



Friends and Family Test December 2023

Voted Extremely Likely or Likely to recommend because: -

Cirencester

- Appointment was on time and efficiently carried out. All pleasant
- Lovely phlebotomist
- Receptionist very polite. Wait of approx. 10 mins to see appt. Nurse was very efficient and pleasant to me during my 'check up'.
- Great staff and not a long wait, the only issue is the lack of parking.
- We struggled to park which made us a bit late, but the appointment itself was great - Tina was amazing with my daughter's vaccinations and it all went very smoothly.
- Had a blood test. No frills just in and out
- Appointment on time and staff friendly and efficient.
- I have been referred to a specialist.
- Everyone pleasant and polite. Relaxed atmosphere
- Very good
- Nurse was very good but had to wait 15mins
- I was seen by the nurse straight away. She was very good.
- The young doctor I saw was very pleasant but knew nothing of my condition.
- Appt straight forward
- Lucy was very understanding and kind
- Have a needle phobia. Had to have blood taken. Nurse was very understanding and supportive.
- Had stitches removed all quick and painless.
- Following call to surgery a follow up phone call made by Nurse Practitioner within a few hours, seen same day as enquiry and given appropriate treatment.
- Friendly helpful staff, appointment was on time and the nurse who saw me was lovely and put me at ease immediately.
- I was given a blood test, which was done efficiently.
- Delightful Nurse (Emily) who was instructing a student nurse (Dani?) in the most supportive way
- Very friendly
- Went is for a regular dressing change the staff and nurses were helpful
- Very friendly service
- All went to plan and staff were very nice
- We arrived early and were seen within a couple of minutes
- Asthma nurse annual review
- Very helpful and reassuring appointment with Ellie
- Excellent attention as always
- I was listened to and examined with actions to follow up on inc breast examination and bloods. Dr Allen was very thorough and reassuring.
- I was seen immediately by a nurse who was very welcoming and helpful. I was treated with respect at all times
- Seen the same day by a very friendly nurse practitioner who was brilliant with my daughter.
- Easy to sign in, on time appointment and very thorough appointment. Really felt I was listened to and not rushed.



- Very polite and friendly nurse
 - Supportive conversation. On time
 - everyone very friendly
 - Tammy was kind, present, was genuinely interested and very caring. I felt safe to be able to share what was going on. Thank you
 - Good service as usual, very efficient and cheerful.
 - very efficient process. waiting was less than 2 minutes
 - In and out very quick
 - Appointment on time. Great care
 - Appt kept on time by very professional nurse. Polite and courteous. A pleasant experience
 - Lovely Receptionist, very helpful.
 - Doctors examination was respectful and kind.
 - The asthma nurse is the best I've seen
 - Nurse Lucy was great professional and friendly. Five stars
 - The receptionist and the nurse were very helpful and friendly
 - Pleasant staff everything done ok
 - I was seen by Vanessa, who gave me the results of, & took measurements & information, for my 'health check.'
 - Vanessa was friendly, professional, & thorough.
 - Excellent service. Saw very sociable nurse on time as booked.
 - On time and painless injection. Very happy!
 - I went early and the Dr. fitted me in quickly as her next appointment came late.
 - Quick, efficient, polite and caring for my personal situation.
 - My referral was quickly sorted
 - Very friendly knowledgeable HCA who gave me shingles and pneumonia vaccination.
 - Nurse was very supportive
 - Very efficient phlebotomist who was able to deal effectively with my collapsed veins!
 - Helen is outstanding
 - Nice welcome at reception. I was seen promptly. The nurse was very nice and kind and caring.
- Procedure (removal of staples following hip surgery) was executed competently.
- It works
 - Easy to book, on time
 - I arrived slightly late because of traffic and the nurse who had been looking out for me saw me straight away
 - No problems
 - Helen is Lovely
 - quick referral
 - Thorough follow up of chest infection, no delays in monitoring . Doctors kind , sympathetic, and proactive with treatment plan .
 - Excellent treatment from Dr Hill.
 - Saw Dr Hill with my daughter Jess. He, as always, is very caring, thorough and listens. An excellent GP to have!
 - Quick and professional appointment
 - Appointment I had was very good
 - Quick, efficient, kind. Always feel heard
 - Very friendly and professional care and attention.
 - Seen promptly no waiting around once I checked in
 - Very quick response to my request for an appointment. Seen the same day.
 - Thorough review and good forward progress.
 - Looked after very well
 - Always been treated very well



