**Friends & Family September 2017 Electronic Text. Total Responses = 151**

1. **Extremely likely = 112**

Because l have only had one problem in 17 years with anything so l think that's good.

Appointments on time.

I have been with these doctors for many years and always find them friendly.

I have had the Doctors here and in the other house further up the street for 50 years I think they have always been good.

Great care; and understanding is taken with patience.

Fantastic staff, understanding doctors.

I have always had high regard for the Doctors who have treated me.

For people with mental health problems - online appointment system, electronic booking in, - no need to speak to anyone till you get to see the Doctor.

Pleasant visit, on time and informative.

You have always looked after my family and I.

Friendly helpful staff.

All my family go to Foundry Lane Surgery for many years now.

I have always had good understanding service.

Excellent service.

Don't have to wait to long for a bookable appointment and can ring up on the day for an earlier appointment. Doctors are always professional and un-judgemental.

Phoned late afternoon and still got to see a doctor same day.

Got through quicker than usual and the doctor I saw was understanding and knew what she was doing. Felt better after seeing her.

I’ve been registered at foundry Lane all my life (51) now, seen Dr Frost for over 25 years , always have been well looked after.

Good caring staff and doctors.

Excellent dietary advice combined with exercise worked very well together.

Because Dr Frost took time to listen & understand my problems.

The receptionist was helpful and Dr Cooper was fantastic.

**Extremely likely continued -**

The receptionists always polite and Dr Raj was very good at dealing with my illness.

I have always been at that surgery as have my parents and their parents and my son so we know all the doctors and staff and all the hard work they do.

Service was great and quick as always.

The nurse was lovely explained clearly & answered my questions.

I've attended this GP Surgery since I was a child. The doctors are kind and professional and always make me feel at ease.

Used on line appointment system which is a huge help when you work. Able to make date for blood tests after seeing doctor.

Excellent service from nurse and receptionists thank you.

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| Waiting time is very short, personnel is friendly and give good advice and the service is good. |  |

I've been at this surgery since I was a baby and won't move even though I'm out of the postcode area, brilliant staff, doctors and nurses.

Because they are so helpful.

Very Professional And Understanding.

Often easy to get an appointment and friendly doctors.

Doctor's listened & sort me out. And I get an appointment same day I ring.

She was very helpful and nice to me and listened to me.

Doctors and staff very good.

The nurse is always polite and friendly, always has a personal feeling towards my visits and never feel as though I'm "just another patient". Feel very relaxed.

Very friendly staff.

Prompt courteous service by all staff.

There was no waiting staff were kind and friendly.

Kind and friendly people clean and tidy

I’ve been coming 12 years doctors and receptionist and nurses are brilliant always helpful best surgery in Leeds.

Seen on time and by the doctor you want to see.

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| **Extremely likely continued -** |  |

I rated 1 as the doctor I had was very understanding and sympathetic. She did everything she could for me and made sure I understood what the next steps.

Friendly, efficient staff. Nearly always get an appointment when needed.

Make you feel welcome and polite.

The surgery is very good.

Quite simply professional.

Did not wait long and all staff polite and doctor seen me pretty quick so not waiting long.

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| Always find the nurses very helpful with any questions I have regarding my blood pressure. |  |

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| Because that’s how I see the surgery. |  |

Great service.

New to practice been one for me and once for brother. Nice staff and Drs.

The doctor I saw Dr frost was very nice and understanding can't praise enough very good lovely woman did not have long to wait all round doctors very good.

No comments noted on remaining votes.

1. **Likely = 28**

Good service rang this morning and got a appointment in the afternoon and was seen by a lovely doctor.

Because I was seen quickly and was always at ease.

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| Don't meet many people but would recommend you if I did. |  |

Well satisfied all round.

Less time to wait today.

Because I have had good advice from the doctors.

Found service good, receptionists helpful.

Happy with the service I receive.

I've not had a problem lately getting an appointment so that is a good sign.

I tried to get an appointment on the day but couldn't. So reception got an appointment for me for the next week availability instead of me ringing early.

**Likely cont:**

Helpful staff.

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| I would have, as I have in the past, rated as a 1 but I now have encountered problems getting  an appointment even though a telephone consultation was all. |  |  |  |

No comments noted on remaining votes.

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

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I had to cancel my appointment this morning due to an emergency so I didn't attend so therefore can't comment on treatment.

Found Dr Frost condescending about something she self admittedly knew little about. But in her own words "I've learnt something new today", there's hope.

It took three days to get an appointment.

No comments noted on votes.

1. **Unlikely = 1**

Too hard to get an appointment.

1. **Extremely Unlikely = 1**

Because I waited 1 week for an appointment then had to wait half an hour after my time.

1. **Don’t Know = 3**

I don't knw always busy or full when we want appointment.

No comments noted on votes.