**Friends & Family November 2018 Electronic Text. Total Responses = 154**

**1. Extremely likely = 116**

Got an appointment same day and my issues got resolved plus the doctor was really friendly and reassuring.

Your Simply the Best !!!

Because the nurse explained everything to me and was very nice x

Quick in and out as I work this is the best way.

Because you always take time and explain everything to you so you understand fully.

The staff and the Doctors are very helpful and friendly service.

They are just a wonderful team x

You have always looked after me and my family for years.

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| Always get text reminders of appointments .No problems getting appointments when I need one .  Not long to wait nurses very good and pleasant. |  |

Lovely staff and from talking to other people about their experiences at different surgeries, the best appointment system in Leeds.

Good surgery good caring doctors.

Always do their best to resolve problems and understands us.

Good quality service.

1 member of your reception team was very rude and obnoxious she has now left and your team are great even told my daughter to try re-register.

As I have been with them all my life and wouldn't change it.

Lovely Dr Frost, good receptionists .

FRIENDLY, HELPFUL STAFF

As I have always been pleased with my visits.

They been good doctors for so no complaints.

Everything went well nurse very polite and looked after me.

My appointment was on time, a quick appointment and was out within 10 minutes with my prescription.

Every time I call up regarding my dad we always get a quick response.

**Extremely likely continued –**

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| Quick and efficient. |  |

Doctor was very professional and helpful.

Good atmosphere, friendly staff and helpful are reasons for rating surgery no 1.

You get an appointment too.

Always friendly and polite staff. Always have time for a short natter.

I rated a1because it's a good service.

Good doctors who listens to patience complaints and good service by reception.

I got an appointment to suit me and was seen on time.

Because I have never had any problems at foundry Lane surgery.

The appointment was on time the doctor listened and offered alternatives medicines and has a lovely manner.

As always...good service Ã°ÂŸÂ˜Â¬

They were very nice and helpful.

Because everyone does a amazing service. Been with this surgery from young age. Excellent!!

I find the doctors extremely helpful and find the time to listen and never rush people to leave thank you.

Nice Drs and staff.

Supportive and understanding Dr Cooper.

Always had good service at the doctors and reception.

I book appointments online to see which doctor I want to see.

Went from the nurse straight to the doctor, quick and friendly service.

I was seen more or less straight away.

Listened to carefully and answered questions I had.

Pleasant doctor and efficient service.

I got to see the doctor within minutes.

Very good series and very helpful.

Because I've had no problem with any of the services you provide.

**Extremely likely continued –**

Asked the right quest and had time to listen.

The professionals are kind and give the patients the right treatment as they should.

The nurse was excellent. Explained the process in a friendly professional manner.

The service is always excellent and the waiting time wasn't very long

Staff are friendly, approachable and very helpful.

Understanding and spoke to me as an equal.

They are always very considerate to customers’ needs.

It just feels like a lovely surgery when you walk in. The nurse was really nice explained everything and was so kind I was very nervous.

Able to get an appointment quickly and Doctor was informative and great with my 2 year old daughter.

Pleasant staff and pleasant doctor. No fuss.

Very good

Because the doctor was very kind and sympathetic to my issues as well as coming up with a solution to help me very quickly and efficiently.

Very caring nurse made me feel at ease no waiting and great doctors and staff.

Everyone from receptionists, nurses and GPs all professional in their approach to you and listen.

Because I found it easy to talk and the staff were friendly and made me at ease.

The service itself is exceptional. Doctors and other staff are very caring and considerate. The only issue is the difficulty in obtaining appointments.

No comments noted on remaining votes.

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**2. Likely = 22**

Seen by a doctor who seemed to care about me not like the 5 last Doctors seen last appointment.

No wait.

Been with this surgery 45 years. I personally have had no problems.

Very helpful staff and doctors.

Very happy with the service and nurse went through things in depth.

I feel I got the help I needed.

For your help.

It's very understanding, and easy to talk to staff Doctors etc.

You can usually get an appointment reasonably quick.

It takes weeks to get an appointment.

Nurse was very friendly and knowledgeable.

Doctor was lovely and very understanding.

The male Doctor yesterday was very helpful and Dr Cooper who had seen my son last 2 weeks ago is the best GP at Foundry Lane.

The service was very good.

No comments noted on remaining votes.

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

Because I have not been at the practice for long as yet.

Because you can never get in to see the doctor of your choice they are always fully booked.

No comments noted on votes.

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| **4. Unlikely = 3** |  |

Because I had to explain to the Doctor about 3 times and she was not very friendly.

Waited to long after appointment time, but the staff are lovely and friendly.

No comments noted on votes.

**5. Extremely Unlikely = 5**

Because the Doctors have a duty of care towards their patients but they do not care and disregard specialist advice.

Got booked in very quickly, very polite & professional.

I felt I was fobbed off and because I was the last appointment on a training day I was told to look at a website which I could have done from home.

I didn't get the service I was meant to have.

Doctors Surgery I have ever been registered at.

No comments noted on votes.

**6. Don’t Know = 2**

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| Sorry gave you wrong rating you were brilliant did not read txt properly |  |

No comments noted on vote