- All staff kind and efficient
- So kind and caring, took her time and went beyond her job role
- Quick, efficient and friendly
- Perfect as always, very positive experience.
- Very attentive, very thorough, very knowledgeable and reassuring. Thank you.
- Annual asthma check visit. Helpful receptionist and v good nurse
- Seen at the time of appointment and felt listened too.
- Appointment exactly on time. Was having a regular blood test. Procedure totally fine. Appointment made to discuss result with Doctor Allen.
- Very caring treatment
- The treatment was good. The staff were understanding and supportive.
- Fatuma, was able to provide me with a positive update on my wound
- On time. Very helpful . Took time to explain queries. Very encouraging re diabetic test results, regime and improvements. Thank you
- I had a booked vitamin B appointment with nurse Theresa, and noticed from the moment I walked into the surgery that something had changed, it was like a breath of fresh air, it has turned out after asking that there has been a change of practice manager. Well done what a good move, thank you.
- Professional and informative
- Very prompt and courteous
- All good
- Helpful and thorough consultation.
- Appointment was on time
- I have had a few bad experiences with blood tests in the past. When I visited this time it was over and done in no time the nurse was brilliant and showed confidence which was reassuring right from the start. I can honestly say th
- My thank to that nurse.
- The nurse I saw was lovely
- Ellie was lovely, very helpful, and very efficient. The receptionist was also really kind and helpful and made it very easy to register as a temporary patient and get an appointment all in the same day!
- Excellent advice
- Very good and helpful
- Arrived early and was seen straight away and booked in by a very pleasant and cheerful receptionist
- She was very good and quick.
- Very short wait.
- Friendly efficient and informative visit
- Very friendly staff
- My Doctor was amazing as always
- Listened and was so caring
- Had a blood test minimal fuss
- On time, very friendly ,
- Very nice and caring nurse.
- The receptionist was pleasant & polite. The surgery was clean & tidy
- Everything was efficient and friendly
- Very quick response
- Very pleased waiting time was quick
- Excellent service
- My appointment was at 4.04 and right on time I was called through for my appointment. The nurse gave me the Covid and flu jabs, she was excellent and I didn't feel a thing.
- Efficient and polite



- Been with the practice for years always excellent
- My nurse was amazing and made me feel totally at ease
- The staff I encountered were professional and generally on time.
- Whilst Dr Sethi is my doctor he arranged for me to quickly see Dr Chi. I found him to be interested in my account of my symptoms over an extended period. He explained things in a straight forward and understandable manner. He has arranged for me to have an ultra sound and I'm perfectly happy with him.
- Fast service
- I was seen by a GP on time and received treatment.
- Punctual quick and efficient
- Taken early. Fast efficient vaccinations .
- Polite, efficient and very helpful staff all round
- The receptionist and nurse were very friendly and helpful.
- As always the staff were excellent a
- Always very nice
- Exceptionally treatment nurse & Dr Khalid went out of their way to treat my husband.
- Very informative
- Nurse was lovely
- Appt was on time, lovey nurse, very thorough consultation, felt like she had time to listen, overall like it used to be a very long time ago
- As always the staff are friendly and welcoming. I had an appointment with the asthma nurse who was very helpful and supportive. I have moved throughout the country over the years and the doctors (Dr Hill) and the staff at Phoenix Surgery are without doubt the best in terms of professionalism, support and friendliness.
- I was able to park easily (not always the case) - appt on time
- Excellent service as always!
- Very quick and very helpful
- Excellent treatment
- I received good treatment at my appointment.
- Very professional and courteous
- It was for blood test, was seen on time and treated ok.
- First class professional service
- I had a total knee replacement done on the 6th Dec came to the surgery to have my dressing changed & the nurse & doc who saw me were fantastic.
- The nurse was very polite and listened to everything I had to say which was nice as I know how busy you are at the surgery and learnt a few things about my asthma and eczema
- On time quick and easy
- Teresa Sidley is excellent. She is caring and considerate
- Wonder staff. Helpful and supportive. Great with our young girls.
- As always First Class
- Incredibly efficient and "nice" experience considering it was to give a blood sample and I don't like needles. Thanks to the nurse.
- I was seen nearly on time and my appointment ran overtime by quite a bit. The doctor was charming and very helpful
- The nurse was very helpful and patient. She reassured us and gave us good information.
- Excellent Reception and consultation.
- Dr Hill and the team are always so professional, knowledgeable and reassuring
- Dr Maxted has always been there for us as a family. He is professional, thorough, considerate and hugely helpful. Surgery staff generally are friendly and understanding.
- I was seen very quickly.



