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| Date | Method | Rating | Comments |
| 01/07/2024 | Appointment | Very good | Got seen on time everything went well.  |
| 01/07/2024 | Appointment | Very good | Ruth was very good. I did not feel a thing! Thanks Ruth.  |
| 01/07/2024 | Appointment | Very good | Quick easy and pleasant nurse brilliant |
| 01/07/2024 | Appointment | Very good | "'Appointment on time, no waiting." |
| 01/07/2024 | Appointment | Very good | I love the way all the Doctor s and staff really make me feel like they do care about their Patients  |
| 01/07/2024 | Appointment | Very good | In and out good service ðŸ‘ðŸ» |
| 01/07/2024 | Appointment | Very good | "'Good information beforehand Easy to register on the screen Called in on timePleasant and professional service. I felt that the nurse was interested in me as a person, and was not just â€˜ticking a boxâ€™. I felt heardTold me what to expect in coming days" |
| 01/07/2024 | Appointment | Very good | Very knowledgeable nurse  |
| 01/07/2024 | Patchs | Very good | Easy  |
| 02/07/2024 | Appointment | Very good | Didnt get chance to sit down i was called straight in |
| 02/07/2024 | Appointment | Very good | Julia made me feel so at ease for my Smear test. I was very anxious and she was brilliant. The surgery also kept reminding me to book it in which I found very useful for something so important.  |
| 02/07/2024 | Appointment | Very good | Itâ€™s been my doctors for many years and I feel comfortable being there and the staff and GPâ€™s are brilliant  |
| 02/07/2024 | Appointment | Very good | Friendly and puts you at ease  |
| 02/07/2024 | Appointment | Very good | Blood test nurse was excellent as always |
| 02/07/2024 | Appointment | Very good |  |
| 02/07/2024 | Appointment | Very good | "'It was on time, the GP was kind, straightforward and didnâ€™t waste, however, appointments Iâ€™ve had in the past have been multiple hours late." |
| 03/07/2024 | Appointment | Very good | Didnt have to wait too long 10 mins  |
| 03/07/2024 | Appointment | Very good |  |
| 03/07/2024 | Appointment | Very good | Because as always very polite  |
| 03/07/2024 | Appointment | Very good | "'Every time I have been to the surgery,it has always kept to very good service " |
| 03/07/2024 | Appointment | Very good | dr explained everything.very professional. awnsered all my questions . |
| 04/07/2024 | Appointment | Very good | I was attebded to as per the schedule. The nurse was thorough and professional. |
| 04/07/2024 | Appointment | Very good | Not long to wait and freindly disappointed having to wait till August nearly three weeks for appointment to see a doctor has is hard on a morning when working |
| 05/07/2024 | Appointment | Very good | The dr i saw was very good .explained everything to me. Gave me a physical examination. Explained to me what happens next . I felt a little bit less stressed because she listened and she Explained things . |
| 05/07/2024 | Appointment | Very good | "'Explains everything to you,so you understand everything." |
| 05/07/2024 | Appointment | Very good | "'Appointment on time, staff very friendly " |
| 05/07/2024 | Appointment | Very good | Was friendly and helpful  |
| 05/07/2024 | Appointment | Very good |  |
| 05/07/2024 | Appointment | Very good | "'The nurse was very kind and helpful ,plus the doctor was good . I always have a good service at foundry lane surgery ..everyone are so kind and helpful ." |
| 05/07/2024 | Appointment | Very good |  Because it was what more is there to say |
| 05/07/2024 | Appointment | Very good | The nurse was friendly and profesional.  |
| 05/07/2024 | Appointment | Very good | "'Lovely nurse very professional and caring, dealt with wound ,cleaned and re-dressed little discomfort. " |
| 05/07/2024 | Appointment | Very good | "'The nurse I met was so friendly and nice, I felt comfortable during the intimate procedure. Thankyou. " |
| 05/07/2024 | Appointment | Very good | "'I've been atending foundry lane surgery regularly for 25 years after an illness and have always been given the best support I could have needed. Thanks to everybody at the practice." |
