Patient Responses to Friends and Family Test – December 2023

December 2023	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
Total	663	97	18	11	6	3
Lighthouse	240	56	10	5	3	1
Nelson	137	17	2	2	0	0
Caister	130	10	1	1	1	2
Newtown	154	14	5	2	2	0
Website	2	0	0	1	0	0

The staff are friendly and helpful. Above all, my doctor, **Dr Feludu** is the best doctor I have ever had.

Nice, helpful staff. **Dr Santori** great as always.

Very friendly and polite.

Very happy with my doctors and staff.

The staff are so nice. So far so good.

The receptionists **Vicci and Shirley** are so friendly.

Dr listened and explained why he prescribed the medication.

A big thank you to nurse **Cath.**

You are all great.

Always friendly and smile which goes a long way.

Professional receptionist. Professionalism is at the highest

Friendly and well organised.

Shirley was patient and understanding.

The service provided by your practice is outstanding, the best I have ever received.

Vicci helped me find an appointment around my work.

Abbie, the nurse was brilliant for smear – gentle and efficient.

Excellent care, services and a highly knowledgeable, informative and helpful **Reception Team**.

Dr was patient and understanding. All good.

Very thorough.

Receptionist is nice and the doctors as well.

Staff were helpful.