**Friends & Family March 2018 Electronic Text. Total Responses = 126**

**1. Extremely likely = 88**

Nice staff great doctor.

Because you are nice and doctors are good.

All of them are doing a good job.

Always found the doctors and nurses to be very dedicated and understanding, they listen and never feel rushed.

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| I felt as though I was really listened to |  |

Always professional, but saying that they did not check my pulse or listen to my heart in 25 years if they had my fibrillation would have been diagnosed sooner.

Because at the moment I'm going through a rough time with my blood problem but the doctor is helping me, Dr Frost is wonderful.

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| I’m always happy with receptions n good doctor no complaint. |  |

Because I have always have good service.

You are the best.

Helpful and friendly as always.

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Felt listened too.

The Doctors listen and do not rush your appointment.

I was dealt with efficiently and with respect

Appointment was on time nurse was pleasant and professional at her job.

Yes good service.

Helpful staff and efficient service.

Good listening and understanding towards my issue discussed with doctor.

Very good service very helpful.

Excellent service.

In on time.

**Extremely likely continued -**

Called in morning, got in straight away, the appointment was early, the doctor was extremely nice.

I got good response from Doctor.

Helpful friendly easy to talk you found everyone from reception to doctors very nice.

Doctor examines patient very well.

I have always rated foundry lane surgery with top marks until today, after explaining everything to the doctor she then asked what was my gender.

As already indicated I was well listened to and offered appropriate advice.

On this occasion I got appointment when I needed one and not made to wait for ever and the doctor didn't rush us out of the door.

Thank u Dr Frost for the care and understanding she gives to her patients.

Very helpful and reassuring.

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| I saw Ruth (practice nurse), she was very good and efficient, an excellent service, thanks. |  |

ALL THE DOCTORS HAVE TREATED ME WITH RESPECT WITH MY MENTAL HEALTH. DR HALL GAVE ME THE WILL TO GO ON LIVING.

Wasn't busy in the doctors and was seen quickly.

Minimal waiting friendly doctor.

I’ve always been with you for years and the doctors are friendly and listen to u and very understanding.

Efficiency,friendly.

It is a good surgery.

Dr Raj was very good and all the doctors r always helpful.

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| I only rang up this morning and I rang late too. The receptionist could tell I was worried and managed to fit me in. I didn't see my usual GP.Good service excellent care totally approachable staff especially Dr Frost good experience. Thank you. |  |

Service is always friendly and the doctors are brilliant.

Was fast to be seen n felt in safe hands.

Rated the doctor not reception.

**Extremely likely continued -**

The doctor was polite and understanding of my situation hence I give a high rating.

Caring friendly doctor.

I was running 5 mins late and called to explain. Reception made a note of my call and said they would let the doctor know. I was still seen when I arrived.

I rang at 8.30am yesterday and was given the choice of an appointment at 10.40 but was still at work then was given choice of 3.50 which I took. Very pleased xx

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| Good friendly service, I always manage to get an appointment, efficient never have to wait too long. |  |

No comments noted on remaining votes.

**2. Likely = 19**

When you get an appointment you get seen as soon as and the doctors explain things and answer any questions if possible.

Dr Frost is a brilliant Doctor.

Service is good apart from getting through to the surgery on a morning.

Nice friendly staff it had to wait 40 mins after my appointment time.

Because your service is very good.

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| The appointment I needed was done with proficiency and the nurse was very thorough. xx |  |

Because the Dr seen today was very helpful.

As I think it’s a good surgery.

Not long joined surgery but at moment rated it 2 for quick appointments and helpful receptionists!

Good doctors who listen and pleasant staff, although quite hard to get appointments probably down to patient capacity.

No comments noted on remaining votes.

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

Service is good

The telephone appointments are the work on a morning you should be put into a waiting call list so you don't have to keep calling. I rang 118 times today.

No comments noted on remaining votes.

**4. Unlikely = 6**

Can never get an appointment and receptions not helpful.

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No comments noted on remaining votes.

**5. Extremely Unlikely = 6**

You are the best.

You want ratings and explanations? What do I get for my trouble?

Twice I have been to speak about my mental health 1st visit was with GP 5 mins and last visit I got a phone number, after speaking to my probation office.

30 min late for appointment son really distressed as complex needs only then at 30 mins did a different doc see us but was too late as son was already past it.

Always a struggle to get an appointment, and always waiting at least 20mins after appointment time.

No comments noted on remaining votes.

**6. Don’t Know = 1**

No comments noted on vote.