***Friends and Family Comments* Sept 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.**

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| Responses | Total percentage |
| Extremely likely | 96 |
| Likely | 1 |
| Neither Likely or unlikely | 1 |
| Extremely Unlikely | 2 |
| Don't know | 0 |

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***Patient comments***

Date of response: 01/09/ 2020
Time of response: 21:29
FFT Question 1 response: Extremely likely
FFT Question 2 response: "The staffs were welcoming and helpful. Appointment is easy to make at the surgery and you can see the right GP you requested to see. Waiting time is reasonable. Generally the services are very good."
FFT Question 3 response: Consent GRANTED

Date of response: 02/09/ 2020
Time of response: 13:30
FFT Question 1 response: Likely
FFT Question 2 response: ""
FFT Question 3 response: Consent GRANTED

Date of response: 02/09/ 2020
Time of response: 14:46
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Quick & painless smear test"
FFT Question 3 response: Consent GRANTED

Date of response: 02/09/ 2020
Time of response: 16:16
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Good service I don't think many GPs must be doing 24 hour BP check"
FFT Question 3 response: Consent GRANTED

Date of response: 05/09/ 2020
Time of response: 13:35
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Provision of good care."
FFT Question 3 response: Consent GRANTED

Date of response: 08/09/ 2020
Time of response: 20:27
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Good and friendly GP and helpful staff"
FFT Question 3 response: Consent GRANTED

Date of response: 13/09/ 2020
Time of response: 11:48
FFT Question 1 response: Extremely likely
FFT Question 2 response: ""
FFT Question 3 response: Consent GRANTED

Date of response: 14/09/ 2020
Time of response: 12:14
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Professionalism, knowledge and understanding"
FFT Question 3 response: Consent GRANTED

Date of response: 14/09/ 2020
Time of response: 13:23
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Doctors are very helpful and assist you properly."
FFT Question 3 response: Consent GRANTED

Date of response: 16/09/ 2020
Time of response: 15:26
FFT Question 1 response: Likely
FFT Question 2 response: "Because am happy"
FFT Question 3 response: Consent GRANTED

Date of response: 16/09/ 2020
Time of response: 17:52
FFT Question 1 response: Neither likely nor unlikely
FFT Question 2 response: "The doctor and nurse are always late"
FFT Question 3 response: Consent GRANTED

Date of response: 18/09/ 2020
Time of response: 09:31
FFT Question 1 response: Likely
FFT Question 2 response: "Friendly approaching attend to client promptly"
FFT Question 3 response: Consent GRANTED

Date of response: 18/09/ 2020
Time of response: 11:33
FFT Question 1 response: Likely
FFT Question 2 response: "I recipe the service when I need it"
FFT Question 3 response: Consent GRANTED

Date of response: 19/09/ 2020
Time of response: 14:36
FFT Question 1 response: Extremely likely
FFT Question 2 response: ""
FFT Question 3 response: Consent GRANTED

Date of response: 26/09/ 2020
Time of response: 23:42
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Dr Doha is an excellent GP"
FFT Question 3 response: Consent GRANTED

Date of response: 27/09/ 2020
Time of response: 14:09
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Receptionits could improve their mannerism and exercise ute better service BT the consultation with the Gp wa's excellent. Attentive, caring, supportive and suggestive of good health living"
FFT Question 3 response: Consent GRANTED

Date of response: 28/09/ 2020
Time of response: 13:09
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Very caring, approachable and concerned Dr. Best Dr I ever had."
FFT Question 3 response: Consent GRANTED

***Comments from the Practice***

***Thank you for all your comments. The team values your feedback.***

***We are pleased that on the whole we are continuing to receive positive comments. It is good to see that you are receiving good service from reception through to the medical team.***

***We do offer alternative ways to book appointments at the surgery you can use the telephone automated system or can sign up for online access for appointments. Please also ask at reception for our hints and tips leaflet which shows you ways to access our services***

***The whole team will continue to provide a helpful and friendly and informative service and we hope that you would continue to recommend us to friends and family***

***Please do continue feeding back to our team.***

***Kind regards***