

# 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 April:  
195

Total responses overall:  
1233

### Response for April

Response option Responses Percentage:

1- Very Good	131	75%
2- Good	47	18%
3- Neither Likely nor poor	5	3%
4- Poor	4	2%
5- Very poor	2	2%
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 April.

- Very helpful and informative appointment with the Doctor; Dr Hawkes was excellent
- Always polite and nice I never have a problem
- Very helpful and explained everything clearly. Showed great empathy
- Was very happy with Dr forester, very helpful and understanding, gave me good advice and thought he was exceptional