**Friends & Family February 2020 – Electronic Text = 108**

1. **Extremely Likely: 78**

 Months ago good job as I'd had heart valve replacement on Nov and now had pneumonia he probably saved my life. Thank you x

Received an appointment the same day. There was a little wait before my appointment but that wasn't a problem. I felt the doctor listened to all my concerns.

Been with this doctors 48 years always been first class.

Got appointment when needed brilliant service lovely doctor.

The nurse I saw was very good at her job.

Always treated with respect and my health problems dealt with satisfaction!

Good.

Excellent nursing staff.

Because I’ve never had a problem.

I just find all make sure they are polite and helpful.

Dr Cooper as always listened to my needs and helped me find a solution.

Because everyone is friendly and explain well.

Easy to get appointment on time.

Service was very good.

Always been well looked after by all the Doctors over the years I've gone there.

My appointment was on time and pleased with the outcome of my appointment.

Always good service.

Excellent and professional while in the treatment room.

Doctors are understanding and we got the help we needed

Was seen quickly and the nurse was very friendly.

All staff from reception to nurses and doctors have always been approachable professional helpful and friendly wouldn't swop any of them.

Reception very courteous, Medical very pleasant and understanding, take time to explain.

Friendly, approachable, doctors were great.

No more comment necessary quite satisfied.

Easy to get through to surgery and friendly staff.

I called to inform of my lateness, the receptionist was helpful. I was able to be seen with the nurse still.

Friendly helpful staff, can nearly always get appointment when it’s needed. Dr Top class.

I've never had a problem booking an appointment. If I turn up for opening time I always get an appointment for the day and the Doctors are very professional.

Great professional service, made me feel at ease with my situation, prompt diagnosis from Sarah Start, heading down to LGI and on my way to recovery now.

Having booked in I was only waiting a couple of minutes the nurse came she was very nice and was quick.

The doctor I saw today was amazing.

The staff are very helpful and friendly.

Always Professional.

Dr.Hall was great and reception staff is nice.

Find everyone very good, the staff are all friendly and helpful.

It's a good doctors.

1. **Likely: 18**

Dr Hall was very thorough as always and didn't feel rushed.

Always happy with my treatment.

I'm always happy with service at the surgery, but not being able to book appointments a couple of days in advance is really hard for people who work.

The appointment was almost on time. The doctor asked how I was and very attentive. Gave good advice and care. Have ever needed to see a doctor no matter when I've called someone has always gone out of their way to help.

Made me feel comfy.

Because if you manage to get through the appointment telephone system, then you usually get an appointment successfully.

Got seen more or less on time no problem.

Helpful staff. Friendly doctors. My problem was resolved. Thank you

1. **Neither Likely Or Unlikely: 3**

Be available to book in advance.

Can never get an appointment.

1. **Unlikely: 3**

cularly has the x2 doctors I've seen didn't have much knowledge of the findings as it's not common. I appreciate this factor but I equally have no.

Because every time I ring for an appointment its ring at 8 in the morning I needed to see a female doctor over my boob it’s hard I’m in a lot of pain.

1. **Extremely Unlikely: 5**

Your receptionists are extremely rude, and this is very consistent.

Lovely staff and really good care of my mum this last year. Compassionate, flexible and understanding.

Yes if someone wants to give me a call.

1. **Don’t Know: 1**

You can never get an appointment. Had to make it online which for three weeks’ time no good when you’re poorly. Also tried to call this morning to cancel my appointment.