**Friends & Family February 2019 Electronic Text. Total Responses = 114**

**1. Extremely likely = 85**

I rang at 8.30 had an appointment at 9.50 seen by doctor at 9.55. Home by 10.30. Seem less process. Much better system.

Cos I am happy 100 % with how I have been treated since I joined the surgery very polite and courteous staff and Dr's alike

Great service

Because the doctor I saw today and other time was very good

Always been our family doctors, approaching 58 years old, you must be doing something right to keep me going

Friendly, non-judgmental approach.

All-round good service no long wait and polite staff

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| The GP that I saw was so efficient and understanding, whilst taking the time to listen - as well as taking the time to explain what was happening. |  |

On time lovely doctor

Dr Frost helps me regular for problems I have and she always helps.

My doctor has helped me the best he can do he understands the situation.

Doctor Hall was extremely thorough and explained it to me.

As soon has I phone up i got appointment And i got treated straight away

All the staff are so understand. And helpful

No delays, friendly and helpful doctor and reception staff.

Because everyone deals with you professionally very approachable and always pleasant

Doctor was good did not rush me off

Excellent quality of care received and doctors concerned attitude

Everyone treats us well.

Because all what I was expecting was accomplished

Great service

Because I usually get an appointment & Drs are good.

**Extremely likely continued –**

Did not waiting too long and nurse ad lovely manner.

Like this morning I had a problem that needed urgent treatment and they never turn anyone away they fitted me in which I'm grateful for

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| Arrived on time but doctor was behind however the doctor was thoughtful, offered help and I didn't feel rushed |  |

I was seen to quickly! Lovely staff. Felt at ease at the most embarrassing moment

Always helpful Dr Rushforth

No

It ok happy cheers

Doctor really listened to what I had to say and treated me accordingly.

Booked in when needed. Didn't have to wait after appointment time. Nurse very efficient. No drama.

Always get good treatment

I was treated with respect and understood my situation

Pleasant and friendly staff, efficient service

Because you are very good at what you do

Happy with the service the surgery provides from doctors, nurses &!reception staff

Always manage to get an appointment, and have a good rap pour with my GP

The doctors and staff are all friendly, helpful and approachable.

Seen doctor to day he took time to listen when i was upset he was v kind also reception is v polite.

We were seen quickly and sent to the LGI straight away

Dr Clark outstanding GP treats me with respect compassion and understanding.

Got in on time & good service, procedure explained fully

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| Because every one very caring in dealing with mum & put her at ease. |  |

Because the ladies are very friendly, the place is clean and the appointment done on time.

**Extremely likely continued –**

Satisfied with service.

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| The nurse I saw was efficient and speedy. Excellent service. |  |
| I was seen promptly and the treatment i was given worked within a couple of days. |  |

Well.

Always friendly helpful service. Nothing too much trouble for them.

Doctor Frost was very good

I visited the nurse this morning she was polite and helpful very good nurse.

Service and professionalism.

I received my appointment on the day I wanted it and within the timescale I wanted x

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| I was very happy with the way you do things thank you |  |

No comments noted on remaining votes.

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**2. Likely = 20**

The staff are friendly, you can sign in without having to go to reception and if you need an appointment they will try and get you one to suit you.

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| Polite staff, Doc Hall very good. |  |
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It would be lovely if I could ring on the day that I'm not very well and need to see a doctor that nose me best .and now's my problems.

It's a good service, but your receptionists need more training on how to handle phone calls!

The only fault is the time it takes to get through to the receptionist and not enough appointments, plus when u turn up for your appointment there's only

Efficient with appt, reasonable time keeping and problem resolved by the lovely Dr Clarke

It could have been a 1! But your nurse didn't even try to guide my blind wife into her room. Instead, she expected me to bring her in.

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| **2. Likely cont** Nice friendly staff |  |
|  |  |

I was waiting 25 minutes after my appointment time.

The service was very good and quick.

The doctor we seen today had time to listen to us and not fob us off.

No comments noted on remaining votes.

**3. Neither Likely nor Unlikely = 4**

Message as previously mentioned:- hit and miss re whether you are able to get an appointment or not

No reason

No comments noted on votes.

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| **4. Unlikely = 0** |  |

No comments

**5. Extremely Unlikely = 3**

Stop

No comments noted on votes.

**6. Don’t Know = 2**

No comments noted on vote