

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 August:
132

Total responses overall:
1706

Response for August

Response option Responses Percentage:

1- Very Good	99	74%
2- Good	18	13%
3- Neither Likely nor poor	7	5%
4- Poor	6	5%
5- Very poor	4	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 August.

- My visit was very good. My nurse was very good. Explained it all to me. I just think that the reception people are terrible and sometimes can come across rude to the point we don't want to go there
- It was as on time and helped me so much. Nothing was a very good appointment
- Friendly and helpful staff
- An assessment was carried out on my lower leg following symptoms. I felt that the issue was thoroughly examined and relevant advice was given to me. The physio was professional and engaging.