**Friends and Family Test – Results**

**May 2025**

**Total Responses: 35**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Paper forms in surgery** | **Responses to text messages** | **Footfall responses** |
| Very Good | 0 | 34 | 0 |
| Good | 0 | 1 | 0 |
| Neither Good nor Poor | 0 | 0 | 0 |
| Poor | 0 | 0 | 0 |
| Very Poor | 0 | 0 | 0 |
| Don’t Know | 0 | 0 | 0 |
| **Total Responses** | 0 | 35 | 0 |

**Comments:**

**Please can you tell us why you gave your answer?**

“Dr Lo was warm and patient with Valerie, who has Alzheimer's. She gave a thorough examination and we agreed treatment now and looking forward”

“A short wait on the phone a an appointment in less than 2 hours”

“The nurse was great”

“The doctor was so lovely, really made me feel comfortable, and helped a lot.”

“excellent customer services sorted an apt out for me on the same day as call”

“The nurse and doctor were brilliant both with My checkup and talk afterwards”

“I would like to say the care I received today was absolutely fantastic. Such a wonderful Doctor, very kind and caring. Extremely professional and very thorough. Thank you Doctor McNeilly”

“Best doctors in Norwich. Kind, polite. Caring. Have time when needed.”

**Please can you tell us what we could’ve done better:**

“When I saw the GP at my most recent appointment I went in to discuss my sinuses however she noticed I am on 200mg sertraline (full dose) and immediately told me that is very high and have I considered reducing. I have tried reducing in the past and I became very unwell again with my mood. On this dose I am stable. With no background information and having never met me before I don’t think it is appropriate to suggest reducing doses of important medication. The plan is in place because my usual doctor and I have decided together that is the best course of action for me. This dr did not ask about my mood or symptoms, just asked instantly if I could reduce my dose.”

“Alter the car park to remove 2 redundant concrete obtrusions”

“Nothing”

“As a cancer patient I need more help and support!”

**Other comments/feedback received (not via FFT feedback forms):**

“Hi just wanted to say many thanks for all the care and help of late !Do appreciate all the advise DR Lo you are soooo helpful !many thanks regards Mrs Rachel Roope”