***Friends and Family Comments* Jan 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: 60 Survey Results

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| --- | --- |
| Responses | Total percentage |
| Extremely likely | 88 |
| Likely | 0 |
| Neither Likely or unlikely | 5 |
| Extremely Unlikely | 7 |
| Don't know | 0 |

Date of response: 25/01/ 2020  
Time of response: 17:16  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "She was so lovely and helpful.she explained every details and comforted me."  
FFT Question 3 response: Consent GRANTED

Date of response: 24/01/ 2020  
Time of response: 17:11  
FFT Question 1 response: Likely  
FFT Question 2 response: ""  
FFT Question 3 response: Consent GRANTED

Date of response: 24/01/ 2020  
Time of response: 16:22  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "I wanted to see a doctor today because I was ill. I was able to get a morning appointment and i was seen on time. This is a second time in 3 weeks."  
FFT Question 3 response: Consent GRANTED

Date of response: 24/01/ 2020  
Time of response: 14:33  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Very fast an to the point God bless"  
FFT Question 3 response: Consent GRANTED

Date of response: 24/01/ 2020  
Time of response: 12:53  
FFT Question 1 response: Likely  
FFT Question 2 response: ""  
FFT Question 3 response: Consent GRANTED

Date of response: 24/01/ 2020  
Time of response: 12:30  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Dr Doha is a very caring doctor. He listens, makes notes and asks questions to ensure he has the full picture. The consultation is not rushed. Appointments are easy to obtain, the wait is usually only a couple of days. The receptionists are friendly and helpful"  
FFT Question 3 response: Consent GRANTED

Date of response: 23/01/ 2020  
Time of response: 19:19  
FFT Question 1 response: Likely  
FFT Question 2 response: "The staff are very helpful and respectful even when under pressure"  
FFT Question 3 response: Consent GRANTED

Date of response: 23/01/ 2020  
Time of response: 17:08  
FFT Question 1 response: Extremely unlikely  
FFT Question 2 response: "Waiting time is too long. Get more qualified Doctors in the practice"  
FFT Question 3 response: Consent GRANTED

Date of response: 23/01/ 2020  
Time of response: 14:02  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "extremely supportive and understanding GP"  
FFT Question 3 response: Consent GRANTED

Date of response: 18/01/ 2020  
Time of response: 18:16  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "My experience with the staff at the surgery has been consistently positive over many years."  
FFT Question 3 response: Consent GRANTED

Date of response: 18/01/ 2020  
Time of response: 15:58  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Quick to see Dr"  
FFT Question 3 response: Consent GRANTED

Date of response: 12/01/ 2020  
Time of response: 15:24  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Good doctor"  
FFT Question 3 response: Consent GRANTED

Date of response: 11/01/ 2020  
Time of response: 14:14  
FFT Question 1 response: Likely  
FFT Question 2 response: ""  
FFT Question 3 response: Consent GRANTED

Date of response: 11/01/ 2020  
Time of response: 13:33  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Friendly and really listened to what I said. Very well mannered."  
FFT Question 3 response: Consent GRANTED

Date of response: 06/01/ 2020  
Time of response: 23:36  
FFT Question 1 response: Likely  
FFT Question 2 response: "Great service, lovely doctor, who listens; just needs patients to be seen closer to the appointment time."  
FFT Question 3 response: Consent GRANTED

Date of response: 03/01/ 2020  
Time of response: 13:23  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "all good"  
FFT Question 3 response: Consent GRANTED

Date of response: 02/01/ 2020  
Time of response: 17:49  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Good doctors nurses reception staff and a clean and tidy surgery"  
FFT Question 3 response: Consent GRANTED