







## Patient Responses to Friends and Family Test – January 2024

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
January 2024						
<b>Total</b>	410	66	16	2	4	5
<b>Lighthouse</b>	166	28	8	2	3	3
<b>Nelson</b>	17	3	0	0	0	0
<b>Caister</b>	95	16	4	0	1	1
<b>Newtown</b>	106	13	2	0	0	1
<b>Website and QR</b>	26	6	2	0	0	0

Responsive, professional, and caring service provided.

**Shirley** was very helpful when I had a query about my tablets.

Receptionist was very helpful.

**Dr Sheldon** listened and was caring and kind. **Caz** the receptionist was more than helpful.

Went in and was met by really nice staff (**Vicci**) bubbly and helpful.

Excellent service – helpful.

Pleasant, professional, helpful smiling people.

Very informative, friendly staff. **Lucky to have you.**

Receptionists are always so helpful.

People are always friendly, helpful, knowledgeable, and excellent.

Ladies on reception are always very smiley and friendly.

Doctor was good and listened to me.

Nurse was very nice.

The doctors and staff are very good with us. **We thank you for your work.**

Very helpful.

Friendly and helpful staff.

Booking appointment was straight forward by phone.

I am always happy to come here as always friendly.

Clean and friendly.

Friendly, helpful and informative.

Always great service.