**Friends & Family August 2018 Electronic Text & Paper Form. Total Responses = 148**

**1. Extremely likely = 104**

Fantastic staff.

Always friendly and professional.

Friendly reception, explanatory diagnosis by Dr Hall and generally pleasant visit to surgery.

Certain doctors are really caring about their patients and that’s what makes a good surgery.

Because I am always looked after never have any problems

For keeping me informed of my appointment, exactly the wait time on arrival and the doctors and staff are excellent

Always get seen fantastic surgery. lovely friendly staff doctors, nurses and receptionists.

Quick & pleasant.

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| Friendly, efficient, most of staff will go above and help with any situation, only downfall is trying  to get through to make appointment. |  |

Dr Hall is such.

Good service

Seen quickly, friendly staff

Efficient, no waiting and felt listened to

No waiting over appointment time and new doctor very pleasant

Good quick service

The service is excellent very patient friendly and reliable

The doctors I see are extremely polite and very helpful, at the age of 60 I can tell you this is the best doctors I have ever been with.

In on time easy to talk to

Everyone so kind & helpful & Dr Hall is the best GP ever am very fortunate that he is my doctor

Once you get in to see a doctor they are very good in helping you with your illness, but very hard to get an appointment.

Staff are always pleasant and helpful .The Doctors are very caring considerate brilliant people.

**Extremely likely continued –**

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| Easy to book appointment on line without having to speak to anyone. Easy to sign in for appointment  without having to speak to anyone. Dr really listens to what I say. |  |

The nurse was absolutely lovely and very helpful.

I received an excellent service.

I am satisfied with treatment I receive thank you.

The nurse was very good easy to talk to very understanding can't thank her enough.

Helpful, friendly staff and new phone queue system is great

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| --- | --- | --- |
| The staff are always polite and professional and I have never had to wait long for my appointment.  Never had a bad service at Foundry Lane Surgery |  |  |

Appointment system is efficient and have always received prompt attention. No complaints in the past 50 years of attending the surgery.

I have had a few health issues recently and once I have explained my circumstances have received appointments promptly. Staff were polite in helpful.

Always helpful. Easy to book an appointment.

Really nice polite staff and make you feel at ease.

Friendly and helpful.

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| --- | --- |
| Dr Hall was very professional and now the new phone system is in place it's so much better.  I saw an excellent GP today, but service is always fantastic. |  |

Favourite sister and great customer care.

The Doctor I saw was very good and listened to me.

Fast and friendly service

Friendly welcome, great doctor who was very pleasant and knew her stuff. Love the new phone system too

I was seen quite quickly considering how busy it was. Doctors are all brilliant!

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| Because on arriving in explained to receptionist I had hearing problems she showed me to seat on  corridor were doctor would be which helped me greatly . |  |  |  |

A practice you can have confidence in.

No comments noted on remaining votes.

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**2. Likely = 27**

It’s a nice surgery

Okay thanks

Pleasant staff, Dr Hall Very good.

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| Very good treatment by doctor but difficult to get through to get an appointment. |  |

The doctors are helpful, the waiting time isn't too long. And the how long you'll be waiting on the booking in screen is also useful.

Lots of help and advice, being to doctors before and waited for lot longer than was expected.

I have a patient for many years and I am very satisfied.

New telephone service not good. I phoned 9 times and was charged each time to be told that the maximum number of calls had been received and to call back.

Was very pleased with the way I was treated

Good for appointment time nice Staff this makes a difference clean waiting room nice nurses.

Found this Doctor to be very pleasant and helpful.

Because of the length of time I have to wait for blood test

No comments noted on remaining votes.

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

Service not always helpful

He's worked here 10 years x

No comments noted on votes.

**4. Unlikely = 5**

I feel I was misdiagnosed and treated from previous doctors, the doctor on this visit was great.

Had period issue for years. Finally given a prostrap injection, which has caused an infection. I cannot exercise for 2 weeks out of the month, when asked if I can have a letter that goes with this, I have to PAY for this! Apparently I can have pain killers, so I can exercise. I cannot even leave the house, talk about not listening!

I have been coming to Doctors since the 14 February and it resulted in me going to A&E, 3 weeks ago and being diagnosed with swimmers ear, a severe inner ear infection. Yet I have been told repeatedly I don’t have an ear infection..

No comments noted on vote.

**5. Extremely Unlikely = 8**

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| . .. what's if my medication finishes. Or what if I'm taking the wrong medication.  Because you are the best then others around here  Because the doctor that I was rude and basically said that I was a bad parent  Felt rushed out. Didn't like Doctors manor. Felt he was uninterested.  Went in for a complaint of sciatica symptoms, but all the GP could concentrate on was that I’d has a  can of Stella that morning @ 11.00am bad professionalism just gave me a script for paracetamol,  thanks Doc! |  |  |

No comments noted on votes.

**6. Don’t Know = 0**