**Friends & Family September 2018 Electronic Text. Total Responses = 128**

**1. Extremely likely = 105**

Very kind attentive nurse, she made me feel very comfortable and was very professional too,

Dr Frost lovely she cares patients by heart.

I always get good service when I attend.

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| Got an appointment very quickly, wasn't waiting long and doctor. |  |

Because that’s how I feel.

That !!! My son is really ill waiting for dialysis he ended up in A&E!! The Dr listened even though by then I was in bits just what I needed.

Because I believe Dr Clark is very professional & empathic doctor who takes the time to listen & try to understand your problem & tries her best to resolve.

I have always received great care at the surgery, happy and helpful doctors. Very polite and always make you feel very comfortable when your there.

The doctor was lovely and the receptionists are helpful.

Dr Clark an outstanding.

Staff are always very polite and helpful.

Always so polite and have time to listen all the staff are great.

Very pleased with my visit today.

Doctor was very patient and understanding.

Yes it's nice to be able to phone and be put in a line and not have to keep phoning.

Good service and support.

Because I have been given the right treatment.

Because I like the new way of yours in a que for the phone before, I could never get threw then when I did had no appointments left.

We've had excellent care.

Lovely doctors.

Because the service is excellent.

Because you've been a good doctors for me.

**Extremely likely continued –**

Because you've been a good doctors for me.

I am very happy with the service I have received.

Was explained everything and asked if I was happy with it.

Since being a child, I have never had any problems with the people working at the surgery. Always been nice.

Booking improved and doctors are lovely!

The Surgery has always been good to me.

Easy to get an appointment. Lovely staff.

Really good doctor and very caring.

Staff and doctors polite and attentive and appear interested in helping patients.

Lovely understanding Doctors.

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Because Dr Cooper is efficient but still has the element of human kindness.

Very pleased with treatment.

Efficiency and friendly.

The same as the last three times you asked for this information.

Doctor listened well and have lots of information to reassure me.

Because I never went to this GP without getting what I needed.

Good service user experience and the waiting time was well managed.

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| Because you are all the best x |  |

Always friendly and helpful.

Reception staff friendly and helpful. Doctors are also the same.

Excellent Doctors, and nurses, and very helpful reception staff.

Because I got my appointment straight away and I did not have to wait very long the doctor was very good with me.

I gave that rating because all the Dr's and staff are very helpful, polite and friendly. When I need an appointment I know I am able to get one.

Found the nurse helpful and she explained what tests was been carried out.

**Extremely likely continued –**

Appointment had on time.

Really helpful and understanding highly recommend my doctors practise xx.

Top care.

Because I have been there all my life and all my family are there I trust them.

The recent service I received was excellent!

Always had good service.

Very impressed with the staff and nurses as well as the doctors very helpful and polite.

Always get good service from reception to doctors.

Overall service- ease of getting an appointment, services offered and friendless of receptionists: nurses and GP's.

Because there are some doctors that like to listen and explain what they are doing.

Good doctors and friendly staff.

Appointment came through quickly and I was seen on time, I felt that the practitioner cared about what she was doing.

Because I've always for your service very quick and helpful and doctors very efficient. Keep up the good work.

Excellent service.

Because there are always therefore you and do the job well.

Got seen on time and doctor was lovely Ã°ÂŸÂ˜ÂŠ

Excellent treatment with understanding

Good quick service.

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| Excellent service xx |  |

The service is always great and friendly too.

Generally the service is good without fuss and in my experience the Doctors and staff believe what the patients tell them.

First class Service.

No comments noted on remaining votes.

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**2. Likely = 9**

I was seen quickly and felt at ease.

Sometimes it's hard to get an appointment for same day, but doctors excellent

Would normally give a 1 but I was disappointed last week when my test results came through. I had to ring to see if they were in and then I had to wait for Dr to ring back.

Been with this surgery 45 years. Seen lots of changes but personally.

No comments noted on remaining votes.

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

Routine enquiry on the back of not happy with what told by a previous doctor.

It takes the Doctor's ages to actually refer you to where you need to go. It took them 2 years to refer me to a dermatologist.

No comments noted on votes.

**4. Unlikely = 4**

Should be x

No comments noted on votes.

**5. Extremely Unlikely = 4**

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| Painful blood test. Missed vain. Arm now swollen up like golf ball. |  |  |

No comments noted on votes.

**6. Don’t Know = 0**