**Friends & Family August 2017 Electronic Text. Total Responses = 154**

1. **Extremely likely = 120**

Easy to use online appointment and prescription service. My Dr has my best interests in mind when talking/listening/recommending and prescribing to me.

The doctor I see is A1 he is caring friendly easy to talk to more doctors should be like him.

I have been at this surgery for over 30 years, the doctors, nurses and statutory are always very pleasant.

Because when I phone up for appointment get one straight away and the receptionist are brilliant and your made to feel welcome to use the surgery.

Excellent service, doctor was very helpful and understanding

I have been with the surgery for many years and I have had great service from the Drs to nurse and reception thanks.

Friendly staff & quick service.

Very good to help.

Friendly helpful doctors.

Nice staff good doctors.

Always good.

Because you are not sat waiting for ever to be seen.

I am always treated with respect by all the staff and doctors I feel very reassured knowing I have excellent service. Thank you.

Dr Clark was very helpful and kind to me.

Because I think the receptionists are very helpful and the doctors are very good.

Excellent treatment by nurse.

Reception staff very welcoming and my consultation with Dr cooper was very reassuring she took time to listen to my concerns.

Doctor was very nice and helpful.

I have a lot help from the doctors nothing is too much trouble in supporting me when I need it.

Appointment was quick with the nurse and prompt.

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**Extremely likely continued -**

Easy access to appointments online.

Always get an appointment all staff and doctors very approachable and helpful no complaints at all.

When you walk in there is always a smile from everyone and nothing is too much trouble I've got friends who can't see a doctor for weeks.

Friendly Dr's who are very helpful.

Friendly and professional reception staff...able to get an appointment today, empathetic, approachable doctor, relevant advice and follow up instruction.

Friendly efficient staff. Good doctors and nurses.

Happy with the service I receive.

The doctors and nurses are really nice. The receptionists too are so easy to talk to and very friendly

The staff at reception were very helpful, and Dr Boden was excellent.

Clear and understanding.

I've never had to wait long in the surgery for my appointment time.

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| Because Dr Hall is very fair, encouraging and understanding. I also like that I can book appointments  in advance, I don't have to call that same day like some do. |  |

Because it's a good surgery and been with you since I was young x.

Fast, efficient and good friendly nurse and staff.

Great service.

Yes, I was satisfied of all I needed. I have nothing to complain.

Fantastic staff.

Always friendly and professional.

Friendly reception, explanatory diagnosis by Doctor Hall and generally pleasant visit to surgery.

Certain doctors are really caring about their patients and that’s what makes a good surgery.

Because I am always looked after never have any problems.

For keeping me informed of my appointment, exactly the wait time on arrival and the doctors and staff are excellent.

Quick & pleasant.

**Extremely likely continued -**

Always get seen fantastic surgery. lovely friendly staff doctors, nurses and receptionists.

Dr Hall is such.

Good service.

Efficient, no waiting and felt listened to.

No waiting over appointment time and new doctor very pleasant.

Good quick service.

The service is excellent very patient friendly and reliable.

The doctors I see are extremely polite and very helpful, at the age of 60 I can tell you this is the best doctors I have ever been with.

In on time easy to talk to.

Everyone so kind & helpful & Dr Hall is the best GP ever am very fortunate that he is my doctor

Once you get in to see a doctor they are very good in helping you with your illness, but very hard to get an appointment

Staff are always pleasant and helpful  
The Doctors are very caring considerate brilliant people

They was very helpful and friendly

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| I'm very satisfied with the surgery and staff also the doctors |  |

Very Good service. Staff and Doctors.

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| Easy to make appt. nurse explained the procedure and side effects. I was seen quickly and efficiently. |  |

Feel comfortable & listen to by Dr Clarke

Good attitude

Have always been treated well.

Good attention

Seen by a doctor that knows me and my family and that helps with having honest discussion

My experience so far is of patience and listening to me by Dr Cooper .

No comments noted on remaining votes.

1. **Likely = 20**

I've never had a problem getting an appointment and the staff are friendly.

Can always get an appointment, Helpful staff and good Doctors.

Speedy friendly service. Concerns listened too. Dealt with professionally.

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| Pleasant staff, Dr Hall very good. Friendly. Efficient. Most of staff will go above and  help with any situation only downfall is trying to get through to make appointment. |  |

Very good treatment by doctor but difficult to get through to get an appointment.

The doctors are helpful, the waiting time isn't to long. And the how long you'll be waiting on the booking in screen is also useful.

No comments noted on remaining votes.

1. **Neither Likely nor Unlikely = 2**

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| Service not always helpful. |  |
| He's worked here 10 years x |  |

1. **Unlikely = 7**

Because for we get to start ringing at half 8 if we want an appointment that day and don't always get through for ages.

You ring at 8 30 in the morning and get told they have no appointments so you ask for the day after and get told to ring again at 8 30.

Takes too long to make you an appointment.

No comments noted on votes.

1. **Extremely Unlikely = 3**

Sorry I meant 1

No comments noted on remaining votes.

1. **Don’t Know = 2**

Sick of not getting a straight answer from so called professionals.

No comments noted on votes.