**Friends & Family February 2017 Electronic Text. Total Responses 188**

1. **Extremely likely = 140**

Because hard to get appointment same day , and you have to ring about 50+times before they answer phones, even stood at door ringing and they ignore it.

Yes the nurse we saw was lovely explained all we needed to no.

I enjoyed my experience today.

I saw Dr Clark this morning with concerns regarding a cough I have had for over seven weeks n she referred me for a chest X-ray for peace of mind.

Found out how to use my inhaler propely and was nice to discuss my condition with out feeling being rushed.

Coz most of the staff care.

Ever since I was diagnosed with Diabetes treatment and advice I have received from the Doctors and Nurses at Foundry Lane Surgery has been outstanding.

The staff are nice the doctors are awesome and the surgery is clean xx.

Good doctors and receptionists.

I have seen a few different Doctors at the practice and all of them have been very caring and actually listen to what my health concerns are.

Dr Frost is superb the surgery is well organised never have wait.

Every doctor from this surgery has been fantastic. Going above and beyond in my opinion.

Best surgery I've found since living in Leeds.

I have never been disappointed with the treatment I have received.

[1/2] The Doctor always explains things that I want to know ..plus one new Doctor investigated further and I am now seeing a specialist.

Because the staff at the desk were lovely, and Dr Hall is Awesome.

Because i'm very happy with the services that are provided at the surgery. Doctors and nurses, reception staff! Been my doctor's surgery for many years!

Friendly doctor. Knowledgeable and comforting.

Efficient service, pleasant staff, great Doctors.

Doctor was friendly and gave great information.

Ok lm happy wth all doctors n receptions cheers.

**Extremely likely continued -**

I've never really had any cause for complaint. Generally a very good practice.

Been with the surgary for over 30 years now an each doctor iv had has been very supportiff and willing to listen to you without rushing you out quick .

Other then running over appointment time which can't be helped sometime nothing negative to say about this surgery.

The doctors and All the staff are first class and kind thank you.

Because everyone is courteous and the doctors are brilliant!

I have been with the same surgery since I was 18 months old. Doctors have come & gone. Dr Frost, Dr Clarke & Dr Hall are brilliant doctors.

Very good consultation with doctor and didn't feel rushed.

Always Helpful.

Doctors are very helpful.

From doctors to nurses and reception all helped me which is appreciated many thanks.

Fab drs always have time and always manage to fit you in. Long term health problems and have always managed to see Dr Hall through it all.

Very good in getting appointments on the day.

I was pleased on how I was treated.

No delay in being seen. Dr very good with my daughter. Wasn't scared to say they wanted to ask another Dr for advice. Reassuring.

Service received from booking the appointment, being seen on time and the efficient and professional way the doctor behaved.

Very nice staff to talk with.

Good friendly helpful.

I have been using You dry Lane Surgery since I was eighteen months old and never had a problem with either the doctors, nurses or reception staff.

Your good.

Dr Hall and Dr Rushforth are amazing Dr's. They make you feel at ease and are so caring. Dr Hall is the heart of the surgery.

Because you got me a appointment in short notice and the same doc I saw a week ago again was really nice and patient with me and very thorough in his examination.

The doctors, Nurses, and Reception staff are always cheerfull and helpfull. Lovely People. Thank you.

**Extremely likely continued -**

I have been with your surgery for many years and I have had no complaints whatsoever.

Doctors very good and staff helpful.

Everybody so help full.

I feel I was listened to by the doctor I saw and have never had problems with the practice

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| Because i was satisfied with the service i recieved |  |

On the whole the surgery is good, but on two occasions I have either had to wait for nearly an hour or had to leave for waiting to long for the doctor.

Understanding doctor.

I always find drs and staff very friendly and efficient it's a pleasure to visit.

Never had a problem getting an appointment. All staff friendly and helpful.

Because I am very pleased with the efficient service.

Quick to be seen and very helpful doctor.

Caring attitude.

The doctors are very nice and caring.

The doctors are fab and listen to what you have to say. And then gi e the nessceasry advice etc.

The staff and doctors are amazing.

The receptionist are helpful and friendly and the doctors are very good.

