**Friends & Family January 2020 – Electronic Text = 139**

1. **Extremely Likely: 106**

Excellent staff, friendly, helpful and professional service with customer service and excellence at the forefront of ethos.

Nice staff

I rated 1 because I have been with the doctors all my life and my family both past and present were and are with them. It is a good friendly practice w

Friendly staff

As before I always feel doctor's listen to what you're saying. I've always been pleased with who I saw.

Always do their best to help.

As the doctor helped me out and understand what I was saying to him.

Find Dr Cooper brilliant. Really good medical advice and a nice person.

Minimal waiting time & GP was extremely friendly and helpful

Because always I go there, people are educated and friendly

I was seen to quick and treat very well

Good service

I have been seen couple of times by Doctor Frost. She is amazing. She listens to patients, feels for them and takes time to explain everything in a wonder

Very nice nurse, polite receptionists, quick appointment

The doctor listened to what was said

The doctor I saw was very friendly. A good asset to the Foundry Lane Surgery.

I had no problems. I made a mistake as it was telephone appointment and I arrived at the surgery and they accommodated me just fine

Appointment on time and very helpful

Reception staff very polite. Don’t have any complaints regarding Dr Hall - very professional and on time.

Very good nurse felt comfortable

The Doctor takes time each with each patient

All staff helps as much as possible and friendly so it is easy to talk to them

I needed injections for a holiday, I got a call back within a few hours with a nurse to explain what I needed then an appointment booked instantly.

Always very helpful feel listened to.

The service was excellent. Prompt and efficient

Because you good

I find the staff very helpful. The GP I saw was professional and provided good advice.

Didn't wait long and the nurse was very nice

Sister was extremely helpful.

Today I had seen a doctor and followed by Asthma Review with Nurse which was booked previously and suited me

Everything from arriving to leaving and the doctor was very approachable and pleasant very impressed thank you

Never had any problems getting an appointment. The staff is always nice and helpful. I always see Dr Rushforth who has always been professional in his d

Good friendly service

I rang the surgery ask to speak to a doctor, told her what was wrong and was asked if I could come in at evening. Overall a very good service for me. Kee

Didn't feel the needle going in and the blood came straight away

Friendly staff and seen on time which was good as I had to go to work.

Good service

Easy to get through to and easy to see a doctor

I went for diabetic blood test this morning and asked about counselling following death of my son on 21stDecember. I was treated with consideration and k

Professional service made to feel at ease

Dr hall is my hero

The nurse was very good and friendly excellent

Because it is a convenient surgery for me to get to

I thought I was seen on time and the doctor was very good

Good doctors

Because Dr Frost always has a smile & she seems to have plenty of time for each patient

All good staff always welcoming and trying their best

Friendly and efficient staff and Doctors

You have always looked after my family and I With all the care and thoughtfulness.

The doctors have really helped me I'm extremely grateful

The nurse is always friendly and very efficient.

Good advice given

I’ve never had a prop with anyone who works there all very helpful

Always helpful

**2. Likely: 20**

Good surgery but I would like late night opening 1 night a week, not everybody can make normal surgery times.

Polite staff & Doc Hall good guy thank you.

Midwife was lovely and very helpful and informative

Sometimes difficult to get appointments

Because Gail is a pleasure to see and always helps me where ever it

Made to feel comfortable...& listened to....

**3. Neither likely or unlikely: 4**

Long waiting time to see a specific GP with up to 2 to 3 weeks booking in advance

Find it very difficult to get an appointment. Not great when you are feeling so poorly. Telephone system is appalling

**4. Unlikely: 6**

Because my condition had become worse because if rescissions made by the staff there

You can never get through first on a morning or book appointments in advance.

**5.Extremley Unlikely: 3**

Because appointments are always available in good time and we are just about seen very close to time.

Because you keep sending me messages and I am not a patient. I've tried to correct your error and ask you to delete this telephone number, but you never do.

Because you can never get an appointment

**6. Don’t know: 0**