- Medical queries were answered satisfactorily
- I have been quite ill and Ellie gave me a thorough examination. I'm doing the right things and it was comforting knowing that. Thank you Phoenix, as usual excellent service from everyone.
- Checked in sat down and then within minutes I was seen by the nurse.
- Hadn't made an appointment but the receptionist saw that I needed to see someone that afternoon
- I had not expected to see anyone as I only went for a blood test everyone was so lovely and caring I can't praise this surgery enough
- Prompt. Courteous, efficient. Good communication and reminder. A very good service yesterday at the Phoenix.
- People are very helpful.
- Quietly efficient
- Dr Vernon perfect as ever and on time
- Friendly staff and very short waiting time.
- My appointment was on time. The nurse was very nice, helpful and answered all my questions.
- Excellent
- Able to see someone face to face, short wait time and very personable person
- Quick and efficient
- Getting the appointment I needed was straightforward. Once I arrived check in was easy. The Dr was very helpful and gave me useful advice to manage my condition. Thank you.
- Nurse Carol was great
- Easy to book, arrived early and was seen straight away and a very nice nurse,
- I attended for an injection which was well administered by the Nurse very efficiently.
- Staff were brilliant and helpful
- Staff were friendly and helpful
- Simple, prearranged blood test. On time, speedy and exactly as expected. Professional.
- Very efficient and diagnosis was good
- On time to see nurse no waiting.
- I cannot compliment this surgery highly enough. Everyone you encounter is helpful, friendly and efficient. I think the checking in system is great, I had only just sat down when I was called in. I have had the need to use the surgery twice recently and both times it was equally efficient and my problem was resolved. I get reminders and follow through via text and I am 100% confident in this practice. Thank you
- Was seen very quickly
- Wasn't kept waiting nurse very quick and efficient
- The appointment was on time, staff were lovely
- Appointment on time. Friendly and efficient nurse.
- Doctor was super friendly
- Saw Dr Maxted about an ongoing problem and was reassured, as always.
- I called on 28th November 2023 to enquire about having some extra tests done on top of what I was already being tested for the following day as I wasn't feeling very well, following the birth of my son a month ago. The receptionist was very helpful and understanding. She booked me in for a phonecall with the duty doctor on the same day that I called and when the doctor rang, she was also very understanding and also felt I needed the extra tests. The nurse who took my bloods was lovely too. Everyone was very helpful and kind and I can't thank the staff enough for all their help.
- On time - and got the help I needed
- Very good relationship/communication skills by the nurse who carried out the ECG and blood test. She also gave advice on shingles and pneumococcal vaccinations, which I followed up on.
- Seen very promptly and courtesy.
- Lovely atmosphere at reception. Attentive, caring and understanding doctor. Could not ask for more.
- Seen straight away. Nurse was very nice.



