**Friends & Family October 2018 Electronic Text. Total Responses = 139**

**1. Extremely likely = 105**

As usual, you're simply the best !!!!!!

The receptionist was very polite and helpful and the lady doctor listened to what I had to say an sorted me out with medication.

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You have always looked after me and my family well.

Friendly and helpful staff

Always treated with respect by Dr Frost

Nice friendly staff even receptionists who always get a bad review not always deserved.

Very polite and helpful Dr and reception.

Because the attention from the Doctor and the Manager was excellent.

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| The Doctor I see are also friendly and listen. I have been a patient at this doctor's since I was 11years old. If I had been unhappy with the service then I would have left. |

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| [1/3] Doctor i see are also friendly and listen. I have been a patient at this doctor's since I was 11years old. If i had been unhappy with the service then i |

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Been my surgery all my life never had an issue

Very efficient

Great nurse who was lovely with my 2 year old

I get advice which I need

Usually get an appointment on the same day, not a long waiting time either.

Ease of making appointments and prompt attention,

Always had the surgery form been young and the doctors are great.

Always make sure you feel at ease and you get seen more a less on time.

Very good.

Treated by Julia Hawkhead whom is not only a first class nurse, but, a very understanding person who listens and works around people's concerns.

Happy with the service. Nice to see the same staff who I can talk to.

Always found service at this practice excellent .kind and friendly.

**Extremely likely continued –**

Happy with service I receive thank you.

Dr Frost brilliant Dr, Lovely ladies on reception.

Doctors don't rush when you are in with them.

Very satisfied.

Great service.

Very efficient.

Staff are always so helpful.

Because I was seen early.

Friendly and efficient staffs

Doctor Frost was very helpful and the new phone booking system is MUCH better!

I have been with this practice since Doctor Sherwin that was 1942.

Quick appointment very good doctor.

Because Dr Frost is first class always puts you at ease.

Because I never have a problem getting an appointment. And don't have to wait long to be seen.

Have given my rating as a no.1.

Because all the staff and doctors are polite.

I felt that I was listened to and treated well.

Because I find it very friendly and get appointment quickly.

Everything was spot on.

Good staff x

Appointment on time and seen by a professional young doctor on a 4 month rotation who was very good.

I needed an appointment today and the reception staff kindly squeezed me in to see the doctor

Always treated with respect and everything explained during consultation

We're extremely good

Doctor Taylor is very good.

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| **Extremely likely continued –**  |  |

I just find it a good surgery and Dr and all staff are very polite

Lovely staff and you now have an excellent telephone service.

I think all Doctors, Nurses and receptionists are fantastic. Very Clean and tidy.

No comments noted on remaining votes.

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**2. Likely = 24**

Because I been with this surgery since I was 7.

For the excellent care and understanding that l have received and is still ongoing from the Doctors, Nurses, and receptionist l thank them all x.

I recommend Foundry Lane Surgery to friends because the service is very fast and you don't have to wait long for your appointment also the staff are very helpful.

Staff helpful. But sometimes struggle to get appointments when you work and not been able to book in advance.

You all doing a good and great job.

I was seen quickly and treated very well.

Treatment Is Good and Better Than Most Surgeries I Have Been Registered With But Wait Time Always Appears To Go Past Appointment Time By 10 Or 15 Minutes.

The automated telephone appointment booking system is more convenient and efficient to use.

The app I had with the Dr was understanding and positive.

Nobody is perfect, but you are close to it.

No comments noted on remaining votes.

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

No comments noted on votes.

**4. Unlikely = 6**

Because I don't like listening to a answer machine before making appointment and then having to tell the receptionist why I need to see a doctor.

No comments noted on votes.

**5. Extremely Unlikely = 6**

I have been going there for years doctors are friendly.

 Just good doctors and understanding.

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No comments noted on votes.

**6. Don’t Know = 0**