**Friends & Family August 2019 Electronic Text. Total Responses**

**1.Extremely likely** – 55

Good service

Always very helpful staff always get appointments fast in same week

The doctor are look after you

Friendly & welcoming service

Because I always get looked after and the doctors make u feel at ease

There always helpful and understanding

My doctor was very friendly and made me feel comfortable even though it was a personal issue. I also didn’t have to wait very long

You are the BEST. !!!!!

Easy to get an appointment, and doctor was helpful and friendly

The doctors are outstanding

The G P I saw gave me a clear and professional explanation for the symptoms after he had assessed my level of understanding. I also like the ergonomics

Always get immediate and efficient attention from everyone concerned

Excellent service

Always found the doctors and nurses etc very efficient, just turn the air con on!

The doctor took time to explain to me what is going on with me

Professionalism

The staff and the doctor is extremely helpful and polite and they h

All ways helpful and well polite

Efficency

Dr. Rushford and Dr. Kathryn Cooper are the best doctor we had, they are very helpful and approachable.

Very good

Very good doctors

everyone really friendly and receptionists always try their best to get you an appointment, really appreciate all their hardwork. thanks

Nurse was on time very friendly explaining every thing and very efficient as always.

Good doctors pleasant receptionists waiting times short.

Doctor explained explained what could be wrong

For your kind service

I've always been treated with the care I need for my Appointments .

Because ive never had a problem

I got an appointment quickly and seen the doctor next day for examination and tests taken

Excellent service

The nurse I saw was lovely and she made me feel calm.

Quick booking in procedure..didn't wait long..my check up was done with clear explanations and totally satisfied

I've had great service this far.

Found both doctors very helpful, and easy to talk to.

I've always found the staff to be helpful and friendly ??

People helpful not long wait I feel better in myself. Thank you

I was made to feel at ease

Dr is always very friendly and helpful

Friendly receptionist's good service

Ive been a patient since a child n I'm 39 now n I have all faith n respect in gps I see n they only have ur best interest n care you need .

Good explanation

Friendly staff. Short wait time. Nice drs

Always good service x

As you r Ã  good surgery

They are very good at helping you with want you need

Dr frost is brilliant as all the doctors and staff are

Nice polite staff

Booked for an appointment for blood tests got it for pm today after having seen my GPS am

Very good and reliable great doctors and staff

Dr frost always so thorough and pleasant,, reception staff helpful and professional, couldn't wish for better service, thankyou

I've been with this surgery all my life and I wouldn't change

Dr Frost is just fab she's helped me so much

Good service

The doctors are fantastic and extremely personable. They listen to you and understand and always give you enough time. You are made to feel human and the

I have been with you for 37 years plus and never had a problem

**2. Likely – 9**

Same day appointment

As it was a appointment you invited me to.

Always used foundry Lane surgery and never had any issues with them

I saw the nurse she was really nice and efficient

The nurse who I saw..was lovely, calming and so friendly

Friendly professional service offered

Thought apt was ok ...getting a apt not so good

Most of family etc already patient at this surgery

My daughter booked an appointment with a dr for her pill over a week ago. 10 minutes before her app a Heath care assistant called to explain the appointm

**3.Neither Likely nor Unlikely - 0**

**4. Unlikely - 2**

I'm finding it harder to get appointments. Last month i had to resort to a walk in centre as I was unable to get a GP appointment and this month a 2 week

Because the waiting time is ridiculous and the waiting room is to small

**5. Extremely Unlikely - 6**

Informative and friendly Doctor, Appointment was on time

Because booking appointment is very bad and always there is delay

Professional attitude throughout.

Because nobody should have to explain to a RECEPTIONIST why they want/need to see a doctor, and foundry lane surgery operate like robots, there is no com

ad to speak to reception after see the doctor and going back from the chemist as my repeat prescription was wrong and some thing was missing all she had

Well managed surgery with a friendly and courteous team.

**6. Don’t Know - 1**

The doctors are always changing and when you speak to them they don't really bother trying to help you properly whatever your there for I don't think the