- Very friendly staff. Excellent service.
- Always friendly, helpful & very efficient
- Tammy was very efficient and reassuring to me. She even gave my 3 yr old grand daughter 2 stickers which made her day!
- The staff on duty were excellent.
- Efficient caring and understanding
- Always well looked after at this practice
- Caring, excellent experience from making the initial call, the call-back, the appt the same day etc. I am very appreciative. The nurse who listened to my chest was excellent. Thank you!!!!
- Very polite and explained things well.
- Efficient and pleasant
- Nice nurse did my blood test
- Blood test: check in was quick. Appt was early because of prior patient late arrival. Nurse tried to answer supplementary question about skin condition but when unable recommend pharmacist route as well as option to email my GP. Took pharmacist route and got medication that day...
- Easy to book blood test. Seen quickly
- The dr/ medical advisor we saw was brilliant with my little boy and was quick to diagnose and prescribe a solution.
- Saw dr with little delay staff very helpful as was on crutches
- Ellie Henderson checked my 2 year old daughter and was very helpful and professional.
- Thank you
- Very caring professional and efficient

South Cerney

- Everything ran smoothly
- Dr always listens and makes sense. Agreed another blood test. Reception booked in time required
- I love the Phoenix Surgery, I've visited the Tetbury and South Cerney ones and they are always friendly and I'm looked after so well
- On time. Pain free. Very nice lady
- I arrived early and was seen early. Carla was very friendly.
- Carla was wonderful. Thank you
- Excellent blood test, no bruising, kind, professional practitioner. Appointment on time, many thanks.
- Always polite and respectful and feel better for seeing gp
- Reception and treatment both very good
- GP called me back to follow up from contact dermatitis rash. He was so kind and patient with me.
- The phlebotomist was kind, courteous and conducted the test quickly and efficiently
- Excellent nothing
- Was seen very quickly for my blood test and everything was friendly and efficient
- Appointment right on time
- The receptionist was polite and my appointment was on time.
- On time, friendly, not rushed
- The nurse I saw was delightful, friendly, informative and professional.
- Welcoming nurse
- Visit for blood test which was excellent.
- Efficient friendly phlebotomist. Prompt.



- Theresa did what she had to do warmly and efficiently
- The atmosphere of the surgery is excellent. Very cheerful and welcoming reception. Throughout my needs were dealt with efficiently and quickly. Doctor in attendance equally very good too. Thank you all for making my visit so good.
- Carla is lovely! And an excellent phlebotomist. Thank you Carla
- I was greeted cheerily at reception, had a few minutes wait as I was early. The nurse doing the blood test was very pleasant and so very efficient. Perfect experience.
- Efficient and quick, a caring nurse
- Easy to book, good friendly service
- Lovely considerate nurse, very Professional and caring
- From entrance to leaving the staff could not do enough, greeted with a smile from all and wished well when it came to leaving. My first visit to any of the surgeries and I'm so pleased to be a patient of the phoenix group!
- Everything was as expected
- I had a blood test. The lady was very professional
- Friendly professional service.
- Seen very quickly
- Carla the nurse was excellent
- Nurse very caring
- Punctual and friendly service
- Phlebotomist, efficient, friendly & professional
- Clinician very kind and all went well with consultation
- Very nice staff. No long waiting times really good service
- Prompt service. Very pleasant staff
- Prompt, helpful, unhurried, friendly.
- Great diabetes nurse
- All good
- Excellent session
- Tina friendly, and informative.
- A pleasant nurse who made me feel very relaxed while she did the procedure, she chatted to help me relax. Maybe one of the least uncomfortable blood tests ever.
- The phlebotomist was excellent
- Quick and the practitioner was very nice. Reception is very impersonal - no persons - but understandable these days.
- Very quick and lovely lady we saw.
- Comfortable waiting room. Seen promptly and not rushed through my visit. Very nice, friendly and helpful nurse who listened to what I had to say.
- Served well and the nurse taking my blood was painless!
- All good
- Helen is the only one who can take my blood tests with the others I have to keep going back
- Professional and friendly
- Always prompt with appointments- staff very pleasant
- Very little waiting time, nurse was very pleasant and professional
- Welcoming members of staff , seen at appointment time, blood test done and advisory information regarding Christmas and New Year and appointment made for venepuncture to check INR
- Good, as always.
- Lovely, helpful lady,
- Visited the surgery for a bill of test. I was seen on time. Very efficient service.
- No waiting, friendly staff.



