

# 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 February:  
6

Total responses overall:  
941

### Response for February

#### Response option Responses Percentage:

1- Extremely Likely	3	70%
2- Likely	1	10%
3- Neither Likely nor Unlikely	0	0%
4- Unlikely/Poor	0	0%
5- Extremely Unlikely	0	0%
6- Don't Know	2	20%

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

### Some comments that were made in February.

- Reception staff and the Dr was very helpful and answered all my questions
- The receptionists Always go above and beyond to help
- I cannot thank both yourself and my mum's doctor for doing this so quickly. You really don't know how much of a difference it makes. Thank you.
- Kind, courteous reception staff. Health issues dealt with in a timely manner