***Friends and Family Comments* Oct 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 | 97 |
| Likely | 1 |
| Neither Likely or unlikely | 1 |
| Extremely Unlikely | 1 |
| Don't know | 0 |

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***Patient comments***

Date of response: 03/10/ 2020  
Time of response: 12:04  
FFT Question 1 response: Likely  
FFT Question 2 response: "Prompt and friendly servuce"  
FFT Question 3 response: Consent GRANTED

Date of response: 03/10/ 2020  
Time of response: 13:11  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Having appointment on time"  
FFT Question 3 response: Consent GRANTED

Date of response: 03/10/ 2020  
Time of response: 22:45  
FFT Question 1 response: Likely  
FFT Question 2 response: "They try their best."  
FFT Question 3 response: Consent GRANTED

Date of response: 06/10/ 2020  
Time of response: 23:09  
FFT Question 1 response: Likely  
FFT Question 2 response: ""  
FFT Question 3 response: Consent GRANTED

Date of response: 07/10/ 2020  
Time of response: 13:00  
FFT Question 1 response: Likely  
FFT Question 2 response: "I was treated on time and well"  
FFT Question 3 response: Consent GRANTED

Date of response: 07/10/ 2020  
Time of response: 13:16  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Caring professionalism"  
FFT Question 3 response: Consent GRANTED

Date of response: 07/10/ 2020  
Time of response: 15:05  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Always had excellent service and attention during the 32 years I have been using the health centre"  
FFT Question 3 response: Consent GRANTED

Date of response: 07/10/ 2020  
Time of response: 17:07  
FFT Question 1 response: Likely  
FFT Question 2 response: "The nurse was so nice she took mind off the pain of the needle. She gave very useful advice about my tablet."  
FFT Question 3 response: Consent GRANTED

Date of response: 10/10/ 2020  
Time of response: 14:47  
FFT Question 1 response: Likely  
FFT Question 2 response: "Great service from the Male Nurse"  
FFT Question 3 response: Consent GRANTED

Date of response: 10/10/ 2020  
Time of response: 14:46  
FFT Question 1 response: Likely  
FFT Question 2 response: "Good reception customer service"  
FFT Question 3 response: Consent GRANTED

Date of response: 11/10/ 2020  
Time of response: 17:59  
FFT Question 1 response: Likely  
FFT Question 2 response: "Coughing for five weeks"  
FFT Question 3 response: Consent GRANTED

Date of response: 12/10/ 2020  
Time of response: 13:00  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "The welcome from the reception staff"  
FFT Question 3 response: Consent GRANTED

Date of response: 12/10/ 2020  
Time of response: 14:20  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Care and professionalism"  
FFT Question 3 response: Consent GRANTED

Date of response: 13/10/ 2020  
Time of response: 21:05  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "I have a good relationship with my GP, Dr Saadi Doha."  
FFT Question 3 response: Consent GRANTED

Date of response: 14/10/ 2020  
Time of response: 13:32  
FFT Question 1 response: Unlikely  
FFT Question 2 response: "Lovely Doctors but they all seem too busy to provide adequate GP Consultation services"  
FFT Question 3 response: Consent GRANTED

Date of response: 14/10/ 2020  
Time of response: 19:51  
FFT Question 1 response: Likely  
FFT Question 2 response: ""  
FFT Question 3 response: Consent GRANTED

Date of response: 16/10/ 2020  
Time of response: 18:01  
FFT Question 1 response: Likely  
FFT Question 2 response: ""  
FFT Question 3 response: Consent GRANTED

Date of response: 19/10/ 2020  
Time of response: 12:53  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Everybody was very very helpful"  
FFT Question 3 response: Consent GRANTED

Date of response: 19/10/ 2020  
Time of response: 13:21  
FFT Question 1 response: Likely  
FFT Question 2 response: ""  
FFT Question 3 response: Consent GRANTED

Date of response: 20/10/ 2020  
Time of response: 13:14  
FFT Question 1 response: Likely  
FFT Question 2 response: "In this recent visit the male nurse has been very friendly and helpful, the reception lady was good too. Howver, we had mixed experience in the past with different receptionist and nurse, they were below my expected standard in terms of quality of service. Before I wish to recommend this clinic, I would like see this recent experience has become consistent."  
FFT Question 3 response: Consent GRANTED

Date of response: 21/10/ 2020  
Time of response: 12:48  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "good service"  
FFT Question 3 response: Consent GRANTED

Date of response: 21/10/ 2020  
Time of response: 12:51  
FFT Question 1 response: Likely  
FFT Question 2 response: "Polite and attentive staff, both the doctor I saw and the reception staff"  
FFT Question 3 response: Consent GRANTED

Date of response: 24/10/ 2020  
Time of response: 15:59  
FFT Question 1 response: Likely  
FFT Question 2 response: "Reliable service"  
FFT Question 3 response: Consent GRANTED

Date of response: 25/10/ 2020  
Time of response: 13:31  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: ""  
FFT Question 3 response: Consent GRANTED

Date of response: 25/10/ 2020  
Time of response: 17:02  
FFT Question 1 response: Likely  
FFT Question 2 response: "Doctor was very good very polite and knowledgeable"  
FFT Question 3 response: Consent GRANTED

Date of response: 25/10/ 2020  
Time of response: 20:21  
FFT Question 1 response: Likely  
FFT Question 2 response: "I explained I will be late due to traffic and was still able to get seen...and recently I had an appointment which I was able to cancel easily"  
FFT Question 3 response: Consent GRANTED

Date of response: 26/10/ 2020  
Time of response: 17:20  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: ""  
FFT Question 3 response: Consent GRANTED

Date of response: 27/10/ 2020  
Time of response: 15:13  
FFT Question 1 response: Likely  
FFT Question 2 response: ""  
FFT Question 3 response: Consent GRANTED

Date of response: 29/10/ 2020  
Time of response: 21:52  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "The Nurses are fantastic. Dr Iqbal and Dr Docrat are highly skilled and caring General Practitioners. I trust their knowledge and expertise. The reception staff are mostly friendly and accommodating. But Dr Iqbal is what makes the practice, he has helped me when I needed it most."  
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.***

***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***