- Cara is excellent at taking blood.
- On time and friendly
- Easy auto book in, friendly receptionist and nurse
- Seen on time and treated by a warm and friendly nurse
- Excellent
- Dr Sethi saw me very quickly and was professional and friendly.
- Polite and able to answer any questions
- On time
- Nurse was lovely and told me what my blood test was for. I like that.
- Virtually no waiting time straight in blood taken and out in less than 10mins.
- Warm welcoming. Appointment on time.
- Went to the surgery for a doctor requested blood test and found it a pleasant experience.
- The appointment was for a blood test; it was on time and taken efficiently. I had met Carla before and she is very nice, friendly and professional.
- Saw doctor within 24 hours, diagnosis and treatment excellent.
- The surgery entrance and check in was very efficient. Carla had taken my bloods within seconds and I didn't even feel it. The whole visit was dealt with in 5 minutes. Excellent
- Appointment with asthma nurse, on time. Nurse knowledgeable and helpful. Informed me if the prescription delivery service I was not aware of which will benefit my circumstances.
- As always everyone in the practice are friendly, approachable, understanding and effective - what else could I want ?!!
- Professional consultation and test managed as anticipated with no hassle - lovely member and good atmosphere of all staff working together
- Blood taken by on time and efficiently
- Nurse so friendly sand welcoming.
- In and out in less than five minutes for blood test
- It was very easy to make the appointment and I was seen on time. Excellent service.
- Seen very quickly and efficiently. Given good advice.
- Dr Sethi was caring and attentive as always

Tetbury

- All ok so far
- Nursing staff were very caring but the surgery itself looks drab, tired and uninviting. I am fully aware of the impending move but that is likely to take 2+ (?) years.
- They gave me time to explain about how I'm feeling and immediately they knew exactly what was wrong with me .
- All sorted within the day
- I have autism and the Dr sent me a link to book the appointment myself instead of phoning, which was the absolute best thing and saved me lots of stressing and putting it off. She was very patient during the consultation and answered my questions and was reassuring. She gave me space to go home and think about the things we had discussed.
- I had a blood test and a flu jab the nurse was lovely it went very smoothly and I was seen on time
- Both members of staff that I came into contact with were both polite and professional.
- The girls in both pharmacists have been very good to me. And very helpful.
- The nurse was lovely and very informative and caring with my little girl.
- Nurse was knowledgeable about the vaccine and its possible side effects.
- Vanessa was very helpful and thorough.



