

Friends and Family Test Results - December 2023				Question - Overall, how was your experience of our service (1 = Very Good, 5 = Every Poor)
Dates	Site	Department	Rating	Response
01/12/2023	Long Stratton	Nicola Outten	1	I had to wait for my appointment for 15 minutes, but I can see why. The Asthma Nurse Nicola was so helpful and thorough and made sure I knew everything that she was explaining to me. I felt listened to and came out feeling very happy and helped.
04/12/2023	Long Stratton	Elizabeth Collins	1	
04/12/2023	Long Stratton	Elizabeth Martin	1	The nurse I see was very friendly Caring helpful .
04/12/2023	Long Stratton	Amy Hughes	2	Was good they help me on the phone and then the nurse was good at helping with the problem
05/12/2023	Newton Flotman	Nicola Outten	1	
05/12/2023	Long Stratton	Elizabeth Collins	1	Appointment ran on time, nurse efficient and friendly.
05/12/2023	Newton Flotman	Nicola Outten	1	
05/12/2023	Long Stratton	Elizabeth Collins	1	
05/12/2023	Long Stratton	Elizabeth Collins	2	Very supportive and engaging during the appointment and thorough. It was the first appointment I have been able to get at the surgery unfortunately I have had to go to Norwich A&E and the walk in centre to have it dressed until now.
05/12/2023	Newton Flotman	Cheryl Lorne	5	I am really disappointed This is the second appointment that the surgery have cancelled on me.
05/12/2023	Long Stratton	Bev Carder	1	2 minute wait - very pleasant nurse. Quick and easy.
05/12/2023	Long Stratton	Elizabeth Collins	1	Elizabeth is always a joy to be with, even though it?s for a blood test. She doesn?t rush the appointment, so I feel relaxed. Thank you
05/12/2023	Long Stratton	Elizabeth Collins	1	the treatment was very good, i was able to get a appointment later on the day .
05/12/2023	Long Stratton	Bev Carder	1	Went in on time. Nurse very nice.
05/12/2023	Long Stratton	Elizabeth Collins	1	Cheerful and efficient
05/12/2023	Long Stratton	Justin Temuru	2	Still waiting to see what I'm going to do about my treatment for my polyps as causing really bad snoring which is affecting my marriage
05/12/2023	Long Stratton	Elizabeth Collins	1	
05/12/2023	Long Stratton	Elizabeth Collins	2	Seen quickly
06/12/2023	Long Stratton	Cheryl Lorne	1	Cheryl is always very helpful and pleasant.
06/12/2023	Long Stratton	Jude Chapman	2	I nearly always got an appointment when I needed one. Staff are professional, communicate well and have empathy
06/12/2023	Long Stratton	Jude Chapman	1	The Dr was polite and provided good assurances and arranged for follow up tests to be carried out.
06/12/2023	Long Stratton	Zoya Rashid	1	Everything that I needed to be covered was. Was explained what would be happening next at the hospital with further investigations. Dr Rashid was very honest and caring and I feel that the surgery is there to help with any problems that I might have
06/12/2023	Long Stratton	Katie Voigt	1	
06/12/2023	Long Stratton	Lara Douglass	1	Dr Douglas was on time with appointment, always very pleasant when you have a appointment with her.
06/12/2023	Long Stratton	Bev Carder	1	On time appointment,very friendly caring nurse!
06/12/2023	Long Stratton	Bev Carder	1	BEV WAS VERY VERY GOOD AND HELP FULL
06/12/2023	Long Stratton	Bev Carder	1	Quick response and appointment, short waiting time when at surgery.
06/12/2023	Long Stratton	Cheryl Lorne	2	
07/12/2023	Newton Flotman	Cheryl Lorne	1	Please note that my appt this morn was at Newton Flotman, not Swan Lane. All went smoothly, the nurse was friendly and smiley - and I didn?t feel the needed go in ??
07/12/2023	Long Stratton	Elizabeth Collins	1	Went in on time and out in a couple of minutes bloods done.
07/12/2023	Long Stratton	Justin Temuru	1	The Dr we saw was fantastic. Called us in on time and was so kind and helpful!
07/12/2023	Long Stratton	Lara Boucher	1	Dr Lara Boucher is a very good listener which I like because we all know our own bodies, and she gives time to listen to the detail, so that she can make an informed decision. I was forty minutes late in, but I?m okay with that because of the above
07/12/2023	Newton Flotman	Cheryl Lorne	1	Surgery found me appointment to remove my stitches despite being short staffed with nurses off due illness. Nurse and staff always cheerful and friendly
07/12/2023	Long Stratton	Amy Hughes	1	
07/12/2023	Long Stratton	Jude Chapman	1	I felt listened to
07/12/2023	Newton Flotman	Cheryl Lorne	1	Very friendly staff. Prompt given staff shortage.
