7	4

Friendly, helpful staff.

Very helpful, polite and informative staff at reception, thank you **Shirley**.

The lady **Shanice** was extremely helpful and very polite.

Been very supportive during a worrying time. Especially the Lighthouse Team and **Caroline** at Nelson.

Very good with the staff, there is nothing you could do better.

Everything is fine. All staff are brilliant and friendly.

Fast, efficient service from **Caroline** and **Kylie**.

Superb, friendly, professional people. A joy to speak with.

Today in reception, I got a lot of help and advice. I wish all receptionists could be like **Kylie**.

No menopause support posters on the wall. But staff are happy and helpful at the desk.

Really helpful.

Good service.

Dr very helpful.