**Friends & Family February 2018 Electronic Text. Total Responses = 138**

**1. Extremely likely = 99**

Very pleased with how I was dealt with at my appointment.

The staff are very friendly and efficient particularly the nurses who we mainly see.

Been with the surgery 52 years never felt that I needed to change. Doctors always treat you with respect and listen to all your problems.

I have always had very sympathetic treatment and appointments when needed, all staff are also very friendly.

Because it was a good service

Needed an appointment asap and the receptionist worked around that for me. Wasn’t waiting too long either. Great service

Excellent care given by all.

Got dealt with great and got answers I needed.

I felt comfortable with nurse.

Appointment on time. Dealt with efficiently and professionally.

Because it’s true.

Excellent service compassionate staff.

I always receive excellent caring service.

I have a lot of respect for all staff and doctors that work there and always been looked after by them I have seen over the years.

Great nurse and great service.

Always a good experience very dedicated staff.

Good friendly kind service, wasn't waiting around for ages , in and out , efficient.

Friendly, personable and knowledgeable staff.

Friendly staff, short editing time.

I am always happy with the service.

The nurse was very nice and efficient.

I have been going to the same surgery for over 20 years and have always been well looked after and my family .

**Extremely likely continued -**

Not much waiting time.

Friendly staff.

I always get good service when I have gone.

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| --- | --- |
| Friendly, Helpful and Professional, given good advice too. |  |

Did not have to wait long - efficient.

I've always used this surgery all my life, lovely GP's, nurses and receptionists.

Promptly seen to and the Doctor was excellent!

Excellent nursing staff.

Since I have been with the above Surgery I haven't encounter any major problems with them.

I love the support.

Went for a blood test sister and reception very good.

All doctors’ nurses staff brilliant.

I have always had excellent service from Doctors & Nurses.

From the reception to doctors, everyone give me an amazing service

Because I have been with you since 1942 and I have had no problems with this surgery. I'm 83 year old

Because Doctor Rushworth is very professional

Because, I was seen straight away.

The staff are so polite, and even if you are behind you always get us sorted out.

The staff are really nice and helpful and extremely polite.

Always good service.

Ease of making appointments.

Reliable service.

Just really supportive and friendly.

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| Because l think you got time for us and you make sure you look after us. |  |

**Extremely likely continued -**

Friendly receptionist excellent doctor easy to book good communication text message service.

Dr Frost is always accommodating and the staff are so friendly and helpful.

The doctors know what they’re doing.

the care that me and my family have had from all members is outstanding and staff are extremely helpful would highly recommend to family and friends xxx

everything straight forward.

Happy with the service I receive thank you.

No comments noted on remaining votes.

**2. Likely = 20**

Can go if worried about anything and don't feel embarrassed.

Never had a problem with this surgery.

Only because it's very hard to get through on telephone in morning then when you do no appointments left ring back in morning.

Great for booking appointment.

Dr is very helpful; however he could have prescribed me something for my symptoms to make it easier for me.

Been with surgery long time and always received good service only problem is getting the appointment times to suit.

Very helpful and compassionate doctor.

No comments noted on remaining votes.

**3. Neither Likely nor Unlikely = 9**

Well if you want an appointment before work you have no chance as I start at 7.30 and if I want an appointment after work it’s at 5pm or just before and their running late.

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| When you finally get through there are no appointments available. I would imagine that especially for older people, this makes it very difficult to book . |  |

Not really acceptable. Did not ask just wanted in and out by this stage

Due to wait time appointment was 1020am got seen at 1045am

Had to wait over 40 mins for my appointment.

**3. Neither Likely nor Unlikely = 9**

I rated the score as I did because I have difficulties getting through in the morning to get an appointment with the doctor.. However I am satisfied with service.

No comments noted on remaining votes.

**4. Unlikely = 3**

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| Ld to go to A&E if I'm that bad! |

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|  |
| --- |
| [2/2] ld to go to A&E if I'm that bad! |

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Waiting times and it is really hard to get an appointment.

No comments noted on remaining votes.

**5. Extremely Unlikely = 6**

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| I don’t think reception should ask what’s wrong in front of everybody. That means it’s not confidential if you’re telling the rest of the room. |  |

172 attempted calls to connect to speak with receptionist.

All though I was waiting a long time Dr Rushworth was very helpful.

No comments noted on remaining votes.

**6. Don’t Know = 1**

No comments noted on vote.