07/12/2023	Long Stratton	Zoya Rashid	1	Friendly , thoughtful and thorough and has given me advice and follow up care
07/12/2023	Long Stratton	Elizabeth Collins	1	As always my experience at LSMP is always friendly, professional and efficient. Nurse Elizabeth Collins was all of the above. My only disappointment is that I was hoping to get a follow up appt to discuss my medication at suggestion of Dr Addison
07/12/2023	Long Stratton	Amy Hughes	1	Lovely nurse, helpful and kind
07/12/2023	Newton Flotman	Cheryl Lorne	2	
07/12/2023	Long Stratton	Elizabeth Collins	2	My appointment with the nurse was on time I didn't have to wait long. And the nurse was very kind and professional.
08/12/2023	Long Stratton	Nicola Outten	1	Nothing but praise for your services since I was diagnosed with MDS last year. And the same goes for all the medical staff who have helped me since my accident in August. Thank you
08/12/2023	Long Stratton	Jane Loughridge	1	My questions were answered clearly and honestly. She showed professionalism and did not rush the appointment, which gave me time to process her answers and come away with a better understanding, of the experience I witnessed the day my husband died.
08/12/2023	Long Stratton	Amy Hughes	2	Friendly service. Injection was quick for my son. Appointment did run late however.
08/12/2023	Long Stratton	Amy Hughes	5	We don't GP's anymore. I have'nt seen mine for over 2 years. They can't keep blaming everything on COVID. Time to get back to how it used to be. I am 77 years old and now refer to Google to find out whats wrong.
08/12/2023	Long Stratton	Amy Hughes	1	Having just moved from Milton Keynes the difference in service was night and day. Wasn't rushed straight out the room and everyone was very friendly and helpful
08/12/2023	Long Stratton	Nicola Outten	1	Appointment on time, I had my flu jab and was out in 15 minutes.
09/12/2023	Long Stratton	Nicola Outten	1	Appointment was right on time, no waiting, in and out in 5 minutes. Perfecto
09/12/2023	Long Stratton	Amy Hughes	1	Went for flu jab went straight in very pleasant nurse, in and out less than 5 minutes.

09/12/2023	Long Stratton	Nicola Outten	1	Prompt professional, polite and friendly service. Many thanks
09/12/2023	Long Stratton	Nicola Outten	1	My appointment was at 11.00 hours and I was seen spot on time.
09/12/2023	Long Stratton	Mini Nelson	1	Dr Nelson always makes you feel listened to and does a thorough physical examination and explains clearly what she thinks the problem is and offers a plan of action. Face to face is so important!!
09/12/2023	Long Stratton	Nicola Outten	1	Very quick , no waiting and great service from the Nurse
09/12/2023	Long Stratton	Nicola Outten	1	Very efficient nurse and appointment was on time,in fact I was early for appointment and seen straight away.
09/12/2023	Long Stratton	Nicola Outten	1	
09/12/2023	Long Stratton	Nicola Outten	1	We were seen very promptly and had our flu jabs given by a very pleasant and professional nurse. Excellent service!!
11/12/2023	Long Stratton	Elizabeth Collins	1	Nurse very friendly and took blood as expected
11/12/2023	Newton Flotman	Lara Douglass	1	
11/12/2023	Long Stratton	Cheryl Lorne	1	Polite friendly and helpful
11/12/2023	Newton Flotman	Lara Douglass	1	Dr Douglas is very supportive
11/12/2023	Long Stratton	Elizabeth Collins	1	Arrived at the surgery, hardly any wait straight through to have my bloods taken. Elizabeth Bright and cheery nurse. All over in 2 mins.
11/12/2023	Newton Flotman	Lara Douglass	1	Because it allowed me to express my problems in full.
11/12/2023	Long Stratton	Samuel Taylor	1	I had an online reminder. I didn?t have to wait- everything was in time. My appointment was a great conversation, not rushed and with a skilled practitioner whom I trusted very quickly. Couldn?t have been better! Thank you
11/12/2023	Long Stratton	Cheryl Lorne	1	Quick, efficient and helpful. Very pleasant nursing team.
