**Friends & Family April 2019 Electronic Text. Total Responses = 145**

**1. Extremely likely = 119**

Good service and good doctor seen.

Staff lovely: Doctors are good. I mainly go to Doctor Hall. Don’t have to explain everything. But it’s a nice surgery. I’ve never had a problem with getting appointment.

I was seen on time, the doctor was lovely.

All the doctors that I have seen are really nice and I feel like I am being listened to.

I've attended this doctors my whole life and they are very professional and friendly.

First class treatment from first class doctors.

They are normally good the only thing is they don't do a lot to help working people out and as for this thing on the day you can never get through.

Cause your polite and helpful.

The doctor understands my problem and he's helping me the best he can do.

Friendly staff.

Pleasant courteous and pleasing.

Happy with the service I receive thank you.

Very good service.

I've not been registered there long but can't say nothing bad about the service that's been provided for me and the doctors will go beyond and above for me.

Everything was explained to me about the things I needed to know and I felt comfortable.

Saw Dr Olando going to sort out my problems Dr Clarke good doctor too.

A lot of years ago the Dr sent a Nurse to me whilst my partner was there and she told him that I needed an hysterectomy if she hadn't come to the house I?

Got in on appointment time. No waiting about.

Doctor I had was very reassuring seen on time and was talked through the coil fitting felt relaxed and comfortable.

I found Dr Clark very helpful and understanding. And for putting me in the picture about a few things.

**Extremely likely continued –**

Felt the doctor listened and treated me fairly.

The process of booking the app. Checking in, & doctors consultation all flowed effortlessly.

Very helpful and patient.

I was treated with great respect and courtesy from all Doctors and nurses and reception staff They are a credit to the NHS.

Because I like the quality of your work.

Doctor’s brilliant.

Professional and friendly.

I rated you because I got the help I needed and there explain everything.

Nurse is excellent very Professional.

Very professional throughout.

A very good professional Doctors Practice.

Quick and efficient.

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| The GPS are always very thorough , although they are always jam packed with appointments , they make  sure there is no corners cut. |  |

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| I had been in a road accident previous day and was in a lot of pain and so went early next morning to  request an appointment for myself and my husband. | | |  |
| Excellent level of care and advice by Ruth (nurse) and Dr Hall. |  |

Excellent nurse, took my blood and I didn't feel a thing. Thank you very much.

Friendly and helpful staff

Really good service.

Yes I’ve been registered at this surgery for many years and always had excellent service.

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| The nurse was very helpful and explained everything.  Good manners and staff are very helpful.  Because that's how I feel. |  |

**Extremely likely continued –**

I did so because it’s a well run surgery and they do their best to accommodate you.

Efficient and excellent service.

The receptionists are very nice people and will help you anyway they can the Drs are nice and will listen to what you have to say.

Excellent service.

Because the people are friendly and helpful.

All staff very friendly and welcoming and doctors listen and have a good manner with all illnesses always feel relaxed in environment .

Great doctor nice staff.

Fabulous doctors and staff .Always can get an appointment.

Like i have just said a first rate practice doctors who take time to talk to you to treat you like a person to find you the right treatment.

Not my doctors.

As I have always said because they can't be faulted.

The Doctor went above and beyond what I came for. All my issues were resolved in one appointment.

Dr Taylor was really nice and listened to my concerns

Staff are getting better .they try and accommodate you not just no we have no appointments they will try fit you in.

Efficiency and friendly staff Dr's first class.

I’m so happy with receptionist n nurses n doctors always good to me n good appointments happy.

I felt that Dr Hall dealt with the concerns raised very well and left the surgery confident that any health issues would be resolved.

Helpful, polite and supportive.

The nurse (Julia ) is professional and friendly and runs to time.

Always able to get an appointment. Excellent staff.

We find that you are very good in what all do.

Amazing Doctors offering amazing service as always.

I just feel as though the GP really wanted to help me. It was very easy talking to her thank you.

The Dr was very professional and listened to my concerns about my daughter, we agreed a treatment together and I felt in control and comfortable with her.

**Extremely likely continued –**

Helpful and easy to get appointments.

Fast and friendly service.

I have been at foundry lane surgery for over 50 years and always been happy with the service.

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| Been here since I was a like boy I am now 40 always there to help quit quick for appointments and like  the doctors and nurses. | | | | | | | | | | | |
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Always efficient, helpful, polite, understanding.

No comments noted on remaining votes.

**2. Likely = 12**

Quick efficient.

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| Dr hall was very thorough he went over everything that was to happen at the end of the appointment. |  |

Very helpful all was get an appointment when I need one.

Good service

Was a bit of a wait and didn’t have enough time to discuss all I wanted but overall is a good doctors

No comments noted on remaining votes.

**3. Neither Likely nor Unlikely = 5**

It's a surgery, people know what they're like , good days bad days.

Because since Doctor Pearson retired I have had 3 new doc s each of them change the tablets and I was poorly. Now with Dr Frost will see how things go.

The Dr I saw was lovely, however I was left waiting for ages, my appointment was 16 40 and I didn’t leave until 17.20

Long waiting time. And it’s hard to get through to book a appointment

No comments noted on remaining votes.

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| **4. Unlikely = 3** |  |
| ? get one convenient for me as I work long hours. And I generally don’t ring the doctors unless I'm desperate. |  |

You are very limited in your opening times and it takes so long to get an appointment.

Waiting on answers, Foundry Lane couldn't get in touch with St. James hospital & St. James say go to your G. P. Not down to the doctor I saw 'cos he tried.

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| As usual, smooth service with friendly, efficient & caring staff |  |

No comments

**5. Extremely Unlikely = 4**

First: Easier to get an appointment , second: waiting time to see GP was one minute. Thanks.

No comments noted on remaining votes.

**6. Don’t Know = 2**

Nurse was very nice. Smear text done quick and painlessly. Receptionist was rude.

No comments noted on remaining vote