**Friends & Family Date: Total Responses: 64 – December 2023**

1. **Extremely likely: 36**

Always great service.

I’ve always had a good experience when at the practice.

Good service.

I have been with the practice for 41 years and never been disappointed.

Comes over as extremely well run.

Always friendly, effective service.

I have always found the practice team polite and helpful and particularly the new male receptionist. I have never struggled for an appointment even during covid. Which in comparison to other GP’s Foundry lane proved an exceptional service!

Been here over 6 decades. Staff fine. NHS system needs overhauling.

Good Docs.

Every time I have requested help, it has always been given in a friendly and helpful way.

I really like it here, the staff are fabulous, nice people altogether.

Never really had any problems.

I have been in other surgeries where I lived before, but this is different, excellent.

I have anxiety, very hard for me to be out, Dr Shaw, Caz at Forward Leeds and reception are brilliant.

Although it takes a while to get through on the phone, my calls have always been dealt with as expected.

Everyone is helpful and will help with any problems I have. The 3 nurses I have visited have been AMAZING.

**2. Likely: 11**

Friendly, helpful staff – would have been a top answer but difficult to get an appointment.

**3. Neither Likely nor Unlikely: 5**

Depends on location of where you live.

|  |  |
| --- | --- |
| **4. Unlikely: 0** |  |

**5. Extremely Unlikely: 2**

Very difficult getting an appointment.

**6. Don’t Know:**