



Friends and Family Test Feedback September 2021

Voted Extremely Likely or Likely to recommend because:-

Cirencester

- As always everyone at the surgery were friendly and made me feel at ease. In and out quickly.
- Dr Vernon contacted me by telephone, I required a visit to the surgery which was arranged for two days later to see her. She arranged for me to see a consultant in a weeks' time on my consultation. As normal A1 service by her individually and the practice as a whole thank you.
- Dr Vernon was very welcoming, friendly & helpful
- Easy booking, appointments ran to time, friendly professional team.
- Flu jab appointment - on time, efficient.
- Got a good doctor and best surgery in Cirencester
- I always find them very efficient and helpful. My Dr explains everything in great detail and the reasons why. Offers good advice and if required offers help from outside agencies.
- I gave the response as how the flu jab was done was extremely well. People very polite. Straight into the surgery. Sat for two mins and me and my husband called in. Jab given to both and out we came. Well organised.
- I was seen immediately without needing to wait. I was given a full explanation of what was happening. The nurse was very friendly. The waiting room was quiet and clean.
- Lisa was friendly and informative about what to expect both from the procedure itself and the results process.
- My first visit to the doctor since house move. Easy check in system. Understanding and knowledgeable doctor.
- No waiting Receptionist helpful Nurse gentle and explained all procedures well. BP checked as an extra (I do not visit the surgery often)
- Nurse Sophie was very friendly and professional.
- Reason for score of 1: fast and efficient service
- The appointment was well org
- The nurse was polite caring. Made sure that I was not worried about anything. Was patient when I undressed and gave me time to dress without making me feel hurried. The procedure was fine. She explained what she was doing asked if I was supposed to have a blood test. I didn't. Altogether friendly and kind.
- The nurse was very friendly and informative. The appt was comfortable and quick
- The nurse was very gentle and very friendly. Extremely professional and made me feel comfortable and at ease throughout.
- The nurse was very nice and calmed me down (I don't like needles very much) service was quick and surgery looked clean, tidy and well looked after.
- Very professional and quick
- We feel fortunate to have such a well-run practice
- Welcoming staff, quick efficient service.
- Well planned and executed safely and professionally, couldn't fault it.
- All staff here are all very Nice. Nothing is to much trouble in helping



- The Doctors are so helpful, Patient and friendly. The phone at reception is always answered after not a long wait incredible service. Thank you so much. x

South Cerney

- Excellent service, lovely receptionist and nurse, appointment on time.
- Excellent: punctual appointment, friendly, efficient nurse.
- Good service and very helpful thanks
- Lovely kind and efficient phlebotomist.
- Nurse was very friendly & efficient during blood test.
- Receptionist at phoenix got me an appointment when it is obviously busy, the nurse today was informative, friendly and helpful.
- Receptionist was very helpful as was the nurse
- Steve White was good with his questions and his checking on my pains. Really open to discussion. Also exercises, details in post are good. He also left door open for me to ring him in future if needed. Felt good.
- The receptionist was amazing & the blood nurse was lovely. Both so caring & helpful.
- We were taken on time, the process was efficient and the jabs administered by a very pleasant member of staff.

Kemble

- Punctual and well organised
- Very kind professional and helpful

Tetbury

- Very friendly staff, very quick and as usual feel privileged to live in a country with such a fantastic health service. Thank you.
- All staff very helpful and cheerful
- Because Phoenix is always kind and helpful for all treatments or needs. Thank you very much
- Compassionate, meticulous and polite.
- Dr Douglas was amazing - so thorough and supportive. I was able to get an appointment really quickly and felt very happy with the way I was listened to and treated.
- Everyone very friendly, Dr Cardew had time to talk to me, enjoyable visit!!
- I couldn't get through to reception for 3 days. Dissatisfactory. Then got a call back and appointment with doctor within an hour. Excellent
- Prompt and very helpful advice.
- Seen on time. Doctor was really on the ball and dealt with the problem quickly and efficiently.
- staff very good punctual time appointments
- The lady I spoke to gave me the postponement message and rearranged an appointment most efficiently. Then dealt with my further question in the same manner



- The receptionist was very helpful and polite and the dr and nurse I saw were also very kind and caring. Thank you.
- Was seen the same day

RAU

- how easy the online booking system was to use - " used the NHS app - a couple of clicks and I had an appointment the same day! So much better than the telephone system".

BY Text or Email (Surgery Not Known)

None

Website

None

Voted Unlikely or Extremely Unlikely to recommend because:

Cirencester

- After hearing about the problems with blood tests I rang the surgery to confirm if my blood test would be done and was told by a receptionist yes. I then received a text reminder to attend the surgery. It wasn't until I was in the nurse's room that I was informed it could not be done.
- Appointment was cancelled at one hours' notice this after I rang yesterday to confirm the appointment.

South Cerney



Kemble

- Experience with GP was fine but took me several attempts over 8 days to get through to reception. I completely empathise with how hard all the staff are working at the moment and this isn't a criticism of them at all, but the system clearly isn't working as it should not take over a week to get through to Reception. I also tried at various times throughout the day so was not only trying at peak times.

RAU

None

Tetbury

Website

None

By Text / Email

None