11/12/2023	Newton Flotman	Lara Douglass	1	Because it was as always exceptional service from \$Doctor Douglas
11/12/2023	Long Stratton	Elizabeth Collins	1	Elizabeth was very friendly and professional as always. Merry Xmas to all at LSMC
11/12/2023	Long Stratton	Elizabeth Collins	1	No waiting. Elizabeth found my veins without any problems. Friendly and polite staff.
11/12/2023	Long Stratton	Cheryl Lorne	1	All went smoothly without problems and friendly staff
11/12/2023	Long Stratton	Jane Loughridge	1	Appointment on time with our own doctor.
11/12/2023	Long Stratton	Siobhan Addison	1	Excellent doctor -informative, listening to any issues, dealing with all problems
11/12/2023	Newton Flotman	Lara Douglass	1	Lovely friendly service and I have now got medication that seems to have worked almost instantly!!
11/12/2023	Long Stratton	Zoya Rashid	2	I was pleased to get my results.
11/12/2023	Long Stratton	Cheryl Lorne	2	Friendly efficient service.
12/12/2023	Newton Flotman	Mini Nelson	1	Dr Nelson was very friendly, helpful, the surgery was easy to find and the wait wasn?t very long and the receptionist was friendly too
12/12/2023	Long Stratton	Elizabeth Collins	1	Had my appointment very quickly
12/12/2023	Long Stratton	Nicola Outten	1	
12/12/2023	Long Stratton	Justin Temuru	1	He sat there and listened to me, and he talked back he was interested and so was I and I left quite happy. Thank you, BRIAN
12/12/2023	Long Stratton	Justin Temuru	1	
12/12/2023	Long Stratton	Elizabeth Collins	1	Friendly and very helpful staff. Nurse taking bloods excellent. Very quick and on time.
12/12/2023	Newton Flotman	Cheryl Lorne	3	Staff are excellent, as always. Friendly, but professional. Explained everything clearly . However, despite asking on 11th Dec if my appointment was at Long Stratton it was in fact at Newton Flotman. Stressful
12/12/2023	Long Stratton	Amy Hughes	1	Check in worked. Appointment on time. All matters dealt with.
12/12/2023	Long Stratton	Bev Carder	1	Lovely friendly receptionist and nurse, both polite and friendly, just what you need from a GP surgery ?
12/12/2023	Long Stratton	Elizabeth Collins	1	
12/12/2023	Long Stratton	Justin Temuru	2	
12/12/2023	Newton Flotman	Cheryl Lorne	1	From walking in the door to reception to seeing the nurse to leaving, I was treated to happiness, kindness, and not like a number, great team work and lovely ladies.
12/12/2023	Long Stratton	Amy Hodgson	1	Dr.Hodgson was as pleasant and efficient as always
12/12/2023	Newton Flotman	Cheryl Lorne	1	Very knowledgeable and helpful nurse
13/12/2023	Long Stratton	Emilie Rothwell	2	Dr was running rather late but I was in no hurry so didn't mind too much. Dr was very good and helpful.
13/12/2023	Long Stratton	Cheryl Lorne	1	Lovely attention and care from all
13/12/2023	Long Stratton	Emilie Rothwell	1	Very professional and courteous at a difficult time of the year.
13/12/2023	Long Stratton	Cheryl Lorne	1	Nurse very cheerful & pleasant as I find all your staff
13/12/2023	Long Stratton	Katie Voigt	1	Called in on time and very friendly helpful doctor
13/12/2023	Long Stratton	Cheryl Lorne	1	Seen on time staff charming. Cheryl excellent phlebotomist and painless! Happy Xmas.
13/12/2023	Long Stratton	Lara Douglass	1	Doctor listened and arranged everything I asked for. Really pleased
14/12/2023	Long Stratton	Cheryl Lorne	1	Nurse was extremely proficient. Appointment was on time.
14/12/2023	Long Stratton	Cheryl Lorne	1	Happy with everything.
14/12/2023	Long Stratton	Elizabeth Collins	1	
14/12/2023	Long Stratton	Siobhan Addison	2	Got to heart of main problem quickly with a referral. But no time to develop consideration of secondary issues, which could be important and certainly were of concern to me. This is not a specifically directed complaint but rather a systemic problem.
14/12/2023	Newton Flotman	Cheryl Lorne	1	My appointment was booked for 8.20 but I should have had a 9 or after blood test , so they squeezed me in.
14/12/2023	Long Stratton	Lara Boucher	1	The doctor was very helpful and we are making great progress it?s good to have a face to face appointment.
