**Friends & Family July 2019 Electronic Text. Total Responses = 189**

**1. Extremely likely = 72**

Fantastic doctors, reception staff, and telephonist, got an appointment ok, friendly polite staff doctor kind and reassuring, no complaints.

Really good doctor’s very helpful.

Had no trouble with the appointment and wasn't waiting long to see my doctor.

Appointment on time no problem getting an appointment.

I have been under foundry lane surgery all my life and could not ask for better care I have had the best treatment and the best doctors and care through.

First rate service doctors just great.

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Because you’re the best Doctors I have ever had.

With the time changes to 8am you are more likely to see the doctor of your choice.

Service is good Doctor hall and many of other doctors.

GP was great with my little girl and patient with me.

All staff extremely helpful and shop very close to home.

Always excellent service.

Very good did not have wait long and new what I was there for

Always found these doctors great you can tell them anything always got time for you

Excellent service nurse took her time and explained everything

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| I've always been treated very kindly and given the same back to all the staff, all Dr's are great too, couldn’t recommend this surgery more highly to others. |  |  |  |

The doctor was very helpful and try to give me different options for improving my problems.

Great service lovely nurse.

Thorough questioning, checking of my records, sympathetic listening and professionalism

Doctor was very efficient and I was in and out quickly.

Simply the best

**Extremely likely cont:-**

I have had excellent care from Dr Hall

Doctor was very helpful, he listened to me and helped with diagnosis. He gave me information and tip on how to help. Wasn't in a rush, had time to discuss.

Friendly, fast service.

Excellent service.

Friendly staff.

Fast service, friendly staff, appointments available to suit thanks

My midwife Gail was very polite and welcoming and made sure I understood everything correctly and also I wasn’t waiting passed my appointment time.

Understanding

I had an appointment with nurse and she was really nice and explained things gave you information.

When I've visited the surgery I've not waited long and been treated very well with kindness and respect and friendly staff.

Knowledgeable, friendly and caring

In 38 years I've never had a problem. Excellent service, thank you.

So easy to make an appointment. It doesn't take long to be seen by a doctor.

Fichent polite and kertius

I did a smear test and the nurse was so nice and kind so I kept relax easily and also a doctor visited my 9 months daughter and was really gently with her.

Prompt and polite service

Treatment from the nurse was exceptional

Helping you doctor and nurse

Not waiting to long for my appointment the doctor was very helpful thankyou

Dr Hall is always really helpful put my mind at ease

Good services.

Kind .friendly staff very professional

Quick friendly and helpful

**Extremely likely cont:-**

Friendly service good waiting times always polite

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| The doctors and I find they adopt an holistic approach to me and my health and I enjoy being treated so Personably. My best regards to the team. |  |

The staff are very helpful and friendly.

Quick service appointment bang on time

Nice staff good doctor.

I have no problem with the doctors that why I rated them a no 1.

Because the doctors do a full examination of you and put your mind at rest

Good as always and l am happy with reception and Dr Frost and nurses ok.

The Dr was very helpful listened to everything I had to say and explained everything to me.

Doctor was helpful and understanding

Reception sorted my query in a friendly professional manner. Doctor was excellent. Came away satisfied with treatment.

Doctors always take the time to listen. Receptionists are friendly and always try to get you an appointment overall experience very good.

Lovely staff make you feel very positive

Thought I had in my text

Promptly seen to and everything was explained clearly to me.

Never had a problem with my doctor always kind and friendly

Excellent service

Didn’t have to wait long and doctor was good

I was asked to leave practice after receptionist thought she was a doctor and I wouldn't back down when I knew I was right my son is still receiving treatment.

I've been in desperate need for my meds and every time I've been looked after as much as possible thanks G Peakman.

Always great and easy to chat to.

Excellent doctors and really nice receptionists

Everyone who works there treats you well.

Very satisfied

I made a phone call for an appointment this morning and was able to see a doctor at 3.00pm same day very pleased.

Good doctors, good surgery, much improved telephone booking service.

I was satisfied with the treatment I got.

You fitted me in to remove my stitches from my nose. The nurse was kind and quick and efficient, so thank you.

No comments noted on remaining votes.

**2. Likely = 9**

Friendly staff

Because it’s a good surgery

Confidant in seeing doctor when arranged.

All are very helpful and do their upmost to help

Doctors and staff are always helpful

Nice polite friendly staff.

Quite happy with the service I receive it's just sometimes the waiting

As today's visit covered a lot of things but not everything and was dealt with efficiently have to return for further info and assessment.

I would have given a 1 but if I need an appointment i always have to visit on the day when it opens otherwise i have to book too far in to the future

No comments noted on remaining votes.

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

Yes I was sent a message to say since my birthday was in June I was supposed to book for an appointment so as to have my blood sugar checked.

Long waiting period

Not waiting long easy check in

I have no problem with the doctors that why I rated them a no 1.

Because it was only a short call to the nurse to have blood taken. Took about 3 minutes

No comments noted on remaining votes.

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

No comments noted

**5. Extremely Unlikely = 9**

Listened to. Taken seriously. Friendly and efficient reception staff.

That’s is how I feel at the moment.

Lovely staff and doctors. And always look after everyone. And am happy to check every time today doc I been check she is very lovely polite and caring

I was grateful to not have to wait over a week for an appointment due to a cancellation, however, I wasn’t feeling symptoms on the day and so was offer ?

Some doctors are not very helpful.

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 communication?

 Had an appointment for over a week but decided to call me up an hour before after I'd taken time off work to inform me the Dr was unable to carry out the appointment?

Not good advice at all wait till my son throat gets worse first even though they can see it's swollen.

Sorry, I wanted to leave good feedback.

No comments noted on remaining votes.

**6. Don’t Know = 2**

I am blocking this number

They sent me a text of an appointment when I arrived I was told there wasn't an appointment

No comments noted on remaining votes.