**Friends & Family July 2017 Electronic Text. Total Responses = 142**

1. **Extremely likely = 106**

More or less on time. No problems.

Phoned up Monday morning and got a appointment same day and treatment I needed thank you.

Very nice and present staff very good doctors.

Excellent service.

Excellent staff.

The doctors are very helpful and polite, this time I saw Dr Brown who is brilliant

Good doctors.

Friendly staff, they know their job properly.

Pleasant efficient and polite staff there to help good doctors.

Nurse was lovely, very friendly.

The service was very helpful.

Everyone is very courteous and helpful.

Great service and friendly staff.

Caring friendly doctor.

Services are good and quick.

Got straight through for an appointment and Dr Browne was very thorough.

All the horror stories I hear about other surgeries, from not being able to get an appointment in the first place, to having to sit in the waiting room.

Dr very helpful and friendly.

The health check session was simple. I do think we should use these free check-ups. I consider myself fit & healthy due to helping myself take care.

You have always been good to my family.

Reception staff are friendly and approachable. The Nurse was very Professional and explained everything clearly. Dr Hall and Dr Frost have been my GP's.

Friendly staff.

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**Extremely likely continued -**

Always phone on the day appointment and doctors actually listen to what you say.

The doctor was helpful and listened to lucie.

Everybody is very friendly.

Dr Cooper is has patience and speaks calmly and not too loud and listens.

I always get a good service when I attend.

As I said the doctors and staff are the best.

Because it is an excellent service.

Very helpful and friendly staff. Always seen in a timely matter.

The doctor was very friendly and polite and happy 2 help.

High standard of care and excellent efficiency.

Been several times lately due to heart attack doctors all excellent.

Excellent and caring service.

Friendly helpful receptionists and doctors are really good they listen to your concerns and don’t try to rush u out of door.

They are such lovely people x.

Felt much better just talking to the Dr, reception staff excellent too

Very helpful and explained what she was doing

The receptionists are always polite and helpful and the doctors are brilliant thank you

Always good help

Helpful receptionist and reassuring and timely consultation from Doctor. Thank you very much.

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| They are Always friendly and willing to help and every time I have needed appointment I have got one. |  |

Excellent service.

Provides a great service.

Appointment until then so that is why I gave the rating I did.

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Good reception and polite staff.

Lovely friendly and polite staff (including the Doctors).

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**Extremely likely continued -**

Friendly staff great doctor they always manage to fit u in somehow.

Thoughts have always been taken into consideration so that I feel a high level of trust.

Always listen always thorough always explain.

Good service.

Simply from my experiences as a patient since it started.

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No comments noted on remaining votes.

1. **Likely = 22**

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| Same as always professional and polite.  Just lately I've found it difficult to get an appointment even trying to get through on the phone ,  one morning it took 30 minutes by then all appointments had gone.  The doctors and staff are great cannot fault them it's just sometimes so hard to get an appointment,  start ringing at 8:30 by time I get through most of the appointments are gone. |  |

Good treatment.

A friendly and good service.

Because I have been a with the Foundry Doctors for a long time and they have always been okay so far.

I am able to get appointment straight away today. And be seen by a doctor without having to wait for too long.

Lovely friendly staff and got my appointment on time

I DONT NO WHY I WOULD WHAT TO WHEN I NO EVERY BODY HAS TO REGISTER WITH A DOC.

No comments noted on remaining votes.

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

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Don’t’ always get the information needed.

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| No comments noted on remaining votes. |  |

1. **Unlikely = 2**

Wait 40 minutes passed my appointment time which is not right at all.

Can never get through when you ring up, 9 times out of 10 an appointment is needed that day and if the only appointment you have available is the week after.

No comments noted on votes.

1. **Extremely Unlikely = 5**

Because every time I ring for an appointment I can never get one

Reception staff rude don't answer phones when trying to get an appointment they they're the ones who went to medical school so I have your tell them what.

Because the Dr I saw was useless I’m not even convinced he was a Dr. Didn’t get any help from him what so ever and don’t want to see him ever again!!

No comments noted on remaining votes.

1. **Don’t Know = 1**

No comments noted on votes.