***Friends and Family Comments* JUNE 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: 60 Survey Results**

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| --- | --- |
| Responses | Total percentage |
| Extremely likely | 97 |
| Likely | 3 |
| Neither Likely or unlikely | 0 |
| Extremely Unlikely | 0 |
| Don't know | 0 |

Date of response: 29/06/ 2020  
Time of response: 14:31  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Receptionist are absolutely brilliant"  
FFT Question 3 response: Consent GRANTED

Date of response: 26/06/ 2020  
Time of response: 11:43  
FFT Question 1 response: Likely  
FFT Question 2 response: "Good GP"  
FFT Question 3 response: Consent GRANTED

Date of response: 25/06/ 2020  
Time of response: 17:27  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Extremely courteous, polite and very helpful. Could not expect better service."  
FFT Question 3 response: Consent GRANTED

Date of response: 20/06/ 2020  
Time of response: 12:25  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Quick service"  
FFT Question 3 response: Consent GRANTED

Date of response: 14/06/ 2020  
Time of response: 14:59  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "You feel at home at the surgery, the staff is warm and friendly."  
FFT Question 3 response: Consent GRANTED

Date of response: 07/06/ 2020  
Time of response: 13:47  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Care & professionalism"  
FFT Question 3 response: Consent GRANTED

Date of response: 06/06/ 2020  
Time of response: 13:30  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Good"  
FFT Question 3 response: Consent GRANTED

Date of response: 04/06/ 2020  
Time of response: 12:35  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Sensible, friendly doctor, remembers family and I which is nice though not essential."  
FFT Question 3 response: Consent GRANTED

Date of response: 01/06/ 2020  
Time of response: 17:36  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Prompt service and attention"  
FFT Question 3 response: Consent GRANTED