| 08/07/2024 | Appointment | Very poor | "'I first attempted to call to book an appointment but was unable to speak to anyone after trying to call over 20 times so I attended the practice to get a blood test appointment and the receptionist was rude and blunt, I was told I had to stay and wait for an appointment or wait two weeks I explained that I had been invited for a blood test before I could get my medication and that I couldnâ€™t wait two weeks to which the receptionist seemed completely unphased by. I explained that I couldnâ€™t get my meds without a blood test and she just stated back to me there are no appointments until 2 weeks time, I understand that this cannot be helped but she spoke to me in a very rude way to the point where I felt pressured and tearful having to speak to her. As a nurse myself I find it very concerning to see this type of behaviour in a patient facing role. I ended up managing to get authorisation from work to stay and wait for the blood test so I was booked in by the other reception staff member and told to wait for my appointment which I did, I waited for around an hour before getting up to check my appointment was happening and was told by the reception staff that it wasnâ€™t registered that I was there so essentially she booked the appointment and then watched me sit and wait for an hour where I was actually not waiting for anything. Two other people waiting were then told the same thing as they had been sat there waiting without it being registered. I felt disappointed with the experience and will likely be looking for a different gp as a result." |
| 08/07/2024 | Appointment | Very good | The nurse could not get any blood for a test out off my left arm so she got it from the right arm  |
| 08/07/2024 | Appointment | Very good | Straight forward appointment as expected. On tine. |
| 08/07/2024 | Appointment | Very good | My appointment was on time and the practitioner was friendly and helpful. She took time to explain what she was doing and why. |
| 08/07/2024 | Appointment | Very good | I have had family issues issues in the past with the surgery but Dr Cooper has been fantastic during my treatment for breast cancer and sarcoma. Hope she will continue to be available for the remainder of mt treatment and other future appointments. |
| 08/07/2024 | Appointment | Very good | Nurse Julia is great! Very thorough and answers all my questions. |
| 08/07/2024 | Appointment | Very good | Beth (nurse) at foundry lane surgery today was extremely helpful and very pleasant and took my situation seriously. Iâ€™m so grateful to her  |
| 09/07/2024 | Appointment | Very good |  |
| 09/07/2024 | Appointment | Good | She was very helpful and polite she was lovely  |
| 09/07/2024 | Appointment | Neither good nor poor | "'I initially wanted to use HRT but unfortunately couldn't because of my high blood pressure. However it was good having the doctor's sympathetic manner for my struggles and difficulties.I'm generally fine with my treatment today despite everything. At least I have my reassurances from the doctor that my health issues are being taken seriously and I will be able to start HRT in the not too distant future. I like that it's all happening gradually and safely too even though it wasn't my full desired outcome." |
| 09/07/2024 | Appointment | Very good | Dr explained everything to .i could ssk questions. The dr was friendly but also professional.  |
| 09/07/2024 | Appointment | Very good | "'Julia the nurse is excellent in what she does, she cares" |
| 09/07/2024 | Appointment | Very good | Dr Shaw was kind and answered all my questions  Very helpful for women that start with the perimenopause  |
| 09/07/2024 | Patchs | "'Don't know" | I can give my feedback because I have not seen how Patch works |
| 09/07/2024 | Patchs | Very good |  |
| 10/07/2024 | Appointment | Good |  |
| 10/07/2024 | Appointment | Good | "'Waiting room is very grim and depressing, although I didn't have to wait long." |
| 10/07/2024 | Appointment | Very good | "'Doctor had my results up quick chat ,new script .in and out very quickly .great" |
| 10/07/2024 | Appointment | Very good | "'The Nurse i saw this morning was absolutely brilliant i have a fear of needles, she went through the procedure with me and put me at ease " |
| 10/07/2024 | Appointment | Very good | "'Doctor took time to listern, was thorough and gave me reassuring information and feedback. " |
| 10/07/2024 | Appointment | Very poor | My appointment was to see about my diabetes. A review of how i am doing. Unfortunately someone messed up.  |
| 10/07/2024 | Appointment | Very good | Seen on time. Treated with dignity and respect. Very professional. Explained when to expect my results.  |
| 11/07/2024 | Appointment | Very good | Didnt have to wait long and the nurse I saw was extremely helpful and pleasant  |