- They have gone above and beyond for me since my open heart surgery.
- It would have been very good if my original covid jab had not been booked at a time when the surgery could not do it and it had to be moved to the pm.
- Dr McMyn listened to everything I had to say and didn't rush me at all.
- Was seen on time for appt. Thorough consultation with information.
- Seen very quickly, good examination.
- The team, reception and Blood Nurse , were so helpful and kind
- Quick and friendly service
- Met a nurse who took blood. On time, efficient and friendly.
- I had a prostate exam which was handled with tact and with plenty of expectation management.
- Surgery nurse very pleasant and diligent immunization with a smile
- Nice staff, efficient and caring
- Prompt efficient service from pleasant staff
- Efficient service and good communication. Kind nurse.
- I have regular INR blood tests done by Elaine Dove and she is amazing! So lovely and caring whilst remaining professional . She always makes her patients feel special and not just another number. In my opinion she is a real asset to the surgery.
- Short wait time. Nurse is efficient, charming and friendly. She cheered up my day.
- Nurse Lucy is very professional and reassuring.
- Only had to wait 15 mins, doctor was very nice, he didn't rush me, and thoughtful
- Dr Cardew took time and trouble to listen to me. I felt desperate. She gave me hope and belief that I will beat this terrible moment in my life. I have seen and talked to a number of other members of the practice and everyone has shown patience and enormous kindness and professionalism. My husband is equally grateful for your help. This includes the reception staff who are unfailingly cheerful and efficient and are an exceptional example of how this important part of a practice should be run.
- Eye contact and personal attention warm and clear.
- Very approachable and pleasant nurse for diabetes check
- As always, very caring and helpful
- Very professional and kind
- Nurse Johnson was very pleasant, efficient and helpful. Also due to a misunderstanding on a text message about a phone appointment from the surgery reminders, receptionist Lisa and colleague Lara did a very good job of sorting it out. Thank you to all three mentioned here.
- Elaine was once again excellent and proficient in taking blood sample from me, as finding veins on me can at times be very difficult.
- Just a blood test but the two staff I met were very friendly - beyond just doing the job.
- Friendly professional service
- Everything was seamless from check in to being seen
- Efficient
- Helpful receptionist and friendly phlebotomist. Only had to wait 5 minutes.
- Seen quickly. Dr was very personable and thorough. Follow up was efficient and as promised I.
- Visit went smoothly and on scheduled time.
- Just went for blood test, on time and the nurse was lovely
- All on time. Well executed blood test.
- I was early, this was recognised, and I was the next available spot, I and out very quickly.
- Seen on time, treated courteously
- The nurse was so patient and made sure my ears were cleared.



- Pleasant surgery _ good staff
- Very friendly on time felt at ease keeping doing what
- Was seen on the dot. V good
- Marion, my asthma nurse, was excellent and thorough. I haven't had a face-to-face visit for an asthma review since probably before the pandemic. She very kindly addressed my concerns which have been ongoing. It took about two months to get this face to face appointment rather than the standard phone appointment. I have voice and hearing problems and really dread phone appointments.
- Went for blood test lovely nurse
- Staff were polite. Appointment was on-time.
- Very efficient and nurse practitioner skillful and friendly
- Efficient
- The doctor I saw was not my usual one. She was excellent. Very knowledgeable and showed a genuine interest in my condition, no hurry to get me out.
- I was seen very promptly and the staff were friendly and informative.
- Polite, friendly staff, and efficient service.
- The lady paramedic was amazing, as she saw me and took my temperature, my blood pressure my oxygen levels and tested my chest and found I had a chest infection and prescribed antibiotics
- The doctor was very caring and helpful
- Quickly seen.
- Giving information about other things that are important and can help me in the future
- It's like we are all family
- Elaine(Nurse) has been taking my bloods since August when my op at Emerson's Green Hospital went wrong. Elaine has been so supportive and compassionate throughout the fortnightly blood tests. She's been really lovely.
- The doctor was so considerate, kind and very thorough. All of which helped to settle my 86 year old mind as to my problems.
- Kind nurse
- I went to see the midwife Emma and she's always brilliant. Reception staff was very friendly.
- The nurse was very friendly and easy to talk to and also very helpful.
- No delay. Blood taking was very quick. Nurse was friendly and put me well at ease.
- Quick and compassionate on reception. Quick, thorough, friendly and professional nurse.
- Pleasant receptionist. Excellent doctor.
- After concerns of my daughter's chest infection may have still been there after antibiotics I was seen on the day for her to be checked and the doctor was fantastic with my daughter
- I got everything answered that i had gone to see doctor about.
- Right on time
- Excellent service
- Did not have to wait. Nurse very attentive and pleasant. Answered my questions.
- No hassle, nurse first class.
- Had a problem with some former surgery, called the practice and was seen in an hour, good too know it's there when you really need it.
- Procedure carried out with great skill and precision. Friendly doctor who made me feel at ease. All this and carried out exactly on time.
- Very impressive.
- Emily is a very caring nurse treats you as a person
- Nurse Elaine was amazing. So reassuring and helpful.
- Quick easy and on time
- Excellent nurse managed to get blood test from very difficult veins.



