**Friends & Family April 2017 Electronic Text. Total Responses = 127**

1. **Extremely likely = 90**

Friendly doctors who know you and your problems/situation. Good family doctors

Because I have been with the surgery for 20 years and I have never had a problem or disappointments thank you.

Short waiting time. Appt, although booked in advance was at a time and date to suit. GP and reception staff friendly and approachable

Your doctors always listen

Good service

Dr Hall is an amazing Dr, he really does go the extra mile and makes you feel at ease. All the Dr's are really good and friendly.

The doctors are always very helpful and do all they can to help. :-)

Simple truth !!!! You’re the best !!

I rang and got an appointment right away and the doctor was really helpful

Doctors n nurses are very friendly n so is reception :)

I have been with the practice all my life and very happy with it

Excellent service.

|  |  |
| --- | --- |
| Because always got me sorted...and they listen and always polite and friendly. |  |

Saw Dr. Brown and he was excellent.

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| No waiting and doctor just listened to my problem |  |

It's a very warm welcome by the staff

Staff friendly, helpful, reassuring and patient.

Have Respect for the GP's knowledge, skills, attitude &. Support they give. Reception staff always always helpful / friendly. Practice nurses have high standard.

Foundry Lane Surgery is happy to help me every time.

Whenever I come I find the staff to be very polite and helpful, Dr Frost has been extremely helpful to me and the nurses are lovely

**Extremely likely continued -**

Quick, efficient, on time and friendly service

I find the surgery friendly and the staff willing to help with any queries I have.

Comfortable consultation and informative

Kind & helpful staff

Cos I find it very welcoming and everyone is very polite

All staff are extremely helpful doctors listen and help in every way they can I don't feel like I'm being rushed

Easy to talk to doctor.

Because there is never no problem with anything

Dr Cooper took the time to list to what was wrong. She arranged a follow up & I didn't feel rushed

I changed from Shaftsbury mc b4 I joined yam practice as add to wait a wk. or month 4 app yours I can ring up and b seen someday. Always helpful

The doctor was professional & had excellent listening & interpersonal skills.

I had a very prompt and successful visit

The nurse was lovely

Lovely staff never had a problem

Was seen on time & listened to my problem, feel confident here

Excellent service very friendly and professional

I would recommend the Surgery as I highly professional practice, but at the same time make recommendations that you restrict or scrutinise any requests

On-time-efficient-And took time not rushed

Never any problems booking same day appointments, GP's always willing to listen and all staff are helpful.

Good doctor

Ok nice doctors

Found everything 2 always be ok

|  |  |
| --- | --- |
| I’ve been with the surgery a very long time and I always get to see the doctor that I ask for.The doctor I see always listen to you and yr problems |  |

**Extremely likely continued -**

Polite, Professional and confidential. Easy online appointments. Continuity of care with same gp. ALL staff highly recommended

Everyone very friendly

I have been there all my life and I am happy with the care and service I received

I was anxious, nervous and upset, stressed, and not feeling so good . Dr Cooper looked at me and listened and spoke to me in an understanding way.

The nurse was very professional and took my blood painlessly.

From my feeling.

All staff are Very friendly and they make you feel they are there to help you

I felt I was communicated to professionally the appointment was on time and I felt that I was listened to.

Listening doctor

I have always been looked after and staff do there best to get u an appointment and help u when they can

Went in on time. No problems.

Ya very helpful and have great staff

Listened to me quick service

Good for appointments nice staff

Good service appointment was on time, staff friendly and helpful on the phone

No comments noted on remaining votes.

1. **Likely = 21**

It is very hard to get appointments when you call on the day. More appointments need to be available. My daughter has had a reacuring problem.

Because you cant have very easy an appointment... You need to call always 8:30 and is always busy..

No appointments left

I rang up today for an appointment and I was seen half an hour later after calling. I found that was efficient.

Very helpful and polite

**Likely cont:-**

Because ive been with u for years now and I've always found the doctors friendly especially Dr hall

Docter was on time today didn't have to wait long like usual

Cos I recommend my grand daughter in Leeds

Very professional excellent care

Because you r always there when I need help I thank you for all u r doing for me

The care I got was second to none but I had to wait 2 weeks to see a doctor which to me is very poor

Service is very good, but difficult to get appointment

Always very helpful when I phone up only wait two days or same day for appointment very good

Doctors and staff are friendly and helpful

No comments noted on remaining votes.

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

I feel I did

It's close to home and work and Dr Frost is so nice

Reception not helpful

I don’t think it’s fair that you have to ring in at half 8 on a morning for an appointment. Spending 5 plus minutes to get through because everyone else is ringing.

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| No comments noted on remaining votes. |  |

1. **Unlikely = 5**

You can never get an appointment when you need one!

Pharmacy had ran out of child inhalers. Last week, couldn't use it pharmacy first as there was a stand in. Majority (not all) of reception staff either a

(1 of 4 pages- messages needs to be shorter not all information available).

Can never get an appointment and waiting well past your appointment time

No comments noted on remaining votes.

1. **Extremely Unlikely = 3**

Tell you to phone on the day but then no appointments by 8.45 they open at 8.30 it's a joke and a couple of the receptions are horrible and rude

Receptionist was very rude, hardly ever any appointments used to be very good now has gone down

The reason why I made an appointment was a recurring ear problem. The nurse who I spoke to was extremely rude and was literally laughing in my face at an….

No comments noted on remaining votes

1. **Don’t Know = 2**

Because I don't understand the text

No comments noted on remaining vote