***Friends and Family Comments* July 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.**

**60 Survey Results**

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| --- | --- |
| Responses | Total percentage |
| Extremely likely | 97 |
| Likely | 3 |
| Neither Likely or unlikely | 0 |
| Extremely Unlikely | 0 |
| Don't know | 0 |

Date of response: 26/07/ 2020  
Time of response: 12:34  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Friendly and professional staff"  
FFT Question 3 response: Consent GRANTED

Date of response: 25/07/ 2020  
Time of response: 16:29  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Had a good appointment see Doctor all good"  
FFT Question 3 response: Consent GRANTED

Date of response: 25/07/ 2020  
Time of response: 14:05  
FFT Question 1 response: Likely  
FFT Question 2 response: "I was disappointed that our meeting started with. I have only 10 mins for you. The rest was ok"  
FFT Question 3 response: Consent GRANTED

Date of response: 20/07/ 2020  
Time of response: 16:50  
FFT Question 1 response: Likely  
FFT Question 2 response: "Friendly & helpful"  
FFT Question 3 response: Consent GRANTED

Date of response: 19/07/ 2020  
Time of response: 14:27  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Doctor was excellent."  
FFT Question 3 response: Consent GRANTED

Date of response: 17/07/ 2020  
Time of response: 16:08  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Prompt courteous welcoming"  
FFT Question 3 response: Consent GRANTED

Date of response: 17/07/ 2020  
Time of response: 13:53  
FFT Question 1 response: Likely  
FFT Question 2 response: "Polite snd professional Service"  
FFT Question 3 response: Consent GRANTED

Date of response: 13/07/ 2020  
Time of response: 17:29  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Staffs are polite, efficient and friendly. Always will to help!!"  
FFT Question 3 response: Consent GRANTED

Date of response: 12/07/ 2020  
Time of response: 11:34  
FFT Question 1 response: Likely  
FFT Question 2 response: "Dr was very patience and a good listener"  
FFT Question 3 response: Consent GRANTED

Date of response: 08/07/ 2020  
Time of response: 10:54  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Helpful staff"  
FFT Question 3 response: Consent GRANTED

Date of response: 05/07/ 2020  
Time of response: 13:33  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Staff always polite, GP always listens abd explains regarding treatment, medication or best way forward"  
FFT Question 3 response: Consent GRANTED