**Friends & Family November 2017 Electronic Text. Total Responses = 155**

**1. Extremely likely = 119**

Nice staff and Drs only downside is not being seen on time but this cannot be helped when Drs are busy.

No waiting efficient staff.

Extremely likely pleasant reaction staff and Doctors. Thank you.

|  |  |
| --- | --- |
| Because all the doctors and nurses and reception staff are extremely nice and helpful. They are all caring people. |  |

Because I was seeing within 10 minutes and it was a lovely experience and the staff was nice and polite.

Professionalism of the staff. Quite easy to get an appointment if you are flexible.

I was very pleased with the fast response the doctor has dealt with my issues.

Great service. Lovely nurse.

Happy with the service I receive.

Because the nurses where very good and where very helpful.

Always manage to get in when need to Dr Hall is best GP I have ever had caring and compassionate.

Friendly and Efficient.

Always find the staff welcoming and understanding very supportive.

Excellent care.

Excellent service from receptionist, nurse and doctor...thank you.

Was treated very quickly and very pleasant nurse.

Good service.

I've been going to foundry lane surgery for years and been treated with excellent service and found that I was welcome and treated with respect.

Good GPs.

Dr Cooper is already ready to listen to any problem and puts me at ease.

Dr Cooper was extremely helpful & caring-made every effort to support our needs.

Never had a problem with the doctors. All very helpful thank you.

**Extremely likely continued -**

Always helpful and happy to help with everything you go with.

Because I have been look after very well. Been a patient with this surgery since 1942 wouldn't change ever.

Very efficient service considerate and accommodating to my needs. The receptionist was very helpful and Dr Rushforth is a wonderful doctor who has helped me.

Because they was helpful.

I’ve never had a bad experience.

Just in and out no time wasted.

Good doctors willing to listen x.

Because you are a top team.

Good quality service.

Always friendly and helpful.

Excellent doctor nice staff.

Reception staff are friendly and helpful. Dr listens well and offers sound advice.

Friendly staff. Good service.

Friendly, efficient, effective. Minimal waiting.

Never a problem obtaining an appt. Dr Frost always takes time to listen to the problem and explains things. Staff always polite and helpful.

I ' m very grateful what the nurse did for me and that I can here without feeling deafness with my left ear , thank you and Regards!!!

I was there the staff were friendly and helpful.

My doctor Dr Clarke is so patient and understand and explains everything.

Because they are very sufficiently in looking after you.

I pressed the wrong number I meant to press 1 sorry.

Very good and understanding doctors.

The GP was friendly and polite I got the support I needed and I was not rushed and all questions were answered.

Doctors and staff all very nice and helpful always get an appointment I am 66 and have lived in Bradford Doncaster Selby and now Leeds these are the best.

**Extremely likely continued -**

The doctors at the practice treat me so well.

Reception staff always helpful; always try to get you an appointment. All doctors very friendly and helpful.

I was seen quickly and got the answer and advice I wanted.

Very efficient and professional.

Fantastic service.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Dr Ani is very friendly and helpful. Can normally get in on the same day. Good opening hours.  Because you are all very good at what you have to do and that treatment is first class. David.  Efficient service prompt attention friendly helpful staff.  Excellent nurse put my toddler right at ease before his vaccination.   |  |  |  |  | | --- | --- | --- | --- | | |  | | --- | | Yeah can do.x | | |  | | --- | |  | | |  |

Very quick to get seen by a doctor and staff very helpful.

The doctors very good pleasant friendly the nurses treat you with compassion and cheerful the reception.

Friendly efficient staff. Usually get appointment when needed. Dr Hall is a great doctor.

I always receive fabulous service and I am always treated with respect.

Friendly, personable and knowledgeable staff.

Looked after me for 50 years so far.

When I have been you have been helpful polite courteous.

Friendly receptionists; good Doctors.

Because it was pleasant.

They are such a caring team. And a bloody good 1. X

The Drs are very good and sympathetic and very helpful to me.

I have been at surgery for well over 50yrs. I'm very happy with the service they provided.

No comments noted on remaining votes.

**2. Likely = 20**

Was able to get an appointment for the same day.

As nearly always get good service.

Good surgery with good GP's.

When pre booking.

Good service.

Because yesterday. I wrote on a form about having pain in my chest and I don’t know if the lady had a bad day as she doesn’t normally do it.

Efficient and friendly.

Hard to get an appointment

No comments noted on remaining votes.

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

Vaccinations advice and was only booked for flu jab so I have to now go back again.

Not getting throw on a morning l have phoned as soon as surgery opens its been engaged for 30 minutes some times its been even longer then there are no appointments.

No comments noted on votes.

**4. Unlikely = 5**

The doctor was excellent; however the long wait for appointments is unsatisfactory.

Doctors fabulous however I came in at 8.50 on Monday morning with a very sore throat and what I felt was a chest infection also mentioned worked.

Due to length of time waiting. Today for a 10.20 appointment I was seen at 10.55. Approx. 4 weeks ago I was also waiting 40 minutes.

No comments noted on votes.

**5. Extremely Unlikely = 8**

Every time I have an appointment I am always waiting over half an hour to be seen.

Waited for over 40minutes, whilst others who had arrived after us were seen. I suspect that the staff member did not sign us in as we were waiting way to long.

No comments noted on votes.

**6. Don’t Know = 0**