**Friends & Family March 2019 Electronic Text. Total Responses = 136**

**1. Extremely likely = 100**

I was seen promptly given info for upcoming travel and vaccination print out so I can donate blood next week.

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| Very understanding and helpful, professional but still friendly and approachable. |  |

Nice staff fantastic doctor.

Doctors and staff are lovely and helpful.

My doctor listened gave me information and time to make a decision before I took the medication thank you.

Great service with a smile from all, Doctors and nurses.

I never have any problems with getting to see Simon Hall so that is why D. Wood.

Friendly, efficient & caring staff, from receptionists, nurses & doctors, a well-deserved thank you!

|  |  |
| --- | --- |
| Always get me or my family in to see a doctor; the doctors are always helpful and caring. :-) |  |

Quick service.

When you can get an appointment the care is extremely good the doctors seem to care a lot about your welfare.

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| --- | --- |
| Doctor frost explains very thoroughly with a smile very good doctor the surgery very good. |  |

I was being welcomed and listened to by Dr wholeheartedly.

Love Dr Clarke. Feel like I can talk to her about anything. Will be missed.

Good service & excellent GPS.

Very satisfied.

Good service and friendly and helpful staff.

The doctors have time for you.

Quick to be seen.

I have been with Foundry Lane since I was a child. They have always been friendly, helpful and guiding. Discreet and sincere to me and all of my family.

**Extremely likely continued –**

Staff are always helpful and friendly and do their best to resolve any queries also.

Appointment times kept to and friendly service.

|  |  |
| --- | --- |
| Efficient and friendly service. |  |

As since I joined the surgery I have been treated with respect and well-mannered polite staff, who do there up most to help and sort out problems.

Very friendly staff.

It was quite busy today and they were very good and very helpful.

Because I had the appointment time that I needed for my daughter.

GP always listens, advises and takes time to explain and understanding. Always able to get same day appointment.

Pleasant Dr who listened to me.

All the people are very welcome and all staff are very helpful and are all ways send text to Remember you need to see the Doctor.

It was quick and friendly.

Doctors practice.

Brilliant Doctor Hall.

Happy with service up to press.

Very good doctors they take time to listen.

I think Doctors so easy to talk to.

Okay, will do.

Always been a patient here and never had any problems. Staff are always helpful.

Easy to get to see doctors and nurses.

Friendly staff with doctors that listen.

I was very happy with the service.

Because I've always been happy with service that Drs provide.

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The doctor I see is amazing.

Helpful.

**Extremely likely continued –**

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| I have been at foundry lane surgery all my life and have never had reason to complain and the doctors  are always really good. |  |

Nurses up to the Doctors my treatment in all respects have been exceptional.

Always great service. Helpful advice. New telephone system for appointment is much better.

Been with this surgery for 50+ years now never had a problem.

Super helpful and understanding.

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| --- | --- |
| Got an appointment straight away and at a time convenient for my work. schedule. |  |

Had blood taken she was very patient with me and did not hurt.

Because it was a good service as I walked in for an appointment and got that then needed a blood test got that straight away to!!!

Friendly, approachable, and informative.

All the staff are very good and very helpful.

Very friendly staff.

As I have always used the surgery from been a child and got used to the doctors witch are a bunch of fantastic doctors.

Every one friendly, approachable and professional easy to talk to.

Was anxious about a scan result. Dr Hall explained the finding clearly and simply. He was very helpful.

Because I've had no problems with regarding the service you provide.

Seen on time, welcoming staff and great Doctors. Dr Hall went above and beyond as always to assume me Grandad’s needs were met.

The doctors ate helpful and easy to talk to understanding and listen to you.

No comments noted on remaining votes.

**2. Likely = 15**

I get quick service

On the few occasions I've been both the female doctor and female nurse I've seen have provided a good service very pleasant and friendly. I also got appointment.

**Likely cont:-**

Too busy.

Very good doctor but hard to get appointments.

Because I was happy with how you treated me.

Because its good friendly doctors who I have been to see and you can mostly get a appointment straight away if needed.

No comments noted on remaining votes.

**3. Neither Likely nor Unlikely = 8**

|  |  |
| --- | --- |
| It depends on whether you're successful in booking an appointment or not. The automated  Telephone system is a useful tool though. |  |

No comments noted on remaining votes.

|  |  |
| --- | --- |
| **4. Unlikely = 1** |  |

No comments

**5. Extremely Unlikely = 9**

Keep getting threatening texts.

Needed emergency app, told no appointments so had to phone 111, told needed to see GP within 6 hours!! Phone back and only got appointment after mentioning.

You listen to what I have to say.

No comments noted on remaining votes.

**6. Don’t Know = 3**

Because I got in straight away.

No comments noted on remaining votes