**Friends & Family January 2017 Electronic Text. Total Responses 225**

1. **Extremely likely = 156**

Happy with doctors how they listen to what your telling them.

Everyone who has treated me in the last few years has been very caring and understanding.

Professional.

It's a very good surgery.

Got an appt on the day. No delay in being seen. Dr very good, friendly and reassuring. Never makes me feel I've wasted her time even if it turns out there is nothing to worry about.

Drs are professional, friendly, empathic, all the staff are lovely and I never really struggle to get in to see a Dr.

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| I rang this morning for an appt and was given one for this morning. I call that good service. |  |

Because we think your worth it x.

Always feel comfortable with all members of staff, very friendly, good advice.

Family friendly and good service from reception staff and medical team. Highly recommended.

Because everyone is very professional and appointment times are normally on time!

As I have been with the doctors all my life and never had a bad thing to say.

Doctor listened to my symptoms, asked appropriate questions, prescribed medication, she was very professional and that felt reassuring,

Lovely friendly doctors who always listen to patients and explain things.

Efficiency and professional.

Quiet prompt and very pleasant and reliable staff.

I was seen on time and dealt with very efficiently by a friendly nurse.

Every staff goes an extra mile to make sure am served better. Friendly doctors with excellent services.

Good practice.

They offer a very good service.

Close to the place I live.

Because I have been with you for over 40 years and I think that says it all.

**Extremely likely continued -**

You listen to us & give us time to talk.

Caring drs listen actively helpful and very supportive thank you so much.

AS SOON AS WRING UP FOR AN APPOINTMENT THEY DO THERE BEST TO GET YOU IN TO SEE THE DOCTOR THE SAME DAY.

Because the staff and Dr's and service are all quality.

I have been a patient at foundry lane surgery for more than 30 years now and have no complaints at all.

The Dr I saw was very nice and made the effort to understand my problems, he didn't make me feel small, he made sure that my opinion mattered.

I have always had great service from everyone at the practice.

Easy to get an appointment quick and simple.

Because You is really helping me.

Best surgery I've had also doctors are very understanding.

Very quick excellent service.

Because he took his time with me, listened to what I was saying, I didn't feel at all rushed and was able to speak to him.

So easy to mate appointment and friendly.

Excellent surgery, the doctors and also all other staff are always on hand to help with any queries. Everything is explained in detail.

I have been with this surgery for the past 16 year and you are so very help full at any time.

Friendly and helpful staff and able to get an appointment easily.

Cus I seen doctor Clarke she is helpful and very informative and seem to care about her patients.

Ive been a patient for several years & never had any reason to complain every one involved are lovely & very friendly x

Nice staff best doctor In Leeds easy to get appointments with the doctor you see.

Because the doctors are very understanding and you can always get a quick appointment all the time and staff are very friendly.

Always There To Help Caring And Understanding.

**Extremely likely continued -**

I am more than satisfied with the surgery and the care I receive from my doctor and all the staff.

Because always we had perfect treatments.

Quick service, friendly staff.

Appointments always available when needed. All Staff always friendly and thorough.

Dont use doctors much, but always polite and helpful.

Dr Potter didn't rush me as I was upset she listened and gave good advice.

Never felt hurried, listen to my concerns.

Because you care about your patients.

I was happy with wot I was told and wasn't waiting a long time.

Can always get an appointment friendly staff.

If we where not happey we would move.

Because I got a sameness appointment, the phone connected after a few attempts and the Dr saw me within 5 minutes of my appointment time, Dr Brown.

Very efficient and friendly.

friendly helpful staff. Love the doctors there. Always cheery.

Doctors listen to what you want to say.

Excellent caring staff.

I trust my gp and feel she knows me and my "illness" thoroughly. My appointment is always carried out on a professional level

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| Very good staff as always polite and helpful advice from them that is why I rated them high  because their do very good job. |  |

I dont visit the surgery very often but I have found the doctors I have seen have have listend and found the right treatment for me when I have needed to visit.

Allways felt I was listened to and treated very well.

Been with this doctor 34 year would never change.

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| Feel listened to and supported by G.P's. |  |

**Extremely likely continued -**

Because the sister is helpful and friendly and does a good joy.

Friendliness of staff n patient understanding of medical personnel.

Clerical staff have always been very friendly and efficient. The nurse I see regularly always puts me at ease and her injections don't hurt!

