**Friends & Family October 2017 Electronic Text. Total Responses = 161**

1. **Extremely likely = 128**

Always able to get an appointment and Dr Frost always takes time to listen to your problem and doesn't make you feel rushed.

It's very handy to look at your messages and remind myself.

Very efficient staff always helpful.

Friendly, efficient staff, Dr Frost is a good listener, was very Professional and explained clearly what she felt I needed, I am very happy with my treatment.

Dr Cooper explained everything thoroughly to me.

Because I have been with the surgery for many years and have been satisfied and would recommend, thank you.

The staff are very helpful and professional also the service is very prompt. I will be using this pharmacy more due to the service I received.

Top service, top staff, many thanks to you all.

I was in and out very early for my flu jab this morning, which was very impressive.

All good thanks.

Great staff.

Been with the surgery 47 years and had no problem with any doctors or staff only the best service and treatment. Friends that use other surgeries do not get that.

when you get your appointment that's great and you get to see a doctor or nurse but getting an appointment is a pain

Not too long wait, and saw the doctor I requested.

Efficient friendly and everything else relating to good staff and treatment always approachable

Because of All your expertise and kindness thank you

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| Always been very satisfied with service provided |  |

Always feel at ease talking to doctor

Very friendly and helpful nurse

Attentive, listened, asked if I had any questions etc

Everything was well organised.

Because I’ve never had a problem with the surgery.

**Extremely likely continued -**

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| I just love all of you what a wonderful team x  I'm happy with the service I received.  Everything straight forward no problems.  Always found my treatment good and medical staff professional. |  |

As I have had this doctor's all my life never had a problem.

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| The Dr today really listened to me and helped me. Unlike the Dr I have seen the past 2 times. |  |

Because it's a friendly surgery staff are very helpful and doctors are very good at listening and dealing with your problems.

Dr Clark is very caring and listens well.

Because everyone are very nice and make you feel at ease.

I have never had any problems with this practice to see Simon Hall or to see the sister. David. Wood

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| Get in appointment if possible and if something needs doing like scans they sort it out. |  |

Been under this surgery all my life, and the other before it located to where it is now. staff nurses and doctors friendly and very approachable.

I have never had a problem in all the years i have come there and I think I have always been treat very well.

Usually waiting times are kept to a minimum. Friendly and efficient staff.

Looked after me for fifty years without any problems.

From reception ,nursing, doctors everyone listens understanding caring thank you do an excellent job in a sometimes very unappreciated profession.

Very efficient. Came for flu vaccination - no waiting. Also opportunity to register for on line services. Been with surgery for 50+ years.

Good quick service.

The doctors and staff all do a very good job and are always friendly.

Always very good service and reception always so very helpful.

I was seen within minutes.

I have been with the surgery from being a baby, as have all my family.

Quick and friendly staff.

**Extremely likely continued -**

The promptness with which I was seen and the cheerful and friendly staff.

Its a really good Surgery, Dr Clarke was excellent, explaining what you need to know reception Staff very helpful 5 stars.

l the services provided...Everyone at the surgery is very helpful!!!

I don’t have any problems getting an appointment.

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Service and good doctor very pleased.

I've always been well looked after there, never had a problem with appointment waiting time always minimum.

Had my flu jab today and nurse kindly booked me in to see a doctor for next week.

Been here for years number never had any problems.

I find the Doctors are very thorough.

I gave you a good rating because it doesn't take to long for appointment and doctors and staff are brill.

Excellent service as always.

The waiting time was unexceptionable but the doctor was very good.

Surgery empty and felt less anxious and Nirinda seemed caring thank you.

The care and understanding l receive from Foundry lane surgery is top notch with both medical and admin staff. Thank you all.

Quick and efficient with a pleasant manner.

Brilliant reception staff and Doctors.

Dr Frost is very easy to talk to.

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Always had a good service from you.

Always satisfied, never rushed.

My family have been coming to the practice since the mid sixtys !! I sort of remember being 5 years old and suffering the worst hay-fever imaginable thanks.

I always come away happy and reassured.

Polite receptionists, clean, doctor very informative.

Dr Cooper is a real credit to your practice, she's very patient, understanding, explains everything.

**Extremely likely continued -**

I think you give good service.

Because they have been caring when I have been upset and making sure I get the help I need.

Every one nice and helpful.

Because always I has been good.

Always been a good surgery I have been a patient there for a very long time.

Very professional and helpful staff.

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| Friendly and caring staff and doctors. |  |

Great service.

Friendly nurse not long wait.

Continuity of care by Doctors Nurses and Reception are kind and caring too.

No comments noted on remaining votes.

1. **Likely = 14**

Dr Frost is a great Dr

The surgery is always clean and the doctors are nice and iv being coming there for the last 16years

Friendly helpful and dedicated

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| Friendly and approachable service from doctors |  |

All of the staff & doctors are very helpful and approachable. I always come away feeling well looked after

No comments noted on remaining votes.

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

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I rated you as I did because when I needed an appointment the same day and told to start ringing at 8.30 and get through for about 20 minutes later

It's OK but appointments go really quick and waiting time is usually longer than you expect

Diagnosing problems is poor, finding treatments is poor but getting an appointment is good although it can take a while to get through on phone on a morning.

No comments noted on votes.

1. **Unlikely = 4**

Well if you read my reply you had of realised I could couldn’t make my mind up so really I didn’t give an answered but I will next time because I will be ready for the question thank you.

No comments noted on votes.

1. **Extremely Unlikely = 9**

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| I have been a patient since the surgery opening 20+ years ago, and before that the old surgery next to  halfords, since my birth in 1961. |  |

Sorry did’nt mean to put that 2

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| The receptionist has an abrupt manner. |  |

No comments noted on votes.

1. **Don’t Know = 1**

Well if you read my reply you had of realised I could couldn’t make my mind up so really I didn’t give an answered but I will next time because I will be ready for the question thank you.

No comments noted on votes.