| 11/07/2024 | Appointment | Good |  |
| 11/07/2024 | Appointment | Very good | Prompt appointment no waiting.  |
| 11/07/2024 | Appointment | Good |  |
| 11/07/2024 | Appointment | Very good | Again excellent service from the nurse and on appointment time as well.  |
| 11/07/2024 | Appointment | Good | Only went in to give blood for testing  |
| 11/07/2024 | Appointment | Very good | I was seen on timeStaff are polite  |
| 11/07/2024 | Patchs | Neither good nor poor |
| 11/07/2024 | Patchs | Good |  |
| 12/07/2024 | Appointment | Very good | Excellent nurse  |
| 12/07/2024 | Appointment | Very good | "'Doctor Stuart that i saw was so nice and lovely, she listened and felt she took everything seriously thank you, and i was even called 3 min early to my appointment " |
| 12/07/2024 | Appointment | Very good | I was dealt with quickly and efficiently  |
| 12/07/2024 | Patchs | Good |  |
| 15/07/2024 | Appointment | Poor | "'I tried for a week to get an appointment, ringing every morning at 8am,but the lines were yet again full to capacity, i did go down at 7.30 am to queue for an appointment, which i did manage to get ..the doctor i seen was very good to be honest. So im not complaining about the doctor only the amount of time i spent trying to get an appointment. " |
| 15/07/2024 | Appointment | Very good | "'They were polite and very organised. The appointment went very well didn't wait long. Great service ." |
| 15/07/2024 | Appointment | Very good | The nurse was lovely. Didnt feel a thing with blood test.we had a chat. Very pleasant.  |
| 15/07/2024 | Appointment | Very good | Nurse was very gentle doing my blood test hardly any mark  |
| 15/07/2024 | Appointment | Very good | Very polite sister and explainers anything questions asked |
| 16/07/2024 | Appointment | Very good | I was not waiting long I had two appointments and I was seen both times straight away one after the other . |
| 16/07/2024 | Appointment | Very good | "'No problems, on time, nurse completed assessment and took blood samples with expertise. Thank you" |
| 16/07/2024 | Appointment | Very good | Because it was a very good appointment  |
| 16/07/2024 | Appointment | Very good | I was very nervous and the nurse was very calming and quick with the procedure |
| 16/07/2024 | Appointment | Very good | Everything on time and efficient  |
| 16/07/2024 | Appointment | Very good | No waiting times had two appointments one after the other and both nurses who I saw was very nice kind and friendly . |
| 16/07/2024 | Patchs | Neither good nor poor |
| 16/07/2024 | Patchs | Neither good nor poor |
| 16/07/2024 | Patchs | Poor | Because I explained my problem and they replied telling me to ring the number i already told them ive been ringing for 3 weeks with no resolution.  |
| 17/07/2024 | Appointment | Very good | Lovely lady nurse Julia .  |
| 17/07/2024 | Appointment | Very good | Was seen before my appointment time by very friendly nurse Julia  |
| 17/07/2024 | Appointment | Very good | Everything went well and the nurse was very good  |
| 17/07/2024 | Appointment | Very good | The nurse that I seen.Was very good in explaining what I had to do. |
| 17/07/2024 | Appointment | Good | Reception staff not helpful |
| 17/07/2024 | Appointment | Very good | Lovely nurse really made me feel comfortable  |
| 17/07/2024 | Appointment | Very good | "'Dr Cooper was very caring, listened and explained everything very well " |
| 17/07/2024 | Appointment | Very good | In and out on time with pleasant staff |
| 17/07/2024 | Appointment | Very good | Professional  |
| 17/07/2024 | Appointment | Good | Was on time and friendly  |
| 17/07/2024 | Appointment | Very good | Very prompt and excellent service from the Nurse |
| 19/07/2024 | Appointment | Very good |  |
| 19/07/2024 | Appointment | Good | I was called to see the practice nurse early for my blood test and am pleased with the service on this occasion.  |
| 19/07/2024 | Appointment | Very good | "'In on time , no waiting about. Clearly understood the Doctors information." |
| 19/07/2024 | Appointment | Very good | "'The two receptionist were very helpful and friendly. Nice to see caring in this day & age of people not wanting interact with strangers, make the effort to do just that. Nurse who took my blood was also professional and friendly. " |
| 19/07/2024 | Appointment | Very good |  |
| 19/07/2024 | Appointment | Very good | "'No wait, efficient appointment" |
