**Friends & Family January 2019 Electronic Text. Total Responses = 171**

**163**

**1. Extremely likely = 133**

Excellent staff and appointment service. 10/10 all round

Since my heart attack last year all doctors and nurses been excellent

Good doctors, good satisfaction xx

Excellent surgery

The nurse was very professional

Even though the surgery was busy the Gp still took the time to listen and help with the problem I'd gone with

Professionalism - period. That's it. Xx

Fast efficient service

Well managed surgery, polite and helpful staff, clean and welcoming waiting area and rooms.

Happy with service I receive from receptionists, nurses & doctors, thank you

Because I been with you for years always friendly and good doctors

The nurse was very nice explained everything and no waiting what more do u want

My appointment was on-time, I was made to feel very comfortable in the environment by the nurse and she explained every step by step what was happening.

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| Receptionist and doctors are always friendly and efficient |  |

Been my surgery since it open

I was seen promptly and the doctor listened to me

The doctors are extremely helpful and polite, they have helped me so much in fact they have saved my life by keeping an eye on me

All round good surgery. Taken good care of me and been very understanding since I had breakdown.

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| The service of the doctors was excellent. from the Doctor |  |

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| Dr Rushford listens and taking steps two help me with my mental health. |  |

**Extremely likely continued –**

Gail my midwife is friendly and efficient i enjoy my appointments with he’s as she listens to my worries and has great advice.

Excellent service.

So help full every time I go and polite and explain things properly.

Friendly reception, and got to see my G P after a short wait. Came away happy. Thank you.

From the doctors the nurses and reception.

Because I was able to book, and be seen on time for my appointment, thus not needing to book time off from my working day.

Got seen on time and the doctor listen to what I had to say.

Excellent understanding and assistance from Dr Frost.

Doctor explained everything to her in a way she kind of understood what he was stating what was the diagnosis & what she would need to do herself.

Doctor is very good.

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| Clean areas. Professional support staff. A GP who listens and I can trust. |  |

Seen quickly received the treatment I needed and other advice too

Good service and quick to be seen

Very good service.

The staff and doctors are really helpful and friendly

The nurse took time to explain and was nice throughout the appointment

Midwife was lovely. Staff are always friendly

Got booked and seen when I wanted. Staff helpful and efficient.

Excellent service

They are so helpful and nice to deal with

Its a modern facility, and you have at least one receptionist who isn't a dragon. But at least one other that "did the course"!

Friendly staff and not a long wait

**Extremely likely continued –**

Doctor was very welcoming & friendly & thorough.

FANTASTIC SURGERY AND STAFF

At my smear test and also was very helpful and informative.

Excellent service.

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| Friendly staff good service and support most of all Doctors listen to your problems and  genuinely want to help you can't ask for more than that. |  |

Very professional and friendly staff.

You are all polite and helpful.

Friendly staff, didn't wait long for appointment.

Dr halls brilliant .and staff are a lot more helpful.

I have been a patient there for thirty 5 years and i am very pleased with my care

Because I feel that it’s true.

Excellent service.

Found you to be very good.

Very Good Dr Liam.

Doctor took time to listen.

Always found it very helpful and courteous doctors and receptionist thank you.

Efficiency helpfully and friendly.

The doctor I saw today was excellent. Very kind and fast emergency appointment.

I’ve been with foundry lane surgery for 2o years and very happy with and would be very happy to say you are very good.

Great staff, got an appointment that day , which is unusual and clinic was running on time.

Efficient and clean.

Service.

The staff are always nice and the nurse this morning was lovely.

Always been well looked after there.

Dr Hall is a great doctor and his professional and interpersonal skills and attention to detail are of the highest standard.

Because you have amazing reception staff the doctors they are very understanding patient and listen to what you've got to say and so is your nursing staff.

The doctor was very helpful and put me at ease explaining clearly.

Appointment was bang on time, the GP's was understanding and re assuring, he explained what happens next and I left with peace of mind.

First rate service what more can I say the doctors care for you.

I find everyone polite and courteous and although the visit can be daunting you are made to feel at ease.

Helpful and friendly. And explained herself.

Very fast service , appointment on time.

Find Doctors are always very pleasant and do try to help with health issues. Difficulty getting appointments for same day, okay if book in advance.

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| Everyone is always helpful. |  |

No comments noted on remaining votes.

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**2. Likely = 23**

Because you are doing a good job and yes, l would ask my family to come to you.

Even though the doctors are always over worked they still take the time to give you an adequate examination.

I am always satisfied which ever doctor I am seen by.

I was treated very well.

Good service and helpful staff.

Good service but takes ages to get an apt appointment.

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No comments noted on remaining votes.

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

No comments noted on votes.

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| **4. Unlikely = 1** |  |

No comments noted on votes.

**5. Extremely Unlikely = 8**

Can you tell me whose name it was who booked the appointment because I certainly didn't book one.

Efficient.

Normally always able to get appointments when needed and doctor very professional.

Sorry don’t do texts.

The outcome of my appointment was a disappointment and I'm feeling even more depressed now and may request a appointment with another doctor on Monday.

No comments noted on votes.

**6. Don’t Know = 2**

No comments noted on vote