

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 July:
130

Total responses overall:
1574

Response for July

Response option Responses Percentage:

1- Very Good	80	62%
2- Good	34	26%
3- Neither Likely nor poor	11	8%
4- Poor	3	2%
5- Very poor	2	3%
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 July.

- I saw Nurse Amanda and as always, she was friendly, gave great advice and very professional with her job
- I was seen quickly and the GP was helpful and clear about what treatment was needed.
- Dr Hawkes was fantastic. She took time to explain my options for treatment, understood my concerns and made me feel as though she wanted to take time to listen to me. She also was clear on follow up and timescales.
- My appointment was with the Physio, he was able to pin point the problem within minutes.