I’v been at foundry lane surgery all my life and never had a problem with any off the doctors. I went there with a stress/ depression problem.

The doctor at the surgery new from 1st appointment what was wrong an acted quickly and professionally rendering me for scan an blood test .

I've always used this surgery all my life.friendly drs n nurses especially Angela who make u feel comfortable during your visit.

For the treatment igot of the doctor i seen this morrning and the time she took to listen to me.

I rated you as 1 as i have always had great care the doctors are always helpful and i find they do there job well and the reception staff are always friendly.

I'm 41 and been with this surgery all my life, fantastic doctors and helpful staff.

Because its true.

**Extremely likely continued -**

Always polite and professional and always try there best with appointments.

It is a good surgery.

Caring helpful staff. Usually get appointment when needed.

As close by to were I live and doctors are nice and friendly and the sister .

All staff have a professional manner, very approachable..I have young children and are always seen when needed. Thank you.

Friendly staff, doctors have time for you and listen to your problems/ issues, advise and guide you through the correct channels.

Helpful staff, fast turnaround.

Excellent staff.

We needed to see a doctor I've always been Tret Farley and had things explained to me.

The service is. Is good. And freandly. Staff.

It's the best surgery ever xx.

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| A very good surgery amazing Drs and friendly receptionists. |  |

Always get an appointment when needed and excellent doctors.

Because the doctor was lovely and very understanding and the wait time was very short.

Because everyone gives 100% and is very accomadating.

Everything went well and even fitted in an extra task even though they were running slightly late, thanks.

Never a problem getting an appointment.

Everyone is very helpful, and it is very rare that you have to wait long when you arrive.

Everyone is very friendly and understanding.

Always get treated well n happy to see Dr hardest bit is ringing at 830 to get appointment.

Helpful and polite.

No comments noted on remaining votes.

1. **Likely = 28**

Good friendly practice.

Solved my problem on the phone. No need to go to surgery but would prefer to be able to book nurse online as well as doctor.

Only because I live in Crossgates and my family already use Foundry Lane Surgery and all my friends in Crossgates are elderly and use Doctors near our shop.

Friendly doctors and staffs.

Was on time and the doctors was great thanks.

Sometimes I don't think the doctors take me serious.

All Staff and extremely polite, approachable.

It's a good surgery with friendly staff.

Was not good.

Because today i was seen and treated but it took over a week to get an appointment.

Usually seen within the time and not rushed even when they are exstreamly busy.

Very good surgery, nice doctors but I never get seen on my appointment time. It always running behind.

I like the surgery but u can never get appointments.

because you can never seem to get through on the phones you need to walk down at 8.30 when it opens to make an appointment.

Never had any problems with the surgery.

I was happy with what was discussed.

No comments noted on remaining votes.

1. **Neither Likely nor Unlikely = 2**

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| I can never get an appointment. I have to wait a week or longer. |  |

Beacause u can never get an appt when needed if ur an adult, when I rang for a tel apt I explained I was in an dentist apt between a time.

1. **Unlikely = 3**

Because you can never get through on the phone when you do you are told to try again at 8.30am as no apps left. It takes far too long to get an appt.

No comments noted on remaining votes.

1. **Extremely Unlikely = 9**

I asked at my appointment of feedback Complaint forms were available and there was none. If you would like further information please provide with the form.

Because they say my child birel I take her to walk in every time and they give me antibiotics witch my doctor should give me in the first place.

Can never get through on the phone.

The receptionists are the only reason for the low score. There's been many occasions in which I will call the surgery in the morning and not get an appointment.

Never answer phone and always too busy.

Reception staff are very rude and disrespectful.

No comments noted on remaining votes.

1. **Don’t Know = 6**

Cause they ask you to ring at 8.30 for an appointment and you don't always get though and when you do they is no appointments.

I meant to put 1. I found the appointment very helpful and the lady was very approachable and understanding.

Very helpful, put my mind at rest.

As everytime you need an appointment when poorly you cant get one only a week later when better.

Theres nothing wrong with the surgery but people should find out for them self not what i say.

I rated it this because you can never get appoinment they alway say go to walk in centre there suppose to be are doctors not walk in centre the reception.