

# Park Lane Surgery



## The Friends and Family Test

...Likely to Recommend



Thank you for those who have taken the time to complete the Friends and Family test.

Please find results below.

Response for September:  
5

Total responses overall:  
890

### Response for September

#### Response option Responses Percentage:

1- Extremely Likely	4	90%
2- Likely	0	0%
3- Neither Likely nor Unlikely	1	10%
4- Unlikely/Poor	0	0%
5- Extremely Unlikely	0	0%
6- Don't Know	0	0%

If you would like to take part, please complete the questionnaire when visiting the Surgery or Online.

### Some comments that were made in September.

- I would like to thank Jenny on reception; her customer service and telephone manner were both approachable
- My visit to the nurse was very good, helpful, happy and all you could wish for.
- I had an appointment with nurse Emily, for my son to have his injections. She was incredible, friendly, calm and quick. Just what we needed when he wasn't a happy bunny. She printed off a certificate, gave stickers to him and his brother and explained everything. Wonderful.

