**Friends & Family July 2018 Electronic Text. Total Responses = 145**

**1. Extremely likely = 110**

I’ve never had a problem.

Because if I need an appointment I get one.

I rated you 1 because you do a really good job.

Good doctor’s very helpful and very caring.

Only gust joined this surgery and I am very happy with the treatment I have had from the receptionist's to the doctors.

Because staff do care about people.

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| Happy with service I receive from reception staff & Dr. Frost |  |

Professional.

Very nice service by making appointments and helpful doctors.

Excellent service.

Happy with service I receive from reception staff & Dr Frost.

It is a good Doctors.

Because the service is very good all round.

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| I was seen to within minutes of my appointment. All my worries were dealt with effectively. |  |

Extremely good service

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| First class, like the new call queue rather than having to phone repeatedly and get continuous engaged signal.  Receptionist helpful and Dr. Hall.  Good all round experience.   |  |  |  | | --- | --- | --- | | The Doctor that I saw was fantastic! He was extremely understanding and told me, in detail,  what was wrong. He really is a credit to your Surgery! |  |  | |  |  |  |  |

Dr Rushforth is always very helpful. He and Dr Raj are a credit to the surgery.

Because whenever I've rang up for me or my children the receptionists go out of their way to get me an appointment, some people are always quick to complain.

Never had any problems and I like Dr. Clarke.

**Extremely likely continued –**

Friendly and caring staff

I came in for a sick note following surgery but doctor took a quick look at the affected area at the same time

Friendly staff and great doctors

Excellent service

Get seen more a less on time and staff really polite

Wonderful compassionate doctor. Happy to help. Very supportive of my issue.

Your all nice to get on with and polite to me

Very good service

It's a pleasure to use your service

Because the staff & doctors are brilliant..

Confident in the care I receive and never rushed by Dr.

Brilliant all-round service always pleasant service from the reception.

I find the all staff very friendly and professional.

Because you're the Best !!!!!

Good.

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| Because whenever I've rang up for me or my children the receptionists go out of their way to get me an  appointment, some people are always quick to complain.  Never had any problems and I like Dr Clarke.  Friendly and caring staff.  I came in for a sick note following surgery but doctor took a quick look at the infected area at  the same time.  Friendly staff and great doctors.  Dr Clarke does an amazing job always goes above and beyond to help.  Excellent care  Always there to help thank you Ã°ÂŸÂ‘ÂÃ°ÂŸÂÂ¼  Extremely good service, accommodate me at short notice and even though appointment was late.  Happy with outcome.  Dr Frost is a brilliant Dr  **Extremely likely continued -**  The staff are always helpful  Drs & nurses are friendly & listen to what you have to say.  Great doctors and staff.  Good service  Well my ken said trying ringing you and say life threating and 999 and in the end say press no 1, your  in the queue ok.  Al ways very helpful are reception staff and always get quick appointments.  Supportive and approachable doctor.  You're the doctor and I am the patient.  I was being listened carefully.  Dr Hall is thorough and very professional.   |  |  | | --- | --- | | This was my first visit with a GP at the practice and the Dr took his time, gave me the opportunity to talk  cry and even see a little bit of light in end.  Appointment was convenient and the nurse friendly and efficient  Good friendly staff my appointment I had only a few minutes to wait when I was called in that's very good |  |   Went for a blood test the sister who did it was excellent   |  |  | | --- | --- | | Best Doctors surgery I've ever had. I've seen doctor cooper twice now and she's fantastic,  as are the other practitioners I've seen and the receptionists. |  |   Dr Cooper listened and was very understanding and my appointment was on time thank you.  Excellent service.  Get seen more a less on time and staff really polite.  Wonderful compassionate doctor. Happy to help. Very supportive of my issue.  Your all nice to get on with and polite to me.  Very good service  I find the all staff very friendly and professional  It's a pleasure to use your service  Because the staff & doctors, are brilliant.  Confident in the care I receive and never rushed by Dr.  Brilliant all-round service always pleasant service from the reception.  **Extremely likely continued -**  I like the new automated telephone system to book appointments, que  Managed to get an appointment when I rang.   |  |  | | --- | --- | | Had heart attack last year and all doctors been excellent especially Dr hall |  | |  |  |

Sure you did a great service

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I have been a patient of yours over 50 year's I must be satisfied !!!

Efficient and easy to use service, friendly welcoming and caring staff.

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| Great staff and friendly service. |  |

Lovely doctors and always spend time to listen.

Because I got what I wanted

Took time to explain things

The doctor was very helpful and friendly

Doctors nurses and all staff very helpful

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Good understanding, listening and communication throughout.

I always get fantastic treatment and reassurance. Excellent doctors surgery.

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| I have always received good care and support from all staff at the surgery regarding all treatment I have required. |  |

Very friendly staff.

No comments noted on remaining votes.

**2. Likely = 25**

Very nice service by making appointments and helpful doctors.

It was a fair answer.

I waited over 45mins after my appointment to be seen.

Good Doctors surgery and Doctors.

No waiting more than 5 mins.

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| 'If you have a medical emergency call 999 etc' . With this, I assumed it was the out of hours message  so closed my call & rang up again. After 4 attempts. | | |  |

No comments noted on remaining votes.

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

Short waiting time, efficient consultation.

No comments noted on votes.

**4. Unlikely = 1**

No comments noted on vote.

**5. Extremely Unlikely = 5**

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| because I had an appointment at 10.30 and didn’t get called in until 11.10 don’t mind waiting 10 mins  but when you have to go to work, it’s just a joke. |  |  |

No comments noted on votes.

**6. Don’t Know = 1**

They are already registered with other Drs and I have never heard them say that they would be changing their doctors anytime soon.

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