

# 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 March:  
97

Total responses overall:  
1038

### Response for March

#### Response option Responses Percentage:

1- Very Good	78	80%
2- Good	14	15%
3- Neither Likely nor poor	3	3%
4- Poor	0	0%
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 March.

- Appointment easy to make and was seen on time by nurse. Everything was fine.
- Excellent friendly efficient service. Perhaps a message to explain the ECG result referral would have reduced my anxiety levels when I read but did not understand notes on my life.
- Had mine and my baby's 8 week check today and the whole team were lovely. From the receptionist to the doctors and nurses. I felt well taken care of and informed of everything happening. I felt thoroughly listened to and included in mine and baby's plan.