**Friends & Family April 2018 Electronic Text. Total Responses = 125**

**130**

**1. Extremely likely = 97**

Professional and caring.

Never had any problems and never changed my doctors when I moved , even though my husband has a different one .All my other family still use Foundry Lane.

Very helpful Good Doctor’s good staff I am very happy. Dr Simon Hall thank you for supporting me with my illness thanks to you every day am feeling better.

The Nurses, Doctors, Receptionist, Are All Good At their Jobs & Take Very Good Care Of Me & I Would Be Lost With Out Them.

Because when you phone up the people on the line helps you And you don't have to wait too long to be seen to .And the doctors are very good at helping you.

Lovely nursing staff.

Good attitudes.

Usually get in when I want and pretty well seen on time.

I like the people and the doctor’s.

Because you hear about patients having to wait a long time for appointment, the girls on reception are brilliant, they do the very best to get you an appointment.

Good service.

Dr Frost always takes time to listen to what you have to say and is interested and wants to help.

I was seen quickly and advised well.

Because the Drs are fantastic and make you feel at ease and the rest of the staff are friendly and really helpful.

Service is good and Doctor Frost is very very good.

Dr Frost is being extremely helpful to me as I have a bad blood problem which she is dealing with for me.

On time, knew me. Listened. Examined. Explained.

Dr Frost and Nurse Julia Hawkshead both excel within their relevant profession.

Happy with the service I receive thank you.

**Extremely likely continued –**

Staff all nice and polite.

Friendly polite & professional.

I found Dr Frost to be professional with excellent interpersonal skills.

Dr 's very good especially Dr frost x.

Doc took interest in my health and is trying to sort me out.

Good Service.

I always receive excellent service from all the doctors and staff.

Prompt and efficient service.

The Doctors are so good and were helpful.

The staff are helpful or polite.

They were very efficient.

I've been registered with the surgery all my life, right back when it was a semi-detached house on Foundry Lane, and I can honestly say that I've always happy.

Understanding and friendly.

Very attentive and kind.

Solely for the Drs and nurses.

The service was very quick and effective. Thank you.

Dr was very understanding asked questions and took a genuine interest in what's happening for me.

Very quick.

I was late I called advise why. And they still managed to see me the doctor I saw was extremely helpful and answered all my questions.

The doctors listen to the patient. All the doctors are lovely and helpful. They always listen and try to find the best course of action.

Great service fitted me in same day appointment.

Caring.

Got seen on time and the doctor was very pleasant.

Very polite friendly staff always helpful.

**Extremely likely continued –**

Very good listener.

Took he's time explain things felt confident in he's instructions.

To remove stitches following a small operation on the hand.

The doctors are brilliant.

Yes I suffer bad anxiety and depression and social anxiety and I'm currently doing therapy at foundry mill surgery which is helping me a lot to be myself again.

All doctors are fine. Just need parents to control their children in waiting room.

Very caring doctors and staff.

Good doctor nice staff.

Making an appointment can be difficult.

It must be a good surgery as live been with you all my life and so as my family.

Nice friendly relaxed atmosphere and great staff and Doctors.

So helpful.

Fantastic nurses.

Even though there were no apps available, was still managed to see someone, and all previous times have had no problem.

They have been very helpful and kind

Dr Frost is very patient and understanding. Makes sure she listens and gives you plenty of information that is clear to understand.

No comments noted on remaining votes.

**2. Likely = 10**

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| --- | --- |
| Understanding GP. |  |

Always receive excellent and appropriate treatment from all doctors I have seen. Can sometimes be difficult to get appointments with preferred GP.

Got appointment when I needed it.

No comments noted on remaining votes.

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

No comments noted on remaining votes.

**4. Unlikely = 3**

The GP today didn't listen to the symptoms described to her & decided my child has behavioural issues rather than being in pain.

Due to the appointments never being on time. Today I was seen 25 minutes late. This is a common problem. Also the last 2 times I have called on a morning.

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No comments noted on remaining votes.

**5. Extremely Unlikely = 8**

Because every time I phone for an appointment it takes an hour sometimes even longer of phoning to get through as it's always user busy when I eventually.

I meant to say five but I press wrong as I was on the other phone at the time. (no comment left).

Yes when you ring up for appointments your ringing for half an hour to get though to be told there's no appointments left.

Because the Dr I saw didn't listen to my concerns, he was rude and was just trying to rush me out of the door.

Very professional.

You call for an appointment and get asked to call back at 8am on the day. The patients who don’t work can wait and queue for an appointment at 8am and th – **Due to the length of text not all information can be stored, remaining comments not noted.**

Had to sit there from 11 to 10 to 12.

No comments noted on remaining votes.

**6. Don’t Know = 2**

Because my family don't live in Yorkshire friends don't live in LS14 area.

No comments noted other vote.