







## Patient Responses to Friends and Family Test – September 2022

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
September 2022						
<b>Total</b>	936	157	28	17	17	11
<b>Lighthouse</b>	224	38	8	2	4	3
<b>Nelson</b>	260	17	4	2	7	1
<b>Caister</b>	255	70	14	8	3	4
<b>Newtown</b>	197	32	2	5	3	3

I never feel rushed, I feel listened to and taken seriously.

Always a great help, thank you for all your hard work.

If it wasn't for **Dr Mitchell** and JPH I wouldn't be here today.

I've always been treated extremely well by all the staff, nurses and doctors. **Elisia Jacobs** – many thanks.

Excellent service, friendly, helpful and understanding.

The ladies are always helpful and kind.

**Caroline** at reception was extremely helpful.

Everyone is always lovely and supporting in all branches.

Lovely welcome and doctor visit.

Staff are lovely, the most gentle and quickest smear ever, 5\*

Lady was very helpful and supportive.

**Caroline** at reception was so pleasant and helpful. 100% customer service.

**Jodie** was so fine, gentle and I didn't feel any pain. All was perfect about my experience.

Warm welcoming staff.

Friendly and efficient. Everything explained.

Very polite and easy to speak to.

Excellent treatment and kind staff.

Staff excellent.

Quick and pleasant.

Dealt with quickly and with a smile.

Always excellent service and staff are so friendly.

Staff always kind and considerate. Always accommodate.