**Friends & Family December 2017 Electronic Text. Total Responses = 138**

**1. Extremely likely = 101**

Always been treated fair & usually make a full recovery.

Every one so helpful plus doctor’s just brill.

Lovely Caring doctor.

Good doctors mostly on time.

The staffs are attentive and the GPs are understanding and show empathy at all times.

Very understanding and welcoming.

Doctors and staff excellent.

Arrived and was seen within minutes no waiting and the bonus is can park outside.

Straightforward service.

Same as last time.

Dr Ani provided an excellent service and is only to keen to listen and help.

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| At the surgery I have been treated with respect & treated well that's y I would recommend the doctors. |  |

Doctors and nurses and reception are all very caring.

Speaking to his patients, He has the ability to be on everyone’s level who comes through his surgery room door, no one is treated differently. The care of the Doctors, nurses and reception staff is exceptional.

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Very effective.

Coz there a friendly surgery.

Nice polite members of the team that work there.

Doctor was friendly, and listened well to my symptoms.

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The doctor was very good within my appointment.

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| The talk between both doctors was helpful for me and confirmed that nothing was wrong but was  good to have a second person to back this up. |  |

Attentive, helpful, informative.

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| Because Dr Frost was very helpful n listened to me about my problems. |  |

**Extremely likely continued -**

Because the doctors n nurses are very helpful.

Always manage to get appointment without waiting weeks like many surgeries, friendly reception staff, friendly, non- judgemental, understanding GPs.

Pleasant and friendly staff.

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| Always great service and staff |  |

Excellent service.

I was seen on time. Care was taken to make sure the right blood tests were done and the blood was taken with care and skill. I was kept aware at all time

When needed always got an appointment straight away and at east got to speak to a doctor everyone kind and caring tress connor.

Friendly staff.

Fantastic staff and gp's.

Happy with the service I receive from the doctors, nurses & reception staff, thank you.

I get on with most of doctors and they listen.

Because I have been with the doc's of the surgery ever since I was 7yrs old. I have just come out of hospital and now need to rest. I have Labyrinthinetus

I just found her very helpful and understanding.

Very efficient.

Pleasant, helpful, and doctors that care .

I was well look after the doctor and staff were very good .

Understanding and efficient.

Good service, good reception staff, polite phone manner, friendly and helpful Doctors.

Saw a nice doc today it’s just all the waiting for appointments they are so busy.

Top staff.

The receptionists the doctors and nurses do a great job and I don't have any trouble getting through for appointments.

**Extremely likely continued -**

Good service.

Very good got an appointment fast.

The staff are very nice and helpful.

Other surgeries are always complaining that they don't get looked after as good as me.

You've always been very helpful and kind.

As I have said before I have all ways been treated very well by every doctor nurse and receptionist over many years.

I like the staff and drs.

I've always had appointment s on time and the staff are amazing.

Check how long I have been satisfied.

Always friendly and attentive.

Dr Hall, great doctor he always got time for you & you don't feel your been rushed in & out quickly.

Very understanding gps

Very helpful & informative.

No comments noted on remaining votes.

**2. Likely = 24**

Doctors and nurses and staff very good.

Book my appointment last week for today, appointment was at 15:15 and although the screen at the front of the waiting room said there was 3 people who were waiting.

I’d recommend foundry lane surgery as people may need a doctor in an emergency.

I have been a patient for many years. And hope to continue to do so.

Always able to see a GP on the day of calling, had to wait 25 minutes after appointment time, but expected that due to busy surgery.

The ones that are make Foundry Lane a lovely surgery.

**Likely cont:-**

Very friendly and efficient staff and no long waits to be seen its a pleasure to come and see you.

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| --- | --- |
| Dr Frost is a good |  |

Quick to be seen friendly.

Dr Ani.

I was happy with the treatment but unhappy about the half hour wait after my appointment time.

BECAUSE ITS BEEN MY FAMILY DOCTORS TILL I MOVED SOME YEARS AGO AND I ALWAYS MISSED IT BUT NOW I AM BACK AND THEY ARE JUST THE SAME HELP FULL POLITE.

No comments noted on remaining votes.

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

Receptionist on Tuesday wanted to know why I was seeing a doctor about and its not nice being put under pressure especially as it was a personal reason.

The GP didn't know what was causing my daughters rash, the next day her symptoms were even worse we took her to walk in centre, she was diagnosed and med

No comments noted on votes.

**4. Unlikely = 1**

Because I was waiting over 40 minutes for my appointment. The receptionist wasn't apologetic when I asked for an update on the situation.

No comments noted on votes.

**5. Extremely Unlikely = 6**

Getting an appointment when you are ill is absolutely impossible.

Very good receptions and Doctor Frost, please can you remove my old number, not mine friend got it and here my new number is \*\*\*\*\*\*\*\*\*\*\*\* sorry we do not know what patient this relates to please contact the Surgery.

Last time I always go to GP because of my dizziness and balance problem but it end up sending me home because they don’t want to do anymore test I was so…

No comments noted on votes.

**6. Don’t Know = 3**

No comments noted on votes.