**Friends & Family August 2019 Electronic Text. Total Responses**

1. **Extremely likely: 56**

Came to see nurse and went in on time for my blood pressure checking. Also had my flu jab which saved me making another appointment all done in 5 minutes.

Satisfied

Dr Frost explained fully what was likely to be the issue and advised me of the best course of action.

Helpful advice and also very low waiting time

Best surgery in Leeds

Good service, friendly receptionist and happy to help

New doctor Beth was very friendly polite and thorough.

As always can't wish for better in every way much thanks.

The nurse is very friendly & put my mum at ease

Julia Hawkshead is an excellent and very understanding nurse

Oh my gosh the staff is so friendly especially the doctor who treated me today. She is fantastic.

The staff and doctors are always very helpful

Staff that listen. It's really busy and hard to get appointment but if it's urgent they find a way to see u

Dr Frost sorted my problem in a nice way impressed

Always had good experiences with this surgery

Doctor brilliant

Doctor Hall is a good doctor

I think that it’s a good surgery to go to I've never personally had many problems and they are always on the ball with reminders and catch ups

Because everybody who works in the surgery makes me feel relaxed

Very helpful

Good staff

Because the doctor took time to listen to my problem talked it through with me and put my mind at rest

Great friendly people

Because I always get a great service

I've met Sarah (Stoma nurse)a few times and she is very professional and always provides good advice.

I did cos one time you could get to see your doc and now it is very hard

Best docs I have had and I have moved quite a lot during my 68 Years

Staff always professional and re-assuring

Easy to speak to doctor, nice and friendly

The service is quick the staff Doctors and Nurses are pleasant and helpful

I appreciate the setup of being given an appointment the same. Morning when I queue for the 8 am opening.

I had my COPD review yesterday, I explained to the nurse that ,because I work long hours in Manchester, I can't access my prescription. Both the nurse and

Dr took his time examined me and gave me exercise leaflets and tablets putting my fears of a serious injury away

I would recommend the surgery but my reason for a 2 is because you can't always get an appointment

Quick, Efficient, friendly service.

Because I have all ways been on your panel since l was very young and that’s a long time very long i say best doctors ever

All the staff are all ways they to help and you feel like all ways in a good hands

No

It was quick and the nurse was so nice

Efficient, courteous service. Friendly, helpful staff even when I had to change date of appointment.

The desk staffs are professional and helpful and the doctors are thorough and friendly

Politeness of one exception and doctors.

Dr Frost is brilliant. She listens to you.

Friendly staff good doctors they listen to what you have to say they make you feel better even though you still have problems

Simple they know what they are doing x.

Courteous polite and made you welcome

I have no complaints regarding the care I'm receiving. All the nurses are brilliant many thanks for their help

The nurse/sister was very polite and professional

Very good service

Been with these doctors 47years and always been good doctors

You have always been very good with your appointments

Everyone is kind

Good service no reason to complain only down fall can't get appointments x

As always, you are the BEST

The nurse was very nice and informative, thanks

Always excellent treatment

1. **Likely: 4**

GPs are great but itâ€™s getting more difficult to get an appointment

Been trying to get in for a few weeks been told ring at 8.30 and fully booked rang at 8 and got straight in

Easy online booking system and always get my medication on time

Received good service

1. **Neither likely or unlikely: 2**

I am not satisfied with the services I have received

Cos u asked

1. **Unlikely: 1**

When we try and make an appointment it's always fully booked.

1. **Extremley unlikely: 5**

Didn't like that Dr felt like she was questioning life choices

Good service always ready to help

Found it difficult to get appointment to see a doctor found the receptionist very abrupt

The doctor never rang for my emergency contraception appointment

The service your surgery offers and delivers is appalling, it has got worse in the last few years.

1. **Don’t know: 1**

I find the receptionist so rude and very unhelpful