**Friends & Family June 2019 Electronic Text. Total Responses = 124**

**1. Extremely likely = 92**

I have used foundry lane surgery for over 50 years without complaint.

Best doctors around here.

Just a blood test, excellent.

Very friendly.

Sure I am very happy with foundry Lane Surgery. But the phone Ã¢Â˜ÂŽÃ¯Â¸Â

Friendly and professional service.

On time. Knew what was needed.

Dr Taylor is a great doctor.

Great doctors waiting time shorts all staff helpful.

The staff are always helpful and the doctors are always friendly.

All the doctors are brilliant.

Very good and help me a lot.

Good service and appointments that suit me Ã°ÂŸÂ˜Â¬

Because they explain thing so you understand them better and they take time to talk to you help me through my bad days and times.

Friendly efficient staff. Dr Hall is a great doctor.

ALL STAFF AND DOCTORS HELPFULL AND PROFESIONAL.

Because I've been well looked after with everything explained.

Because I didn't feel ashamed over getting my testicles out he made me feel comfy.

Foundry Lane Surgery has always treated me well .There have been there when I needed them.

I turned up early and was seen straight away. Very helpful staff. The doctor and sister i was treated by were very good and a credit to your surgery.

Dr Clark was helpful.

The same day.

Nice polite start and friendly doctors.

**Extremely likely cont:-**

Julia Hawkhead is an excellent nurse and very understanding. Also very approachable and calming.

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| --- | --- |
| Brilliant surgery, staff and doctor and nurses. |  |

I’ve never had a problem.

You’re the best.

Yes am always happy. Very good.

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| --- | --- |
| Usually get an appointment however my mum who's 83 had to call three times to get one x. |  |

Because if I need an appointment I get one.

|  |  |
| --- | --- |
| Recommend this GP. |  |

Great service, excellent staff.

Doctor Frost and the other lady that was in the room were very kind, caring and made sure I knew everything that was happening. They both reassured me.

Self-explanatory.

Nice environment and Dr Taylor was lovely and caring

Easy online appointment booking system and efficient service.

An excellent service.

Dr Hall is extremely efficient and makes time to listen as well as treat his patients.

I was seen before appointment time, nurse was super??

All round professional service.

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| --- | --- |
| Good doctor seen on time. |  |

Great doctors.

The GPS are excellent, particularly Dr Cooper and Dr Hall.

I was treated with respect and my concerns were listened to and appropriate advice given. At reception I was able to make suitable follow up appointments easily.

Doctors and nurses lovely to talk to and listen when you have an appointment

Was seen on time. Dr very nice put me at ease. Every clean and tidy place to wait.

No comments noted on remaining votes.

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Testimonial from a Patients – RB:- I am joining a new Practice as I have moved. I would like to thank everyone for their kindness at the Surgery.

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**2. Likely = 19**

I was very happy with my visit today hadn't to wait long before I saw the doctor.

Nice lady doctor.

The Dr I saw today was very nice, she listened to my problems and has helped me.

Quick efficient service from the nurse.

Twenty minutes late on appointment said 10 minutes late.

Got an appointment the same day and was seen quickly.

Helpful happy staff.

I can never get an appointment in less than 2 weeks’ time. Otherwise the surgery and staff are great.

Had to wait a long time for appointment.

Meant to put 2, got distracted.

Yes because you get in very quick with phone call very good doctors been my surgery for years.

I was able to get an appointment today on the day I called the Surgery.

Because you asked.

I tried to get an appointment on 18th but by 8:25 after redialling from 8am - no appointments were left. Had to use walk in centre.

No comments noted on remaining votes.

**3. Neither Likely nor Unlikely = 4**

Receptionist not helpful or friendly.

I rate u high it my dum fault x.

Great service by doctors was taken seriously and listened to without being interrupted. The only negative is long wait times after your appointment time.

Because I was trying to make a appointment and they put the phone down on me.

No comments noted on remaining votes.

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| **4. Unlikely = 2** |  |

No comments noted

**5. Extremely Unlikely = 6**

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

Took me 3 days to get an appointment with my GP after having a car accident. I think it's totally unacceptable.

[2/2] t's blood and he's a baby (Unfortunately this text was too long, if you would like to contact the Surgery).

No comments noted on remaining votes.

**6. Don’t Know = 1**

No comments noted