14/12/2023	Newton Flotman	Cheryl Lorne	1	Prompt response to request for appointment. Excellent clinician, thorough examination and clear diagnosis
14/12/2023	Newton Flotman	Cheryl Lorne	1	The atmosphere was calm, relaxed and friendly. The doctor was available to check results and phoned me later to discuss the outcome as promised.
14/12/2023	Long Stratton	Lara Boucher	1	Doctor was lovely. Lots of detailed information was given and made me feel very comfortable.
14/12/2023	Long Stratton	Elizabeth Collins	1	My appointment was on time and very thorough.
14/12/2023	Long Stratton	Thomas Watchman	1	Very helpful and supportive

15/12/2023	Long Stratton	Elizabeth Collins	1	A good appointment and very professional staff and on time all good.
15/12/2023	Long Stratton	Elizabeth Collins	1	Appointment carried out exactly on time ,Elizabeth very professional and friendly.
15/12/2023	Long Stratton	Amy Hughes	1	Everyone at the surgery are very good and make you feel at ease. Amy is a great nurse.
15/12/2023	Long Stratton	Emilie Rothwell	1	GP and pharmacy staff friendly and informative. Very little waiting time.
15/12/2023	Long Stratton	Elizabeth Collins	1	
15/12/2023	Long Stratton	Elizabeth Collins	1	Elizabeth the nurse was very efficient and quick.
15/12/2023	Long Stratton	Thomas Watchman	1	Seen pretty much on time, answered all my queries.
15/12/2023	Long Stratton	Elizabeth Collins	1	Very prompt appointment, and very polite Good service as always
18/12/2023	Long Stratton	Cheryl Lorne	1	Blood test appointment- seen in time
18/12/2023	Long Stratton	Elizabeth Martin	1	Nurses are very good
18/12/2023	Newton Flotman	Maxine Cooper	1	Excellent treatment friendly people
18/12/2023	Long Stratton	Jane Loughridge	1	Thorough investigation of symptoms and attention given
18/12/2023	Long Stratton	Cheryl Lorne	1	.
18/12/2023	Long Stratton	Elizabeth Martin	1	The nurse that took my stitch out and changed my dressing was very friendly, professional
18/12/2023	Long Stratton	Katie Voigt	1	Dr Voigt is very good in understanding and diagnosing my issues. I rarely get Ill so managing my menopausal symptoms has been challenging. She is great at explaining and helping me cope. The nurse who took my blood was fabulous with my needle phobia.
18/12/2023	Long Stratton	Cheryl Lorne	1	Fast and efficient
18/12/2023	Long Stratton	Cheryl Lorne	1	Cheryl is lovely. Very friendly and makes you feel at ease
18/12/2023	Long Stratton	Jane Loughridge	1	Excellent service
18/12/2023	Long Stratton	Miles Kemp	1	I felt very relaxed so it was easy to talk about difficult things.
18/12/2023	Long Stratton	Siobhan Addison	1	She was attentive, listened to what I had to say . Have me information that I needed . No fluffing around , to the point
18/12/2023	Long Stratton	Cheryl Lorne	1	The nurse was very efficient and made me feel very relaxed while my blood was being take.
18/12/2023	Long Stratton	Elizabeth Martin	1	The Nurse sisters were friendly and helpful. They treated the wound on my leg with kindness and consideration
18/12/2023	Long Stratton	Elizabeth Collins	1	All good as usual, just blood test with a lovely nurse, parking was very difficult today though, but I know it can't be helped at the moment with builders etc.
18/12/2023	Long Stratton	Elizabeth Collins	2	I arrived 10min early check in said someone else's name, at Recpt, I was told I was later. Seems that everything was out of sink, the Recpt team had no answers. In the end I was seen.
18/12/2023	Long Stratton	Lara Douglass	1	All my questions answered
18/12/2023	Long Stratton	Cheryl Lorne	1	Prompt and efficient but wait and see how easy it all is as a process when I try to find the outcome.
18/12/2023	Long Stratton	Elizabeth Collins	1	Blood test with Elizabeth was on time - she was very pleasant & professional.
19/12/2023	Long Stratton	Elizabeth Collins	1	It was quick and easy, I didn't have to wait long
19/12/2023	Long Stratton	Justin Temuru	1	Friendly helpful thorough
19/12/2023	Newton Flotman	Nicola Outten	1	I was dealt with very politely and efficiently
19/12/2023	Newton Flotman	Cheryl Lorne	1	Cheryl fantastic as ever bloods taken feet checked blood pressure and got weighed very professional
19/12/2023	Long Stratton	Bev Carder	1	On time and very efficient, explained what was going to happen
19/12/2023	Long Stratton	Justin Temuru	1	Full discussion and easy understanding of problem for the reason of visit to surgery. Also a plan on how we move forward
19/12/2023	Newton Flotman	Cheryl Lorne	1	Quick and courteous
19/12/2023	Newton Flotman	Nicola Outten	1	The nurse was very caring and efficient .
