***Friends and Family Comments* Feb 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: 57 Survey Results

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| --- | --- |
| Responses | Total percentage |
| Extremely likely | 95 |
| Likely | 5 |
| Neither Likely or unlikely | 0 |
| Extremely Unlikely | 0 |
| Don't know | 0 |

Date of response: 26/02/ 2020  
Time of response: 17:42  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Dr Doha and Dr iqbal are brilliant doctors."  
FFT Question 3 response: Consent GRANTED

Date of response: 23/02/ 2020  
Time of response: 12:43  
FFT Question 1 response: Likely  
FFT Question 2 response: "Very understanding doctors"  
FFT Question 3 response: Consent GRANTED

Date of response: 23/02/ 2020  
Time of response: 12:42  
FFT Question 1 response: Likely  
FFT Question 2 response: ""  
FFT Question 3 response: Consent GRANTED

Date of response: 22/02/ 2020  
Time of response: 13:14  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Knowledge and professionalism"  
FFT Question 3 response: Consent GRANTED

Date of response: 20/02/ 2020  
Time of response: 14:34  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "I am happy. No reason to improve"  
FFT Question 3 response: Consent GRANTED

Date of response: 20/02/ 2020  
Time of response: 11:42  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Very helpful , listened to what I had to say and very friendly"  
FFT Question 3 response: Consent GRANTED

Date of response: 18/02/ 2020  
Time of response: 18:31  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "It's because when ever I go to my GO all doctors and staff ..are so caring.."  
FFT Question 3 response: Consent GRANTED

Date of response: 15/02/ 2020  
Time of response: 18:07  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Very passion about her job"  
FFT Question 3 response: Consent GRANTED

Date of response: 15/02/ 2020  
Time of response: 11:50  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "The staff were very friendly and wonderful. I did not wait for more than 2 mins before seeing the doctor."  
FFT Question 3 response: Consent GRANTED