***Friends and Family Comments* November 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: 53 Survey Results**

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| --- | --- |
| Responses | Total percentage |
| Extremely likely | 92 |
| Likely | 2 |
| Neither Likely or unlikely | 6 |
| Extremely Unlikely | 0 |
| Don't know | 0 |

Date of response: 27/11/ 2020  
Time of response: 13:47  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Am satisfied and they listen .They had patience with me and we helpful"  
FFT Question 3 response: Consent GRANTED

Date of response: 27/11/ 2020  
Time of response: 11:14  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "The receptionist is friendly and helpful. My doctor is amazing. I go to the same one every time and so trust his advice implicitly."  
FFT Question 3 response: Consent GRANTED

Date of response: 16/11/ 2020  
Time of response: 19:29  
FFT Question 1 response: Likely  
FFT Question 2 response: "Staffs were courteous so as the doctor very nice"  
FFT Question 3 response: Consent GRANTED

Date of response: 09/11/ 2020  
Time of response: 16:07  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "The reception and the nurse were very nice and friendly and they helping with everything."  
FFT Question 3 response: Consent GRANTED

Date of response: 02/11/ 2020  
Time of response: 15:02  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "All is good. And DR. SADI is a good human being, he is very helpful."  
FFT Question 3 response: Consent GRANTED

Date of response: 02/11/ 2020  
Time of response: 09:05  
FFT Question 1 response: Likely  
FFT Question 2 response: "I like my doctor"  
FFT Question 3 response: Consent GRANTED

Date of response: 02/11/ 2020  
Time of response: 08:43  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Interest in the wellbeing of the patient."  
FFT Question 3 response: Consent GRANTED