***Friends and Family Comments* April 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.**

**56 Survey Results**

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| Responses | Total percentage |
| Extremely likely | 91 |
| Likely | 4 |
| Neither Likely or unlikely | 5 |
| Extremely Unlikely | 0 |
| Don't know | 0 |

Date of response: 30/04/ 2020  
Time of response: 13:20  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "I was seen immediately by the nurse and due to my results. An emergency appointment was made to see the doctor immediately which was swift."  
FFT Question 3 response: Consent GRANTED

Date of response: 30/04/ 2020  
Time of response: 11:07  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Was satisfied with the service received"  
FFT Question 3 response: Consent GRANTED

Date of response: 25/04/ 2020  
Time of response: 13:42  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Friendly, professional and always listens to you. Takes the time and trouble to listen attentively"  
FFT Question 3 response: Consent GRANTED

Date of response: 25/04/ 2020  
Time of response: 13:10  
FFT Question 1 response: Likely  
FFT Question 2 response: "Took time to listen to me. Helpful suggestions and support."  
FFT Question 3 response: Consent GRANTED

Date of response: 24/04/ 2020  
Time of response: 16:33  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Very caring and helpfull staff...."  
FFT Question 3 response: Consent GRANTED

Date of response: 22/04/ 2020  
Time of response: 07:26  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "My needs were meet with a carrying nature"  
FFT Question 3 response: Consent GRANTED

Date of response: 20/04/ 2020  
Time of response: 21:47  
FFT Question 1 response: Neither likely nor unlikely  
FFT Question 2 response: "Had to wait two weeks for the appointment"  
FFT Question 3 response: Consent GRANTED

Date of response: 19/04/ 2020  
Time of response: 14:30  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "My server is all good"  
FFT Question 3 response: Consent GRANTED

Date of response: 11/04? 2020  
Time of response: 13:10  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Both staff and doctors very friendly and accommodating"  
FFT Question 3 response: Consent NOT GRANTED

Date of response: 09/04/ 2020  
Time of response: 17:36  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Clean tidy environment - availability of appointment - Good knowledgeable GP"  
FFT Question 3 response: Consent GRANTED

Date of response: 06/04/ 2020  
Time of response: 12:36  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "I arrived early, went in early, the GP was very clear and understanding. Thank you"  
FFT Question 3 response: Consent NOT GRANTED

Date of response: 04/04/ 2020  
Time of response: 22:36  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "I like the warm reception that I got from the staff, right from the receptionist to the Doctor. They are so courteous."  
FFT Question 3 response: Consent GRANTED

Date of response: 04/04/ 2020  
Time of response: 13:13  
FFT Question 1 response: Likely  
FFT Question 2 response: "Reception staff are miserable and often show they clearly donâ€™t want to be dealing with the public"  
FFT Question 3 response: Consent GRANTED