







Patient Responses to Friends and Family Test – March 2024

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
March 2024						
Total	681	164	27	12	10	18
Lighthouse	0	0	0	0	0	0
Nelson	130	35	6	4	1	2
Caister	4	3	1	0	0	0
Newtown	14	2	0	0	0	0
Website	3	0	0	0	0	0
ENMP Texts	530	124	20	8	9	16

I would like the nurse Catherine Reck acknowledged for her professionalism and caring nature. Thank you

Dr Santori is an excellent professional, highly skilled and thorough. She will be greatly missed when she retires.

Dr Feludu was very thorough, explained everything well and reassured me

Dr Parker was excellent, thank you

A fantastic service. Lovely caring staff. My Dr Feludu is the most understanding and supportive of me. Thank you to all staff.

Very good Doctor Dr Mitchell listen and explain problems

Dr Harrison is so understanding and caring. She is brilliant at her job

Dr Hayes was very helpful, listened to what I had to say.

All staff are very friendly and helpful, especially the nurse Gemma, she was extremely helpful Thank you all the NHS staff

Dr Hayes is very kind and understanding. Caroline on

Dr Abu is a lovely caring dr who listens

Dr Baker is amazing! So kind and caring with my little girl, he showed amazing adjustments to work with her neurodiversity. It was wonderful to witness

The receptionist who helped me today was excellent (Danielle)

Rhian and Gemma were very helpful, sorted my request ASAP.

Dr Sheldon and her assistant Grace are very caring and helpful

Dr Patel has been a massive support throughout my battle with cancer.

Kelly was very caring

Dr Feludu really listens and gives the patient time. She seems to genuinely care.

Jodie was friendly and put me at ease.

Dr Jones is such a great doctor and looks after and cares for my husband

Dr Santori is always professional and kind.

The nurse Cheryl was really helpful pleasant and put me straight at ease