**Friends & Family January 2018 Electronic Text. Total Responses = 151**

**1. Extremely likely = 102**

Friendly and understanding staff clean and helpful.

Very good service.

Very good doctors & understanding.

Staff and managers are very considerate and helpful always.

Efficient, polite and organised. Appointment when requested.

Easy to make appt. Friendly and efficient staff. Efficient, but personal consultation.

Very good service.

Very professional.

You always take time to listen.

Excellent service.

Simply the Best !!

Always fit you in for appointment, Doctors always do what they can for you. Overall excellent service by all.

Always been a good surgery.

Appointment was on time and helpful receptionists.

Good service and confident in Doctors and Nurses.

Because they are very good. Caring and friendly.

Because you all very kind and helpful when and every time I needed any.

I have been a patient of this surgery for 50+ years and have always been treated quickly and respectfully.

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| The politeness when you ring and total confidence in the GP’s. |  |

Fantast service friendly doctor even though I was about 7 mins late Dr still saw me which I needed.

Fantastic staff and GP’s. Only negative is getting an appointment.

I have complete confidence in Doctor Hall and all staff there.

**Extremely likely continued -**

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| Everyone is kind nothing is no trouble I'm lucky I'm a patient at this surgery.  The doctor explains everything clearly never long to wait very good.  Friendly place don't wait to long to be seen by a doctor. |  |  |  |

I’ve been with you 16 year and you are very helpful at all times.

They are good doctors’ surgery.

No comments noted on remaining votes.

**2. Likely = 31**

Got seen fairly quickly and the doctors are nice.

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| I've sent you a Photo/Video Message. Go to https://get.mms.ee.co.uk/MVNO/ Your  message is valid for 7 days (unavailable). |  |

Bit of waiting time 18 mins but otherwise generally ok.

I always receive an excellent service for staff.

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| Delay in seeing doctor but she was very thorough. |  |

The service was good and quick.

Always really friendly and willing to listen.

I was able to get an appointment promptly with the nurse.

Because I've always found you good.

Great Doctors, Great staff. Have struggled to get an appointment this week but that has never happened to me before, hoping it was just a one off.

Friendly doctors.

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| I got seen 20 minutes after my appointment time. |  |

Managed to get an appointment the same day I needed it. Reception staff cheerful. Doctor listened. All good.

Doc Hall Very good .But difficult to get an next day or 2 appointments.

I feel that u lot are doing a great job.

Get in most times only problem is trying to get through on a morning it's always engaged so need to come to doctors to get in.

**Likely cont:-**

The Drs and nursing staff are good, but some of the reception staff are not.

I will likely recommend Foundry Lane Surgery because of fast service, approachable and polite staff and its cleanliness and cosy environment.

Got an appointment quickly, was seen on time by a polite and friendly doctor.

Staff are good just find it difficult getting through for an appointment sometimes.

No comments noted on remaining votes.

**3. Neither Likely nor Unlikely = 6**

Because I live a taxi ride away, as do my acquaintances, hence my rating of 3.

Lack of advice on medication.

No comments noted on remaining votes.

**4. Unlikely = 2**

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| I put a written complaint in regarding a receptionist. Then when I do get an appointment  it's usually around half an hour late. |  |

No comments noted on remaining votes.

**5. Extremely Unlikely = 8**

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| Was not Ã¢Â€Â™t happy about the length of time I waited to see a doctor. |  |

Because the service is shocking.

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| --- | --- |
| Tried to explain my illness she ask what she could do , I don’t know so talk of my hospital appointments glad to get out. |  |

I had a great experience very friendly nurse very helpful and my needs were met as expected.

No comments noted on remaining votes.

**6. Don’t Know = 2**

No comments noted on votes.