19/12/2023	Long Stratton	Elizabeth Collins	1	Was seen straight away,
19/12/2023	Newton Flotman	Cheryl Lorne	1	Because everyone is very kind and helpful
19/12/2023	Long Stratton	Katie Voigt	1	Always happy with Dr Voight and the great service she provides!
19/12/2023	Long Stratton	Bev Carder	1	
19/12/2023	Long Stratton	Katie Voigt	1	On time
19/12/2023	Newton Flotman	Nicola Outten	1	
19/12/2023	Newton Flotman	Cheryl Lorne	1	My appointment was on time and Cheryl was very kind and friendly
19/12/2023	Long Stratton	Miles Kemp	2	He was professional - hopefully we can get to bottom of my problem
19/12/2023	Long Stratton	Bev Carder	1	no pain, or anxiety caused, kept at ease, and quick and efficient!
20/12/2023	Long Stratton	Justin Temuru	2	The doctor I saw was very pleasant but the appointment had been made by the surgery for a 'Review' and it seemed unclear what the review was for! Still, had a pleasant chat!!
20/12/2023	Long Stratton	Emilie Rothwell	1	Receptionist was very good in getting me an appointment booked and I always find the Reception team very nice . I always find the doctors very good too and the Dispensary team :)
20/12/2023	Long Stratton	Justin Temuru	1	Doctor very pleasant and helpful
20/12/2023	Long Stratton	Amy Hodgson	1	
20/12/2023	Long Stratton	Zoya Rashid	1	Only waited a few minutes and the doctor was lovely and very helpful!
20/12/2023	Long Stratton	Emilie Rothwell	1	The doctor listened to my concerns, and gave me the treatment required Thank you
20/12/2023	Long Stratton	Bev Carder	1	I was early for my appointment but went straight in as soon as I arrived. The consultation was carried out in a very friendly and efficient manner. Thank you ??
20/12/2023	Long Stratton	Amy Hughes	2	Reception staff and nurse lovely, car parking horrendous
20/12/2023	Long Stratton	Elizabeth Martin	2	I was given very good service
20/12/2023	Long Stratton	Emilie Rothwell	1	Answered and actioned my concerns.Thanks
20/12/2023	Long Stratton	Bev Carder	1	Nurse was friendly and welcoming
20/12/2023	Long Stratton	Elizabeth Martin	1	Easy to book and appointment on time
20/12/2023	Long Stratton	Cheryl Lorne	1	Good experience as usual.

21/12/2023	Long Stratton	Elizabeth Collins	1	The nurse was on time, incredibly efficient and put me at ease with her friendliness.
21/12/2023	Long Stratton	Elizabeth Martin	1	Appointments running on time. Excellent new nurse Lizzie. Very pleasant person
21/12/2023	Long Stratton	Emilie Rothwell	1	
21/12/2023	Long Stratton	Elizabeth Collins	1	I arrived early for my appointment (approx 30 minutes) and checked in and was seen almost straight away by the clinician in-between previous appointments.
21/12/2023	Long Stratton	Elizabeth Martin	1	Excellent service.
21/12/2023	Long Stratton	Elizabeth Collins	1	Quick and efficient service with a smile. Thank you.
21/12/2023	Long Stratton	Emilie Rothwell	1	No waiting, very pleasant and professional staff.
21/12/2023	Long Stratton	Emilie Rothwell	1	Dr Rothwell listened carefully to my concerns and provided advice accordingly including next steps for certain scenarios .
21/12/2023	Long Stratton	Siobhan Addison	1	Very thorough and pleasant doctor
21/12/2023	Long Stratton	Elizabeth Martin	1	Punctual, helpful, friendly and professional nurse.
21/12/2023	Long Stratton	Zoya Rashid	1	Very caring and considerate treatment for my follow-up after Xray and CT scan. Every detail carefully explained to me.
22/12/2023	Long Stratton	Emilie Rothwell	1	Lovely doctor
22/12/2023	Long Stratton	Elizabeth Martin	1	On time. Very professional and friendly.
