



Friends and Family Test Feedback April 2021

Voted Extremely Likely or Likely to recommend because:-

Cirencester

- Amazing, friendly, and helpful.
- Because it was very reliable appointment was running late but was told and service was fast
- Because, Zoe, the nurse was polite, friendly, efficient and punctual- excellent. Thank you for your service.
- Efficient kind and helpful staff.
- Efficient, professional, friendly
- Friendly, cheerful and efficient blood test.
- Good service
- I was seen immediately, on time by friendly approachable knowledgeable people. Phoenix surgery is a place where you know you are looked after well.
- It was my first appointment since moving to the surgery. The nurse was very warm, friendly and welcoming. Put me at ease. One of the nicest welcomes I have ever had a doctors
- I've rated high as the prompt service and a friendly face from the nurse was a real positive treat for me today.
- Great people doing a great job under the most trying of conditions.
- Lovely Nurse to take blood test. The Surgery is always excellent from reception to Doctors. Would always recommend, in fact have done so twice this year. Thank you.
- No waiting and very pleasant nurse
- Nurse is very professional and friendly. This was my first cervical screening since the birth of my daughter and I was nervous, she put me right at ease. The nurse was very delicate and gave me very clear instructions about when and what to expect next. I also would like to mention the reception team; always very friendly and helpful. I have never been so impressed with a good surgery! Fantastic 10/10
- Nurse that took my blood was really kind and attentive. I moved to Cirencester few months ago and I'm really impressed how Phoenix GP is organized, the staff members are really caring.
- On time appointment plus cheery and professional staff.
- Quick & safe.
- Staff are always so kind and professional. No waiting time went straight in to my appointment. Covid measures in place are excellent.
- Staff very helpful and efficient
- Steve was very understanding listened to me and agreed to follow up my request for knee replacement
- The phlebotomist was kind and gentle with an elderly lady
- The phlebotomist was really lovely
- Very pleasant service, great atmosphere. Quick and easy.
- My friends and family always feels well looked after. Thank you



South Cerney

- I gave the score of 1 because I was highly satisfied with my treatment from a very nice Nurse.
- Quick appointment and attentive consultation with Dr Nichol
- Very efficient service

Kemble

None

RAU

None

Tetbury

- Appointment on time, nurse excellent, really made me feel at ease.
- Kind, patient nurses who persevered trying to take a blood sample from me.
- No waiting, Elaine is very reassuring, professional and pleasant.
- Prompt, caring, efficient and safe.
- Sign-on screen wouldn't accept my check-in, 3 minutes before my appointment time. I asked for a paediatric-sized vial for the blood being taken, but was told Phoenix doesn't keep those as they don't "do child blood" tests there. It would be good to have a choice - for my own reasons I want to keep the amount of blood I 'lose' to a minimum. Other than that, Michelle (and then Ann) were very kind and patient in dealing with my very uncooperative veins, which ...eventually...offered up their contents to the butterfly needle!
- Steve was very good. Obviously knew his stuff and explained it to me in a way that I could understand. He even answer my questions about other pains I had that was not related to the issue I was there about, it was very much appreciated and very grateful to have such an excellent team at the Phoenix to turn to when I need to.
- This was my first visit to the surgery everyone was so kind helpful and efficient.
- Very helpful at short notice for a blood test.
- I would like to express my thanks to Dr Woodward, the reception staff at the surgery and the pharmacist and staff of Cohen's Chemist for the prompt and efficient service provided today (Tuesday, 6th April) for my son, That Phoenix were able to register him as a patient, arrange a phone consultation with a doctor and enable him to collect a prescription in a matter of hours is brilliant. It was not an emergency, but staff acted to ensure prompt treatment. The pharmacist at Cohen's, Long Street was his first contact, where he was advised to go to the surgery. The receptionist immediately arranged for a call from Dr Woodward and a prescription was ordered. Those he (and myself when collecting his prescription for him) were in contact with were unfailingly polite and helpful, as well as efficient. A credit to the surgery, the staff of the pharmacy and the NHS. I am sorry I do not have all the names, but I hope thanks can be passed on anyway. Thank you - We are so fortunate to have such excellent services in Tetbury.

BY Text or Email (Surgery Not Known) None



Website None

Voted Unlikely or Extremely Unlikely to recommend because:

Cirencester

- Confusion over a recent appointment. Daughter has suspected tapeworm. Took three calls to get reception to understand it wasn't threadworm. Initial Dr was exceptionally helpful. Email sent to microbiologist when I went to collect sample pots only one lot of pots were given. Had to return to collect others after I realised mistake. In initial pot batch only one lab form provided when four were required. Daughter had to return to boarding school. Asked reception what to do re samples as difficult to collect. They said they'd ask the Dr, another Dr called me stating I'd requested a call which I didn't. Maybe this was a one-off. The nurse we saw for our blood tests was very helpful.

South Cerney

- Blood tests worked so much better when they were at Cirencester hospital. Today the phlebotomist couldn't find my veins so tried to rebook me and told me to drink more water. She couldn't find a suitable appointment on the system so I said I'd look at my diary and book online. When I looked on patient access I managed to find one for the next day, but I think she was specifically looking for appointments with her as she thought she would be the best one to attempt to find my veins again. Not being funny but I'd rather someone else actually as she couldn't do it so I'd rather someone else try! The whole thing was just really unpleasant especially as I need to go back to go through it all again and I just thought it was so much better when they were at the hospital.

Kemble None

RAU None

Tetbury

- Phoenix Tetbury have got really bad for this sort of thing – getting back to you or doing what they say they will.

Website None

By Text / Email None