***Friends and Family Comments* March 2020**

**The team at Lordship Lane Surgery have reflected on all the comments made by patients and thank you for your feedback. We will continue to revise our systems and address any issues as a team.**

Responses: 58 Survey Results

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| --- | --- |
| Responses | Total percentage |
| Extremely likely | 93 |
| Likely | 3 |
| Neither Likely or unlikely | 4 |
| Extremely Unlikely | 0 |
| Don't know | 0 |

Date of response: 29/03/ 2020  
Time of response: 13:35  
FFT Question 1 response: Neither likely nor unlikely  
FFT Question 2 response: "Making sure that every client is seen when their appointment time is. So they do not have to wait any longer"  
FFT Question 3 response: Consent GRANTED

Date of response: 28/03/ 2020  
Time of response: 14:25  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "VERY hapHAPPY for MY GP CONTACT BY PHPNE"  
FFT Question 3 response: Consent GRANTED

Date of response: 25/03/ 2020  
Time of response: 09:42  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "They have time for their patients."  
FFT Question 3 response: Consent GRANTED

Date of response: 21/03/ 2020  
Time of response: 21:38  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: ""  
FFT Question 3 response: Consent GRANTED

Date of response: 21/03/ 2020  
Time of response: 14:11  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Friendly service and trustworthy Doctor"  
FFT Question 3 response: Consent GRANTED

Date of response: 21/03/ 2020  
Time of response: 12:37  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Called at 8.10 am. Got an appointment stright away. The GP was extremely professional and helpful. Not only helped with my current issues but also asked about my previous!!!!"  
FFT Question 3 response: Consent GRANTED

Date of response: 16/03/ 2020  
Time of response: 14:24  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "The service is the best I never had anywhere else before many thanks"  
FFT Question 3 response: Consent GRANTED

Date of response: 15/03/ 2020  
Time of response: 13:45  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "My appointment was with the nurse, who was very lovely, extremely friendly, helpful & put me at ease."  
FFT Question 3 response: Consent GRANTED

Date of response: 15/03/ 2020  
Time of response: 13:17  
FFT Question 1 response: Likely  
FFT Question 2 response: "Able to get available appointment to see GP"  
FFT Question 3 response: Consent GRANTED

Date of response: 15/03/ 2020  
Time of response: 12:27  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Prompt attention to patient"  
FFT Question 3 response: Consent GRANTED

Date of response: 14/03/ 2020  
Time of response: 17:48  
FFT Question 1 response: Likely  
FFT Question 2 response: "Good service"  
FFT Question 3 response: Consent GRANTED

Date of response: 13/03/ 2020  
Time of response: 17:41  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Doctor is very friendly and listen everything carefully from patients."  
FFT Question 3 response: Consent GRANTED

Date of response: 13/03/ 2020  
Time of response: 14:46  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Telephone calls takes longer to answer"  
FFT Question 3 response: Consent GRANTED

Date of response: 13/03/ 2020  
Time of response: 06:25  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "The doctor is very compassionate and ensures his patients have their medical needs met"  
FFT Question 3 response: Consent GRANTED

Date of response: 08/03/ 2020  
Time of response: 13:50  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Friendly. Staff"  
FFT Question 3 response: Consent GRANTED

Date of response: 06/03/ 2020  
Time of response: 15:56  
FFT Question 1 response: Likely  
FFT Question 2 response: "Excellent"  
FFT Question 3 response: Consent GRANTED

Date of response: 06/03/ 2020  
Time of response: 15:10  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Quick and helpful response from staff and GP"  
FFT Question 3 response: Consent GRANTED

Date of response: 06/03/ 2020  
Time of response: 14:09  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "I was told that the doctor will call me the next day, and really he called and the conversation was so short and I understood."  
FFT Question 3 response: Consent GRANTED

Date of response: 06/03/ 2020  
Time of response: 11:33  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Decent surgeÃ©y"  
FFT Question 3 response: Consent GRANTED

Date of response: 06/03/ 2020  
Time of response: 10:21  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "I am comfortable and trust my Doctor M Iqbal"  
FFT Question 3 response: Consent GRANTED

Date of response: 05/03/ 2020  
Time of response: 17:40  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Prompt,friendly and efficient."  
FFT Question 3 response: Consent GRANTED

Date of response: 05/03/ 2020  
Time of response: 17:15  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Very nice doctors, nurses and administrators"  
FFT Question 3 response: Consent GRANTED

Date of response: 05/03/ 2020  
Time of response: 11:32  
FFT Question 1 response: Likely  
FFT Question 2 response: "Thorough examination. I feel like I have been listened to."  
FFT Question 3 response: Consent GRANTED

Date of response: 02/03/ 2020  
Time of response: 12:05  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Caring and understanding"  
FFT Question 3 response: Consent GRANTED

Date of response: 01/03/ 2020  
Time of response: 14:35  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Friendly and helpful"  
FFT Question 3 response: Consent GRANTED

Date of response: 01/03/ 2020  
Time of response: 12:02  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Very happy with the all round service i received"  
FFT Question 3 response: Consent GRANTED