**Friends & Family May 2017 Electronic Text. Total Responses = 162**

1. **Extremely likely = 122**

Efficient pleasant friendly staff.

Great staff, great Doctors’.

I've always found staff and doctors great. Always got appointments and make you welcome.

Yes because I always receive good service especially from the nurses. Happier now that I can pre-book appointments and order repeat prescription on line.

Been with this surgery years.

Very accommodating doctors sympathetic good all round service even linking into boots chemist.

Good friendly and professional doctors.

Efficient services.

I've used this surgery since I was young and all the doctors are patient and takes their time to diagnose the problems.

My appointment was on time.

Because I think it bad when there tell u to phone up at half 8 and can't get through because it engage all the time.

Doctor listened and was understanding.

I didn't have to wait long and the doctor was a nice bloke

Very helpful.

Staff are good and doc explain u everything.

Because the doctors are so good, they really do all they can to help. They do a great job.

Our Family doctors since the very first day you opened after the other surgery next to Halfords closed

Staff and doctors are very pleasant and very professional

You are always available to help with any questions I have and can always get an appointment.

Everything was perfect.

Friendly kind staff. Same day appointment.

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**Extremely likely continued -**

Because Dr Frost gave me a good check over and explained things 2 me at our doctors you are always treat with respect.

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| Friendly staff and great doctor. Just annoyed that my appointment on Monday hadn't been booked in although I'd been given the time. |  |

Been at the same doctors since 1990 I wouldn't change.

Friendly staff easy to get an appointment.

Easy to get appointments and the staff are friendly and helpful.

The Drs are excellent especially Dr brown the receptionist are friendly haven't seen a nurse but all very good an excellent practice.

I’ve never had any problems.

Because I find you all helpful and friendly.

Because it is a good surgery when I can get an appointment.

Friendly helpful listened

I felt listened to and valued

Fantastic surgery lovely friendly staff doctors, nurses and receptionists

Everyone extremely helpful and friendly from receptionists to doctors. The only problem is trying to get an appointment to fit in with working hours

Saw nurse on time, explained everything as we went along. Able to book next appointment which was convenient for me.

The nurse and doctor were very helpful and got everything i needed. Also took time 2 listen to me.

Helpful genuine advice and support from Dr Long, plans put in place so that eliminations can be made to ensure I'm in good health xx.

Because of the treatment I have received over many years.

Foundry lane surgery as been my doctors for many years and before it relocated there. Feel comfortable going there.

Because I always get very good service when I have to see a doctor.

Patients treated with dignity and respect and not just a number!

Because my problems are dealt with promptly, and if further investigations are involved I am referred to a hospital.

I thought it was a fare choice.

**Extremely likely continued -**

Dr Brown explained everything thoroughly, both now and moving forwards.

Everybody so helpful and caring.

Staff lovely and polite.

Really friendly staff and efficient.

The nurse was so professional and she was very patient with me especially bring in the room with 4 kids. She explained all I needed to know.

I have been there since 2000 and the staff are exceptional especially Dr Frost who is brilliant.

Whatever problem I have the doctors are always understanding and they do put your mind at ease but before you see the doctor the receptionist are brilliant.

It’s the best doctors I know.

Because I always have had prompt attention whenever I have used the surgery and the liaison with the chemist for repeat prescriptions works well.

Always helpful and friendly.

The gentleman I saw was very helpful and gave me the advice I needed, he was extremely polite and nice.

My wife and i have both had great service at the surgery.

Friendly staff and on time.

I like the service and the doctors are great. Particularly lije tge only booking and prescription service

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| Always treated with respect and dignity |  |

You people are excellent.

BECAUSE RESEPTION STAFF ARE POLITE AND HELPFULL AS IS DOCTOR BROWN CARING AND HELPFUL AND LISEN TO ME PUTS ME AT EASE GOOD DOCTOR MY DOCTOR PLEASE KEE

The excellent service provided by Dr Rushforth. Very positive and re-assuring.

I got the help I needed I didn't have to wait long to be seen.

Because it’s nice and friendly.

Always had very good treatment and respect.

Excellent service from start to finish.

**Extremely likely continued –**

Nice friendly people and always feel like I get the advice I need no matter what I go for every doctor is lovely.

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| I found the doctor very helpful and understanding. |  |

I rated you that because when I phone for appointment I get one and the receptionist are very polite and the doctors are lovely.

I receive a good service with you.

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| I've never had a problem with them and am quite happy there.From the doctors to the rest of the staff there very nice and caring and polite |
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No comments noted on remaining votes.

1. **Likely = 21**

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| Not a pleasant experience but the Nurse did her best to put me at ease.Good Doctors, friendly helpful staff.Dr frost has been lovely she is my mum's doctor and was my nannas doctor too and they've always said she was great. Sometimes I find it difficult to get an appointment.I’ve been with this surgery from 1979 and have been pleased with it and the DrsThe explanations and clarification of procedures to take for my condition by the Doctor was professionalDidn't have to wait too long, friendly staffProfessional staff,Because it's hard to get through to book an appointment. |  |

No comments noted on remaining votes.

1. **Neither Likely nor Unlikely = 6**

Because of the people who have tried to get an appointment when I have called before I got to see a doctor within a couple of hours now it's a couple of days.

I rated this number 3 because I found it good to book an appointment without booking on the day as I find that notoriously difficult to do.

Good doctors, but bad telephone service and very difficult to get an appointment

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| No comments noted on remaining votes. |  |

1. **Unlikely = 4**

Because every time I ring at 83o can never get through until about 9 and then all the appointments have gone I've even walked in because I can't get through.

Because of the length of time it takes to get an answer on the phone but mostly the attitude of one of the receptionists. She is always very rude and abrupt.

Cannot get though on phone in a morning till well into afternoon. ....

Tried six times to get appointment and failed

No comments noted on remaining votes.

1. **Extremely Unlikely = 7**

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| There rude and they have an attitude. Thanks for accepting my negative feedback. |  |

50 min wait is a joke

No comments noted on remaining votes.

1. **Don’t Know = 2**

Would of given the surgery a 1 but because of the 7 day wait for appointment, especially for when it was for a child.

No comments noted on remaining votes.