**Friends & Family December 2018 Electronic Text. Total Responses = 122**

**1. Extremely likely = 90**

Managed to book an appointment for same day. Doctor identified my issue.

Excellent service

Because you are the best. x

I am very happy with the service I receive.

I have always found the staff to be polite and professional at all time and very helpful.

Managed to get appointment straight away

The nurse was very friendly, thorough and helpful at the asthma clinic.

Because of what I wrote on my reply.

Quite happy nurse dealt with me professionally and quickly.

The new telephone system is fab. No more engaged tone. Helpful staff. Great doctors.

Always try to help if they can doctors actually do care.

Approachable Doctors and staff, professional and caring.

Dr cooper as always was brilliant very understanding.

Lovely doctors and staff.

Service excellent and professional service, and on time appointment.

Always good service from Dr Hall.

Everyone always very helpful and pleasant & Dr Hall is just the best.

No problems.

I received lots of helpful advice and my situation has been acted upon straight away.

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| I got an appointment on the day I called, the doctor was thorough and friendly. Also gave me  advice to help recover quickly. |  |

Because as always Dr Cooper is such a calm understanding Doctor. Yet Professional, kind and listens and takes her time with me, I am terrified of Doctors.

Friendly doctors, always get an appointment when I need it.

Dr gave me a thorough examination.

**Extremely likely continued –**

Excellent Service.

Very friendly reception team doctors are very good listeners caring and always have a sympathetic manner.

Good family practice.

Because I felt that the nurse did not want to rush things!

Always very helpful and kind and doctor Clark is very good for me trying her best to sort my illness keeping me up to date.

Because it's easy to get appointments and all staff are very friendly.

Dr Clark was wonderful. Listened with genuine concern and empathy and without judgement. I felt very well cared for and understood. Thank you.

Thoughtful and understanding GP, who spent time listening to my concerns despite me going over my allotted time.

Lovely doctors &staff happy to help.

Because I have always been well looked after at foundry lane surgery.

Apart from 12 years in the Raf, I've been with you and always been well looked after.

Because Every One Goes Beyond & Above The Call Of Duty .Regards John Wall.

I had 2 appointments within 1hr and Both the Doctor and Nurse treated me to a very high Standard. Thank You.

I have never had problems with them always willing to help in any circumstances very friendly and helpful the best they can do.

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| I have been a patient there for thirty odd years and i have been treated always with the greatest  Care and respect. |  |

All staff pleasant and helpful.

Always been friendly either on phone or in surgery I'm hard of so they always speak so I can hear an let me no when it's my turn .

Wonderful reception staff and very caring doctors x

We have received great service this morning. Very happy with the visit and how things got handled.

Needed an emergency appointment this morning. No problem at all.

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| I always receive excellent treatment and I am listened to |  |

I was happy with the Doctor’s response.

**Extremely likely continued –**

Friendly service offered.

The reception staff were pleasant and efficient. Doctor Hall listened to my concerns. Treated me with dignity and respect, I felt somewhat reassured.

I found the experience very good and the receptionists and doctor very professional.

Lovely new doctor very good service Dr Allender

We never have a problem getting an appointment pkys excellent care from Dr Hall .

I was listened to and my concerns were accepted and appropriate action taken. I was treated with respect.

Always friendly, can get an appointment without distress, always seen in time.

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| I find everyone is very helpful, the doctors do listen to us. |  |

No comments noted on remaining votes.

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**2. Likely = 17**

Because of the good service people get.

Because everyone is good and helpful with your problems.

Wasn't waiting long to be seen and very quick service.

A good doctors.

Always been good service.

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| I've been going to this surgery since I was 16 and always been treated with respect and fairly. |  |

The automated telephone system for booking appointments is good and also, it is good usually getting an appointment on the same day.

Helpful and friendly staff and doctors.

Happy with service I received.

No comments noted on remaining votes.

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

You were on time to the appointment plus the nurse was very nice.

Yes because it's very difficult to get a appointment and when I do.

No comments noted on votes.

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| **4. Unlikely = 0** |  |

No comments noted on votes.

**5. Extremely Unlikely = 8**

Phoned mid-morning booked in for an appointment the same day and the Sister who I saw was very nice and professional.

Friendly, helpful staff & Doctors. Always try to fit me in & always feel looked after.

Because your surgery has gone downhill and my whole family will be leaving as soon as possible.

Always nice when you ring and if they can fit you in they will my doctor Dr Clark is so nice helpful and so are nurses.

Dr was very helpful and staff.

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No comments noted on votes.

**6. Don’t Know = 2**

I have been up since 0515 this morning so I’m rather tired.

No comments noted on vote