***Friends and Family Comments* Aug 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.**

57 Survey Results

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| --- | --- |
| Responses | Total percentage |
| Extremely likely | 88 |
| Likely | 9 |
| Neither Likely or unlikely | 3 |
| Extremely Unlikely | 0 |
| Don't know | 0 |

Date of response: 30/08/ 2020  
Time of response: 17:00  
FFT Question 1 response: Likely  
FFT Question 2 response: "Very profisional and friendly staff and doctots a likr."  
FFT Question 3 response: Consent GRANTED

Date of response: 30/08/ 2020  
Time of response: 15:02  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Good service....Was seen within five minutes. Well Done!"  
FFT Question 3 response: Consent GRANTED

Date of response: 29/08/ 2020  
Time of response: 17:57  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "My gp is friendly and helpful."  
FFT Question 3 response: Consent GRANTED

Date of response: 28/08/ 2020  
Time of response: 18:38  
FFT Question 1 response: Likely  
FFT Question 2 response: "Excellent Doctor - sensitive and to the point. Reception service could be more attentive."  
FFT Question 3 response: Consent GRANTED

Date of response: 24/08/ 2020  
Time of response: 18:54  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Always good service with very pleasant and friendly staff"  
FFT Question 3 response: Consent GRANTED

Date of response: 24/08/ 2020  
Time of response: 12:19  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Friendly , put me at ease"  
FFT Question 3 response: Consent GRANTED

Date of response: 20/08/ 2020  
Time of response: 19:11  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "The doctors and staff are highly professional and put their patients first."  
FFT Question 3 response: Consent GRANTED

Date of response: 16/08/ 2020  
Time of response: 21:04  
FFT Question 1 response: Likely  
FFT Question 2 response: "Evone was very friendly"  
FFT Question 3 response: Consent GRANTED

Date of response: 16/08/ 2020  
Time of response: 10:08  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Received the correct consultation and advice needed in relation to my appointment."  
FFT Question 3 response: Consent GRANTED

Date of response: 16/08/ 2020  
Time of response: 02:45  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Dr.doha is friendly, patient & truly taking care of customers and their mental health, a true professional! AS."  
FFT Question 3 response: Consent GRANTED

Date of response: 08/08/ 2020  
Time of response: 19:36  
FFT Question 1 response: Likely  
FFT Question 2 response: "The doctor understood my concerns and more importantly he listened to what I had to say and empathised ."  
FFT Question 3 response: Consent GRANTED

Date of response: 07/08/ 2020  
Time of response: 14:02  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Very efficient"  
FFT Question 3 response: Consent GRANTED

Date of response: 02/08/ 2020  
Time of response: 11:22  
FFT Question 1 response: Extremely likely  
FFT Question 2 response: "Very thorough examination by the doctor, and he did not rush me. The reception staff as always were welcoming and professional."  
FFT Question 3 response: Consent GRANTED

Date of response: 01/08/ 2020  
Time of response: 17:28  
FFT Question 1 response: Likely  
FFT Question 2 response: "It was good and helpful"  
FFT Question 3 response: Consent GRANTED