***Friends and Family Comments* DEC 2017**

**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 | 98 |
| Likely | 1 |
| Neither Likely or unlikely | 2 |
| Extremely Unlikely | 0 |
| Don't know | 0 |

Date of response: 02/12/2017  
Time of response: 16:31  
FFT Question 1 response: Likely  
FFT Question 2 response: "Friendly"  
FFT Question 3 response: Consent GRANTED

Date of response: 05/12/2017  
Time of response: 13:41  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Very happy with the service"  
FFT Question 3 response: Consent GRANTED

Date of response: 07/12/2017  
Time of response: 15:49  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Very cooperative,friendly and accommodating staff.Drs are very caring and understanding."  
FFT Question 3 response: Consent GRANTED

Date of response: 08/12/2017  
Time of response: 20:20  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Quick to answer phones and text to remind of appointments."  
FFT Question 3 response: Consent GRANTED

Date of response: 12/12/2017  
Time of response: 13:22  
FFT Question 1 response: Likely  
FFT Question 2 response: ""  
FFT Question 3 response: Consent GRANTED

Date of response: 16/12/2017  
Time of response: 11:29  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: ""  
FFT Question 3 response: Consent GRANTED

Date of response: 19/12/2017  
Time of response: 21:00  
FFT Question 1 response: Likely  
FFT Question 2 response: "As I am very happy with the surgery."  
FFT Question 3 response: Consent GRANTED

Date of response: 20/12/2017  
Time of response: 17:03  
FFT Question 1 response: Likely  
FFT Question 2 response: "Did not feel rushed, doctor listened to me"  
FFT Question 3 response: Consent GRANTED

Date of response: 21/12/2017  
Time of response: 17:57  
FFT Question 1 response: Likely  
FFT Question 2 response: ""  
FFT Question 3 response: Consent GRANTED

Date of response: 21/12/2017  
Time of response: 19:32  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Friendly and good standard of treatment"  
FFT Question 3 response: Consent GRANTED

Date of response: 28/12/2017  
Time of response: 12:15  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: ""  
FFT Question 3 response: Consent GRANTED

Date of response: 28/12/2017  
Time of response: 13:14  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: ""  
FFT Question 3 response: Consent GRANTED

Date of response: 28/12/2017  
Time of response: 15:01  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Very kind helpful and understanding Nurse"  
FFT Question 3 response: Consent GRANTED

Date of response: 28/12/2017  
Time of response: 18:11  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Excellent patient service/care"  
FFT Question 3 response: Consent GRANTED

Date of response: 28/12/2017  
Time of response: 21:20  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: ""  
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***