**Friends & Family June 2017 Electronic Text. Total Responses = 137**

1. **Extremely likely = 103**

Always excellent been with practice all my life

I got through on the phone at 8.40am and I had an appointment at 10.10 am that day. When I went to register it told me that there was 2 patients before me.

carpets done x

I receive a good service

I think the service from your new doctor was very good and we got our creams for Andrew. Thank you so much to you all at foundry lane and the health visitor Pam

Excellent service. Ã°ÂŸÂ˜ÂŠ

The doctor was really good and explained everything to me

Dr Frost listens to me, asked loads of question and examined me to come to a conclusion to help me.

As I said I've been a patient for nearly 60 years.and always found doctors and other staff really lovely .if I hadn't i would have moved to another practice

The team always try to accommodate an appointment for you and if not they explain why doctors always polite and explain everything to you

Because today I get all help,what I need.

Because you are very good Ã°ÂŸÂ˜ÂŠ at what u do

Wonderful doctors and receptionists, very helpful and obliging

Excellent GP's, I have faith in their knowledge/ skills they are always professional &. Caring & friendly helpful reception staff.

Got the service i needed and haven't in the past

Great doctors, very supporting & caring, understood me very well.

Very good at their jobs, receptionist are pleasant,nurses make you feel at ease, and Dr Hall is a gem.

They are helpful and friendly.

The doctors are really nice.

Dr Long listened to my issue and we came up with the solution together I felt reassured.

Dr Hall was brilliant, tended to my problem fast.

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**Extremely likely continued -**

Excellent GP's.

The doctors are excellent.

All of my family must love the staff and the Doctors xxx.

I've always found the staff to be. Polite and very helpful.

Because the doctor listened to me.

very professional.

Excellent surgery and nice staff.

Quick and pleasant service and doctor provided all the information I needed as well as the medication.

Midwife friendly helpful and on time.

I’ve been with these Doctors all my life, they are always polite and always listens to your problems. They always take their time with you and never rush you in and out.

Looked after me and my whole family since I was a child and have always been friendly, kind, considerate and helpful to me. THANKS.

I was seen very promptly and treated the same day.

I've been several times lately after my heart attack doctor hall excellent.

Appointment was on time and was treated with respect thank you.

Very friendly surgery. Good Drs and polite staff.

Doctor was very friendly and helpful, lost my hope to get help with my weight and tiredness but this doctor start helping me without even be asked to do.

Fantastic service

I work long hours and you do your best to get me in I really appreciate this.

The staff are always helpful and try their best.

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Excellent patient care x

Excellent surgery not much trouble to get an appointment, nice staff

**Extremely likely continued -**

Always happy with the service I receive from your staff

Excellent service and doctors.

Doctor actually cared about the problems I had and quickly delt with it Thankyou dr. Hall

I always get an appointment in time when ever in need. Staff are polite

Have been with you for about 22 years and I've no complaints. I'm very happy with the service.

Best in the area friendly staff good doctors

Had great support from my doctor over last 10 months

I am happy at this surgery

Last minute appointment made yesterday lady was lovely on the phone and the doc was so nice too best docs surgery I have ever had!

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| Saw doctor on time. Ease of making appointment. Staff very helpful and friendly. |  |

Good service

The nurse seeing me (called Julia) was extremely nice, friendly, polite, made me feel relaxed and was obviously very skilled.

Quick friendly service.

Seen on time little waiting speedy consultation

Pleasant and attentive doctor and listened and made reasonable assessment of my conditions not just a prescription writer as many doctors appear to be nowadays

They are all so good

Because its true

BECAUSE OF THE HIGH STANDARD OF SERVICE FROM EVERYONE

Because the nurse was very good

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No comments noted on remaining votes.

1. **Likely = 21**

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| Helpful receptionists and great doctors and nurses, only the difficulties in sometimes getting  an appointment prevented me from awarding the top score.  Have recently had jabs for travelling. Nurse was extremely helpful  Good surgery but appointments on Friday are always running very late.  Because you can get in the day you are ill. However Dr's are always late for their time slots.  Saw sister for annual check-up and she was very helpful.  Nightmare to get through for an appointment  I have no complaints about the service. The only thing is you can't seem to book an appointment  on the day.  Drs are always good only downfall is getting through on a morning.  Usually very happy with Dr. Clarke so just disappointed today that the Doctor I saw seemed unaware of  my full History even though I was invited in for assessment. |  |

No comments noted on remaining votes.

1. **Neither Likely nor Unlikely = 4**

Opening hours could be longer, not easy to make appointment for same day or to see a certain doctor.

I find it very hard to get appointment when you need it you say phone but you can never get through and when you do there no appointments left.

Because I don’t have any problems at all

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| No comments noted on remaining votes. |  |

1. **Unlikely = 2**

No comments noted on votes.

1. **Extremely Unlikely = 7**

Able to get timely appointments

A doctor gave me the wrong medication a coulard chap.

150 calls to get through.

I was 3 minutes late and you still would not see me even if I was on time I've never been seen on time I'd still be waiting 20 minute to be seen.

I visit the doctors a lot as I have Anklosing spondylitis and the doctors always do their best to try keep my pain levels low they are amazing.

No comments noted on remaining votes.

1. **Don’t Know = 0**

No comments noted on votes.