

# 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 November:  
10

Total responses overall:  
914

### Response for November

#### Response option Responses Percentage:

1- Extremely Likely	10	100%
2- Likely	0	0%
3- Neither Likely nor Unlikely	0	0%
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 November.

- and my symptoms have improved beyond expectations; Emily is similarly and excellent individual. she shows care and compassion at a level that i had felt was severely lacking in my past experiences with the surgery in recent years She spent time explaining everything thoroughly and was a total joy to talk with.
- Very cheerful, excellent service
- Can't praise the staff at Park Lane enough. From receptionists to nurse and doctors they are all so helpful and attentive. My appointment with nurse Gemma the other day was incredibly thorough, she listened to my concerns and acted on them, Fantastic. have been under park Lane for 30 years and wouldn't wish to be anywhere else