***Friends and Family Comments* May 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: 55 Survey Results

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| --- | --- |
| Responses | Total percentage |
| Extremely likely | 95 |
| Likely | 2 |
| Neither Likely or unlikely | 3 |
| Extremely Unlikely | 0 |
| Don't know | 0 |

Date of response: 31/05/ 2020
Time of response: 12:44
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Listens patiently and actively and makes you feel in control of your own health care"
FFT Question 3 response: Consent GRANTED

Date of response: 29/05/ 2020
Time of response: 20:11
FFT Question 1 response: Extremely likely
FFT Question 2 response: "very helpful today especially Dr. Doha"
FFT Question 3 response: Consent GRANTED

Date of response: 29/05/2018
Time of response: 18:37
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Helpful Dr.and Staff"
FFT Question 3 response: Consent GRANTED

Date of response: 24/05/ 2020
Time of response: 19:27
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Becouse it was all good could not oxke for more."
FFT Question 3 response: Consent GRANTED

Date of response: 24/05/ 2020
Time of response: 10:35
FFT Question 1 response: Likely
FFT Question 2 response: "First dr was very nice and second he gave us a good time"
FFT Question 3 response: Consent GRANTED

Date of response: 17/05/ 2020
Time of response: 15:43
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Very good doctors and good sevice"
FFT Question 3 response: Consent GRANTED

Date of response: 17/05/ 2020
Time of response: 03:17
FFT Question 1 response: Extremely likely
FFT Question 2 response: "I saw the for blood test she was professional and took my blood first attempt"
FFT Question 3 response: Consent GRANTED

Date of response: 16/05/ 2020
Time of response: 18:16
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Always satisfied with your services."
FFT Question 3 response: Consent GRANTED

Date of response: 14/05/ 2020
Time of response: 19:46
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Good Doctors"
FFT Question 3 response: Consent GRANTED

Date of response: 10/05/2018
Time of response: 20:35
FFT Question 1 response: Likely
FFT Question 2 response: "Quick service and listened to my concerns, taking steps to help them"
FFT Question 3 response: Consent GRANTED

Date of response: 08/05/ 2020
Time of response: 18:55
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Excellent knowledge by doctor and extremely personable"
FFT Question 3 response: Consent GRANTED

Date of response: 08/05/ 2020
Time of response: 15:48
FFT Question 1 response: Extremely likely
FFT Question 2 response: "My Gp was very professional and knowledgable and is quite approachabl. My problems were dealt with in a careful manner while talking side effects into consideration. I was attended to in reasonable time."
FFT Question 3 response: Consent GRANTED

Date of response: 04/05/ 2020
Time of response: 14:57
FFT Question 1 response: Extremely likely
FFT Question 2 response: "Personal care is done with differentiated practice and care."
FFT Question 3 response: Consent GRANTED