

1.Date of response: 28/09/2017

Time of response: 18:30

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Good service"

FFT Question 3 response: Consent GRANTED

2.Date of response: 23/09/2017

Time of response: 23:43

FFT Question 1 response: Unlikely

FFT Question 2 response: "There is always problem to book appointment. Only manager is able to help and resolve the issue. Doctor is never happy,nurse is devoid of human affection,reception should be more helpful."

FFT Question 3 response: Consent GRANTED

3.Date of response: 23/09/2017

Time of response: 23:36

FFT Question 1 response: Extremely unlikely

FFT Question 2 response:

FFT Question 3 response: Consent GRANTED

4.Date of response: 20/09/2017

Time of response: 16:10

FFT Question 1 response: Likely

FFT Question 2 response: ""

FFT Question 3 response: Consent GRANTED

5.Date of response: 19/09/2017

Time of response: 12:52

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Dr Lal is great, curious and very knowledgeable. The staff are friendly and accommodating ."

FFT Question 3 response: Consent GRANTED

6.Date of response: 18/09/2017

Time of response: 12:30

FFT Question 1 response: Likely

FFT Question 2 response: "The staff are friendly and helpful."

FFT Question 3 response: Consent GRANTED

7.Date of response: 15/09/2017

Time of response: 17:51

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Great staff and amazing service"

FFT Question 3 response: Consent NOT GRANTED

8.Date of response: 14/09/2017

Time of response: 16:03

FFT Question 1 response: Likely

FFT Question 2 response: "Saw Doctor just after the appointment time so good experience"

FFT Question 3 response: Consent NOT GRANTED

9.Date of response: 14/09/2017

Time of response: 14:12

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Very nice"

FFT Question 3 response: Consent NOT GRANTED

10,Date of response: 13/09/2017

Time of response: 12:55

FFT Question 1 response: Unlikely

FFT Question 2 response: "Non professional service by doctor and staff"

FFT Question 3 response: Consent GRANTED

11.Date of response: 12/09/2017

Time of response: 14:35

FFT Question 1 response: Neither likely nor unlikely

FFT Question 2 response: "I will recommend you start from the Reception. They should be nice to people and respect them. I will also recommend that they give preference to the Elderly patients when giving appointments as it is done elsewhere. The GP is always running late."

FFT Question 3 response: Consent GRANTED

12.Date of response: 09/09/2017

Time of response: 13:19

FFT Question 1 response: Likely

FFT Question 2 response: "Professional, to the point, helpful"

FFT Question 3 response: Consent GRANTED

13.Date of response: 06/09/2017

Time of response: 14:24

FFT Question 1 response: Extremely unlikely

FFT Question 2 response: "

FFT Question 3 response: Consent NOT GRANTED