| 19/07/2024 | Appointment | Good |  |
| 21/07/2024 | Appointment | Very good | Very quick and very professional  |
| 22/07/2024 | Appointment | Very good | Katie Gallagher is excellent always professional and polite and makes me feel comfortable  |
| 22/07/2024 | Appointment | Very good | "'Quick, friendly, and very helpful.." |
| 22/07/2024 | Appointment | Very good | Because the nurse was pleasnt and friendly and gental |
| 22/07/2024 | Appointment | Very good | Was seen on time and nurse was very nice and calming. |
| 22/07/2024 | Appointment | Very good | "'No problem getting an appointment with the practice nurse.Didnt have to wait long to be seen.The practice nurse was very professional, kind, caring and knowledgeable." |
| 22/07/2024 | Appointment | Very good | "'I had Dr Cooper, lovely lady and helped me with my issue effectively and quickly x " |
| 22/07/2024 | Patchs | Very poor | Never get the help I need  |
| 23/07/2024 | Appointment | Very good |  |
| 23/07/2024 | Appointment | Very good |  |
| 23/07/2024 | Appointment | Very good | Dr Stewart was very helpful and pleasant and took what I said seriously and helped tremendously.  |
| 23/07/2024 | Appointment | Very good | Always been satisfied with our surgery |
| 23/07/2024 | Appointment | Very good | "'The nurse was very kind, caring and reassuring whilst removing the staples from the site of my recent surgery. " |
| 24/07/2024 | Appointment | Very good | "'Nurse i saw for my treatment was very helpful and answered all my questions ," |
| 24/07/2024 | Appointment | Very good | Arrived alittle early for my appointment and was seen by nurse straight away lovely friendly matter was completely at ease  |
| 24/07/2024 | Appointment | Very good | Nice people willing to help  |
| 24/07/2024 | Appointment | Very good |  |
| 24/07/2024 | Appointment | Very good | Quick and efficient and friendly ðŸ˜Š |
| 24/07/2024 | Appointment | Very good | Doctor at all information about me and acted on the medications that may be needed exceptionist fantastic very very helpful |
| 24/07/2024 | Appointment | Very good | "'Really transparent and encouraging approach from the Dr R, reception staff always friendly even when under massive pressure. All in all a really well run surgery." |
| 25/07/2024 | Appointment | Good |  |
| 25/07/2024 | Appointment | Very good | The nurse rool her time and wxplained everything clearly to my son during his firsr annual asthma review. She was open to questins and answered them clearly also.  |
| 25/07/2024 | Appointment | Very good | Everything went well all on Time and the nurse was 100% |
| 25/07/2024 | Appointment | Very good |  |
| 25/07/2024 | Appointment | Very good | Just a good exsperiance |
| 25/07/2024 | Appointment | Very good | Staff went above and beyond to help with my travel vaccination queries |
| 25/07/2024 | Appointment | Very good |  |
| 25/07/2024 | Appointment | Very good | The GP was caring and listened to me  |
| 26/07/2024 | Appointment | Very good | Got me an appointment straight away  |
| 26/07/2024 | Appointment | Very good |  |
| 26/07/2024 | Appointment | Very good | Doctor was very professional and listened. Explained in a clear manor all aspects of my appointment. |
| 26/07/2024 | Appointment | Very good | All staff very pleasant and pr. Doctor explained all aspects of recent tests and next course of action. Doctor listened to my concerns and was reassuring with things  |
| 26/07/2024 | Appointment | Very good |  |
| 26/07/2024 | Patchs | Good | Easy to fill |
| 26/07/2024 | Patchs | Neither good nor poor |
| 28/07/2024 | Appointment | Very good | Very helpful and listened to my problems and came up with a solution  |
| 29/07/2024 | Appointment | Very good | Excellent service and on time  |
| 29/07/2024 | Appointment | Very good |  |
| 29/07/2024 | Appointment | Very good | Nurse Ruth always gives excellent service |
| 29/07/2024 | Appointment | Very good | All stuff very helpful |
| 29/07/2024 | Appointment | Very good | On time and informative and efficient appointment. |
| 29/07/2024 | Appointment | Very good | The nurse I saw was really nice and made thinks really easy to understand  |
| 29/07/2024 | Appointment | Very good | "'Dr was on time, there was no waiting around which was perfect. Dr Simpson is the best Dr I've ever had. She listens, she helps and is such a lovely Dr. Thank you. " |
| 29/07/2024 | Appointment | Very good | Lovely nurse very professional and caring  |