







Patient Responses to Friends and Family Test – February 2024

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
February 2024						
Total	447	131	9	9	12	4
Lighthouse	0	0	0	0	0	0
Nelson	74	14	1	0	2	1
Caister	4	1	0	0	0	0
Newtown	28	8	0	0	0	0
ENMP Texts	341	108	8	9	10	3

Every surgery needs a nurse like **Jodie**. She's amazing.

High standard of care as always. This surgery has nailed it. Top standard as always.

Dr Parker and all the friendly reception ladies are great any very helpful I always feel very confident on the help and advice I receive.

My doctor **Dr Patel** always does her best for me. The surgery is run well and all the staff are helpful and friendly. First Class!

Our GP is so considerate and caring. I have taken our daughter in a couple of times recently and each time the GP explains to her what she is doing and makes her feel at ease. I would recommend **Dr Feludu** to everyone.

Always receive very good care & treatment. Would be more than happy to recommend to others.

Dr Flindall is an excellent doctor I would recommend her to family and friends.

Dr Kalia is amazing.

I saw a lovely Phlebotomist, **Rachel** who was very kind and caring.

Very friendly staff, they actually care about the patients.

Rachael who took my bloods was very pleasant and helpful.

Very good surgery, **Katie** was extremely helpful.

Theresa is always chatty, efficient and helpful.

My GP **Dr Patel** at the Lighthouse Surgery has provided very good care for me even going beyond the call of duty recently.

Dr Jones is the best GP I have ever had.

I've always found the reception staff to be pleasant and helpful. My GP **Dr Harrison** is amazing, she never rushes you out and explains everything.

Best care ever, thank you.

Dr Patel is fabulous.

Catherine was amazing and helped us get our children vaccinated.