Very pleasant staff and great doctors.

Got to see the doctor on time. Gave me the help and support i needed by listening to my problem and not brushing me off.

Always had great service with the practice.

Excellent service apart from not able to get answer to telephone service.

Cos I think you are the best !!!!

Appointment booked for 15:40 more or less no waiting. Doctor very professional.

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| The doctor is understanding and seems empathetic. |  |

Excellent at keeping to the appointment time. Prompt and through consultation.

I find that staff and doctors very helpful.

Sorry not at moment visiting dad in hospital.

friendly helpful staff.

I always receive great treatment from the gp's they know my illnesses and always follow up on hospital appointments.

The best care given from the reception and doctors.

Helpful and very friendly staff always feel relaxed when visiting nice clean environment.

The surgery is very helpful and the doctors very thorough.

quick and efficient service.

Staff always helpful on all levels.

Staff are friendly and Doctor Frost is caring and compassionate.

You're sound people.

I have all ways had excel ant service with the doctors. Nurses.

Professional service  
Great doctors and reception staff very good and on time !!

**Extremely likely continued -**

Excellent service..

Friendly staff good medical advice.

As per my previous text.

Its a very nice surgery, everyone very friendly. Dr's really listen & care.

Easy to get an emergency appointment. Friendly receptionists who treat everyone with respect. None of the staff bat an eyelid when I'm having a bad day.

Receptionist very helpful. I find dr frost is very easy to talk to. I feel she listens, and has been very supportive.

No comments noted on remaining votes.

1. **Likely = 38**

I tried recently and I got the engaged tone for 7 hours I find that the some of the reception staff are rude arrogant and totally unhelpful if the telephone.

Friendliness and I have not had any problems getting to see a doctor or advice.

I always manage to get a appointment.

Depends on the dr. u see n the listening. and perscriptns going missing when handed over the desk which happens 2 many times.

Yes be cos there are kind and listen to what you have to say.

Angela the nurse is lovely and so are some not all of the doctors.

It's ok.

I think they are good doctors just the receptionist can be a little abrupt when speaking to you.

Quite happy with the treatment i get.

Good service.

Because you r the the best.

Iv always found ur surgery good and iv been with u a long time from 1968.

Yes i have been a patient since i came 2 leeds 3o yrs ago. And are satisfied the way i get treated.

**Likely continued :-**

They looked after me when was going through bowel cancer liver cancer and nothing was to much for doctors or nurses.

The nurse was very good made u feel all right the waiting area was warm very good all round.

Would have been a one but rang for a same day appointment at 11 could not get one and could not speak doctor had to go to walk in centre.

Doctors good but hard to get an appointment but appreciate it's a busy surgery x

It is a good surgery.

No comments noted on remaining votes.

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

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Unhappy with how I was spoken to by receptionist on phone when trying to book appointment.

What do u mean it's plesant there and relaxing.

I rated because everytime you ring for an apointment there never is any available but soon as you say there a child involved they fined an appointments.

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| I rang 260 times from half past 8 until 8.50am and still couldn't get through, my mum had to call into the  surgery to speak to anyone. |  |

No comments noted on remaining vote.

1. **Unlikely = 5**

Can't get parked in the car park and the chemist staff haven't got a clue what there doing. 45 mins for a prescription ridiculous.

It's nothing to do with the Doctors or nursing staff... it's the receptionists and how rude they are when you try to make an appointment.

Waited 40 extra after appointment time.

No comments noted on remaining votes.

1. **Extremely Unlikely = 18**

I have to fight every time I come to get treatment. I get discriminated every time I come because of my age. And in result have lost faith in the medical service.

Purely because my family have doctors closer to where we live. Staff were fantastic during my procedure which is why I stay at this surgery.

They are all lovely and my GP Dr hall is very professional.

The receptionist are very rude on the phone and in person. It's not welcoming been in the surgery. the doctors are all very nice.

They r that good.

Because when you try and phone at 8:30 in the mornings it take a at least an hour before you actually get threw and then there are no appointments left.

I think you should change your boss the woman that spoke to me was down right rude.

The receptionists are rude and ill mannered when asking for appointment and i also never get seen at the time of my appointment the doctors are fantastic.

Absolutely appalling service, tried to get an alpointment for my child for 2 days!!!

No comments noted on remaining votes.

1. **Don’t Know = 3**

Your junk.

No comments noted on remaining votes.