**Friends & Family May 2019 Electronic Text. Total Responses = 119**

**1. Extremely likely = 87**

As a patient I have always had excellent service and I would recommend any of my friends to join your practice.

Nurse was excellent. Explained everything she was doing. Very pleasant and friendly.

Dr Cooper was very thorough and gave me bottles to take samples.

Helpful and friendly.

Excellent doctor listened and sorted out a way to help with my problems .

Brilliant surgery great service at reception and exceptional doctors.

Because I was seen promptly and nicely.

Always good service.

Very satisfied.

Friendly and professional. I left feeling that the Dr truly had my best interest at heart.

Appointment on time and nurse really nice and helpful.

Saw two lovely lady doctors Dr Gough and Cooper who just looked after my medical concerns thank you sorry if I misspelled your name.

Dr Rushforth is a great GP, has time to listen to you. You are treated by him as a person rather than a number or statistic.

Always treated right

Dr Gough was very understanding and professional.

Excellent service from Dr Cooper.

Easy to get appointments.

Always helpful, and get you an appointment the same day.

All staff are very friendly and helpful doctors get you on the right track for a speedy recovery and you can talk to them like family.

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| Doctor I saw was excellent very intense in finding a solution to my problem really impressed as it was my first time at the surgery.Staff and Doctors are friendly and helpful.**Extremely likely continued –** Drs listen completely and help as best they can. |  |

Clean areas. Professional support staff. A GP who listens and I can trust.

Left feeling satisfied with results.

Friendly, no waiting around I was in straight away.

Always get treated with respect and my problems sorted.

The doctor helped and made me feel she was listening.

But I realize it is busy with a lot of people. Thank you Dr Cooper.

Great service, pleasant receptionist and wonderful Doctor.

Excellent service.

I received good service from the receptionist regarding my appointment and Dr Frost is very professional and experienced.

The staff are really nice and helpful and extremely polite also Dr Frost is really nice and helpful and friendly the service is really good.

Because the staff are very helpful and got appointment straight away.

Phoned this morning to see doctor got me in no problems didn't go much over my appointment time then sorted by a very nice understanding doctor thank you.

Because I have been with this Practice since 1942 under Doc Sherwin, and only had one complaint.

Dr Clarke was very patient and caring and very thorough. I've been a patient here for over twenty years and have always been looked after very well.

Friendly, helpful staff.

I needed to see a Doctor I rang early morning and got an appointment later that day. Thank you.

Got seen on appointment time didn't have to wait and the nurse was really nice and booked me in to see the doctor she was very polite.

They listen and give great advice and go out of their way to help you get back on your feet

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| It was slick enough and the nurse was informative as to the reason for the check. Well worth it for good advice and direction. Thanks |  |

It was a pleasant experience . And the doctor was very helpful .

No comments noted on remaining votes.

**2. Likely = 18**

So easy to get an appointment, pleasant doctors, nurses and receptionists etc. Plenty of parking. Only negative is appointments are usually 10-15 mins late.

Good service

Friendly staff. Seen on time. Felt listened to. Not score 1 because still had wait week.

No comments noted on remaining votes.

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

Yes did not listen to much with what I had to say.

No comments noted on remaining votes.

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

After appointment time, then to be told rudely your next in still waited 25mins after!

**5. Extremely Unlikely = 8**

Doctor was good with me.

No appointments for a week when rang on the day none available.

No comments noted on remaining votes.

**6. Don’t Know = 0**