**Friends & Family March 2017 Electronic Text. Total Responses = 178**

1. **Extremely likely = 133**

Because I have been with that practice since I was seven. This used to be in a little shop on Hare hills lane. Doc Sherwin was always good.

You get extremely good treatment, you don't feel rushed during your appointment.

As I have been going there since I was a child and never had a problem.

Friendly & effective service.

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| I have been at this surgery since i was young. and always got a appointment within good time.3/4 days. |  |

Very polite and understanding.

Nice staff and excellent doctors.

Always explain symptoms, put you at ease, and listen to what you are asking.

I always found foundry surgery staff and doc easy to talk too . Great surgery.

Friendly and efficient.

Always well looked after.

Because to me, you are the best and I speak with over 40 years at this surgery !!!!

My appointment was cancelled but they managed to rearrange another one for me on the same day as I really needed to see a doctor. I have always been treated well.

No its private and don't ask me anything else.

I felt listened to and had tests to identify what could be causing my symptoms. Even when more serious illnesses were ruled out investigations continued.

My doctor is amazing and the staff are polite.

Very efficient and very courteous "front of house" staff, makes you feel better without seeing a doctor!!!

Yes becouse i was in and quick.

Good ,on time service,great staff.

They made me feel at ease when I was having my smear nice friendly staff xx

**Extremely likely continued -**

Didn't wait long after my appointment time which is not usually the case and left with the result I wanted.

All staff are helpful and I usually don't have a problem getting an appointment when I want one.

Very helpful.

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| Been registered there for years wouldn't go anywhere else. |  |

Same day appointment and straight in and out of surgery without a problem.

Always helpful.

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| ] Our family always receives excellent care, the Dr's have excellent listening skills, are empathic and  able to offer good advice and refer to other services. |  |

Quick, efficient and friendly service.

wasnt waiting long and the doctor was lovely.

We as a family always get same day appointment, I'm satisfied with the treatment and staff are considerate and polite.

I always have a lovely experience staff are very friendly especially Angela.

I didn't have an issue getting my daughter seen at the last minute.

Tidy surgery. Staff friendly. Seen on time.

Very good response from doctor who listened to all i had to say and treated me with respect

Sure because they are very good

Bcause 1 feel dr listen 2 me and r so friendly.

Dr Ani is very professional. The treatment I've had has been exemplary.

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| Every Dr is nice , reception staff also very friendly. |  |

The staff are really nice and helpful.

I have only lived in Leeds 3 years and this is the best doctors surgery I have been a patient at.

Excellent reception excellent doctors.

**Extremely likely continued -**

Always had excellent service.

The Dr was amazing he give me a good check and explained everything to me and even asked if there was any other way they could give me support in my family.

Doctor cooper was lovely and even rang me after my appointment to update me on what she had done.

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| Because I think that the staff are always helpful when I phone for appointment and the  doctors are very good too and it's a lovely surgery. |  |

Good explanation of my ailment and a clear explanation of what treatment to expect.

The treatment and the care I have received has been good. My one negative is the appointment booking system not being flexible enough to meet my needs

Always been helpful.

The care I have received since been a patient is amazing, as a person that has had struggles with mental health to be understood and listened to me.

Same day appointment. Compassionate doctor. Clean waiting room.

I have been with that surgery from been born.

The nurse was very nice.

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| It's just that I have all ways been able to get a an appointment to meet my doctor when I have asked  and my grandson most times David wood thank you. |  |

Friendly,polite, nice and clean. Most important the GP's are very experienced.

Just all round excellent service.

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| My appointment was on time and my treatment was carried out swiftly and courteously. |  |

Very good service and very good doctors

Because of the treatment given to my wife before she died and at least i feel like the doctors at least listen before they start writing prescriptions

Yes , it didn't take long to be seen.

Good doctors and time getting to see them

Friendly staff and always able to get an appointment

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| Excellent staff and doctors |  |
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The doctor was clear all the time about my treatment and explained to me everything clearly and calm taking in consideration that English is not my first language.

**Extremely likely continued -**

You have always been reliable and quick

Always very helpful when ever have had appointments and always been seen quickly

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| |  |  | | --- | --- | | We have been linked to your surgery for four generations and have always had good service.  Your surgery is absolutely terrible service I cannot believe how poor the service is.  Docs and receptionist are helpful .and I could get in when I wanted to see the Dr. |  | | |  |  | | --- | --- | | We have been linked to your surgery for four generations and have always had good service. On way to work now |  | |

Great surgery, friendly staff.

Very polite

Very professional at their job,also female doctor if saw made me feel at ease.

I went into surgery at 830 to see if I cud get appointment they had one at 950pm and I asked them to call if they got a earlier one they called within 20.

I did ive no complaints.

Fabulous from reception staff to Drs. Thank you.

All the receptionists always take keen interest in patients queries.

Call answered straight away, lucky to get a same day appointment and did not have to wait long in the surgery also, Dr Hall helpful and friendly and polite.

quick service no long waits.

Efficient staff & doctors

Been with you for years Dr frost is great can't comment on the others.

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| The staff are friendly , the work done is always exceptional , my only negative comment would be being  removed from Dr Ryder's patients list (?)  Like I said in 1st reply Doctors and Staff have always been very good with me. | | | | | | | | | | | | | | |
| Great staff,great docters.all very helpfull.  Because I've been a patient with the surgery for 20 plus years and I've had some amazing support from  the doctors there, I believe that I've the best health. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

Because its true.

Friendly staff understanding doctors.

Knowledgeable doctors, gave my son a thorough check over before giving precription. The waiting room is filthy though and the walls could do with painting.

**Extremely likely continued -**

Excellent surgery, friendly staff.

No comments noted on remaining votes.

1. **Likely = 24**

No

I take my dad there and i always find your not say waiting around long time.

Review was not due until July but no contact until i ring chemist and then u can’t make appointment u have to ring on the day

Very happy with surgery apart from the calling in as you can never get through and when you do there are no available appointments plus you cannot book in.

I have no reason not recommend you. I've always found it friendly and accommodating to myself Thanks.

Staff mostly polite. Doc Hall very gud.

Ive seen many doctors over the years and dr brown was great in dealing with my situation or ailment I couldnt ask for a better doctor.

called at 8:30 in the morning when my daughter with asthma was so sick and I was told that is was already fully booked that I call again the following day.

No comments noted on remaining votes.

1. **Neither Likely nor Unlikely = 6**

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| |  |  | | --- | --- | | If someone needs a doctor i would and if someone was not poorly then I would not. |  |   Not happy with telephone appointment system. Needs updating please.  When u ring for an appointment there isnt any your told to ring the morning and they do not have any.  No comments noted on remaining votes. |  |

1. **Unlikely = 4**

You can never get through to get appointment and they tell you to phone what point when they don't answer

It's near imposible to get an appointment when required. Forward (regular/results) appointments are difficult to obtain and I've not yet been able to book

No comments noted on remaining votes.

1. **Extremely Unlikely = 11**

Because I work 12 hr shifts and I have to days holidays to be able to see a doctor I rang for an appointment on a Monday and couldn't get an appointment.

I was not given my painkillers was told to buy them myself over the counter no point seeing a dr

Great surgery great Drs and staff, very friendly

No comments noted on remaining votes.

Because I can never get to see my own doctor and I can never get an appointment after 5pm when I finish work

This 8.30 thing on a morning is rubbbish for people who start work early phone co stany engaged

My score of 5 was given because many of my illnesses and chest infection, recently skin infection and my family experience with Foundry Lane Surgery.

No comments noted on remaining votes

1. **Don’t Know = 0**