22/12/2023	Long Stratton	Thomas Watchman	1	
22/12/2023	Long Stratton	Emilie Rothwell	1	
22/12/2023	Long Stratton	Mini Nelson	1	On time and proficient
22/12/2023	Long Stratton	Nicola Outten	1	I was listened to and also given advice
22/12/2023	Long Stratton	Thomas Watchman	1	Appointment on time polite friendly GP it was a sensitive issue dealt with in an extremely satisfactory manner
22/12/2023	Long Stratton	Mini Nelson	1	Dr mini nelson always very helpful and understanding
22/12/2023	Long Stratton	Elizabeth Martin	2	Pleasant,efficient and friendly.
22/12/2023	Long Stratton	Emilie Rothwell	2	Doctor was superb -but appointment was 30 minutes late , was notified of a 15 minute delay at check in but no further communication received.
22/12/2023	Long Stratton	Amy Hughes	1	My nurse Amy was really friendly, she explained thoroughly and took the time to listen to my questions. Gave me some advice and was really supportive.
27/12/2023	Long Stratton	Cheryl Lorne	1	Because the service was excellent
27/12/2023	Long Stratton	Bev Carder	1	Seen on time,and the health check was thorough.
27/12/2023	Long Stratton	Bev Carder	1	Good punctual well explained experience
27/12/2023	Long Stratton	Cheryl Lorne	1	Appointment on time. Cheryl very helpful and friendly.
27/12/2023	Long Stratton	Cheryl Lorne	1	Easy to check in. I didn?t have to wait too long past my appointment time and the nurse was lovely
27/12/2023	Long Stratton	Elizabeth Martin	1	Nurse Elizabeth martin was prompt and dressed my injured leg , I was happy with the treatment that I received
27/12/2023	Long Stratton	Cheryl Lorne	1	On time and hassle free
27/12/2023	Long Stratton	Cheryl Lorne	1	Yes because nurse saw me on time and very polite and efficient thank you
27/12/2023	Long Stratton	Bev Carder	1	No issues, went in on time and nurse very friendly
27/12/2023	Long Stratton	Cheryl Lorne	1	On time , friendly and efficient nurse
28/12/2023	Long Stratton	Lindsay Smith	1	Seen very quickly.and very kind nurse
28/12/2023	Long Stratton	Amy Hughes	1	Appointment pretty much in time. The nurse was very friendly and reassuring
28/12/2023	Newton Flotman	Cheryl Lorne	1	On time. Efficient. Friendly. Informative
28/12/2023	Long Stratton	Amy Hughes	1	On time very friendly and professional ?
28/12/2023	Long Stratton	Elizabeth Martin	1	The nurse very professional and friendly.the appnt was on time with no waiting
28/12/2023	Long Stratton	Elizabeth Martin	1	No problem parking.Easy signing in. Comfortable waiting room. Seen for my appointment on time. A very friendly, charming and helpful nurse who listened and sorted out my problem. Could not have been better, thank you.
28/12/2023	Long Stratton	Lindsay Smith	2	Parking was a nightmare! Got very stressed trying to park especially as I have a blue badge. Insufficient disable parking. Staff are excellent.
28/12/2023	Long Stratton	Elizabeth Martin	1	I didn?t need to wait - I was in and out quickly
28/12/2023	Long Stratton	Elizabeth Collins	1	Very attentive, efficient, polite!!! Best surgery around
29/12/2023	Long Stratton	Amy Hughes	1	The nurse was very pleasant, called me in right on time and gave me good news
29/12/2023	Long Stratton	Amy Hughes	2	Prompt and polite
29/12/2023	Long Stratton	Nicola Outten	1	Didn?t feel rushed, even though nurse was running behind. Received good help and advice.
29/12/2023	Long Stratton	Lara Douglass	2	
29/12/2023	Long Stratton	Nicola Outten	1	Because it was very helpful and informative
29/12/2023	Long Stratton	Amy Hughes	1	On time, very helpful, very professional.
December 2023 Written Responses				
Date	Name (Optional)	Site	Rating	
Dec-23	Anonymous	Newton Flotman	1	Excellent service - cheerful, helpful and professional
Date	Very Good	Good	Neither Good nor poor	Poor
Dec-23	181	24	1	0
Mode of Collection				
SMS/Text/Email/Voice	Paper Survey	Bad Responses		
208	0	0		

Dates	Site	Department	Not Recommended Percent	Neither/Don't Know Percent	Recommended Percer
Dec-23	All	All	1	0	99
Number of Respondants	Number of Appointments	Response Rate (%)			
208	868	24			