- On time delivered with a smile
- Prompt delivered with a smile and good humour.
- Lovely nurse, put me at ease.
- Very efficient
- Lovely friendly receptionist & nurse. Felt welcomed & safe. Appointment available when required for long term health check Very efficient
- Appointment was on time -
- Nurse Emma pleasant and efficient
- Saw nurse on time to take bloods she was very polite and professional
- No waiting, seem promptly all good
- Elaine was very efficient as always.
- Prompt service and helpful staff.
- On time ,efficient service
- We were seen by a general practitioner who as always was very helpful with his advice. A thorough check of my son who was the patient.
- Friendly approach to a child also. No issues. We have seen Luke. It was our second time we've seen Luke and he was brilliant
- Very professional and explains everything couldn't wish for anything or anybody better
- On time, very pleasant nurse
- Post total knee replacement wound review with Emily
- Very professional and kind throughout
- Only had bloods taken but as normal Elaine was exceptional. Thank you
- No waiting
- Seen very promptly and very kind, reassuring, professional care practitioner.
- On time, friendly and efficient service
- All went efficiently as it should have.
- Always very friendly from the front desk to the nurse
- On time, efficient, professional.
- Appointment was for bloods to be taken. Elaine took the bloods - very efficient and no pain!
- Nurse was lovely, very reassuring and professional
- Dr Angus made me feel really relaxed, answered all my questions and didn't make me feel silly for asking
- The nurse was friendly and polite
- On time and quick
- Helpful receptionist
- No waiting
- My blood test was taken very quick pain free and Elaine was lovely and kind
- Blood test requested by BRI at short notice, surgery very helpful. I'm very grateful for the support.
- Dr Woodward was very welcoming and showed empathy with my situation.
- Friendly attentive staff. Doctor Woodward was very helpful.
- I was seen very promptly and Nurse Lucy was lovely, understanding and reassuring. I felt better just for seeing her. Thank you.
- I was seen promptly and efficiently by an approachable member of staff.
- Dr Woodward was extremely pleasant helpful and understanding.
- The doctor advised me about my health in an understanding manner and she told me what I should do next and she has a helping mind.
- On time- efficient -friendly -Excellent!
- On time, business-like, efficient
- Elaine, the nurse who did my blood test was very kind and efficient. Didn't have to wait long for my appointment.



- Make to feel welcomed and helped with my anxiety with needles
- Very helpful nurse who had read our notes before hand. Efficient and friendly
- Very polite and helpful
- Nurse welcomed and gave a now regular injection and psa reading short and effective use
- Prompt, helpful and cheerful, felt very positive.
- Prompt service
- There isn't a lot say, I saw the Doctor on time, he was professional and understanding of my problem. Thankfully my examination and test were clear, bearing in mind my age.
- Nurse was lovely removing clips from hip surgery, she made it painless cleaned wound and re dressed
- Appointment on time
- Good advice given
- Elaine is an excellent nurse, who always makes you feel at ease whatever you are having done.
- Fitted in with Tammy quickly and thoroughly. Antibiotics given all within one hour
- On time and very friendly.
- My nurse Emily is the best thank you
- Reception well signed and receptionist helpful
- Attentive and professional. Thank you
- Quick, easy
- Quick efficient friendly informative
- Everything on time.
- Blood test carried out quickly and efficiently as ever
- Was seen at correct time. The nurse was so efficient and friendly. A really quick blood test!!
- Routine blood test but conducted on time, speedily and by a very engaging nurse.
- As usual perfect
- Two different receptionists, both very friendly, helpful and respectful.
- Came for blood test. I was called within seconds of signing in.
- Friendly staff
- Appointment was on time. In and out in minutes. Very happy patient.
- Friendly staff. Nurse put me at ease for my procedure (smear)
- I had a timed appointment, saw the doctor who was aware of the reason for my visit and quickly arranged for one of the reception team to follow it up with a date to see a hospital consultant. I couldn't have asked for more! Very smooth, speedy and efficient service.
- Friendly and pleasant receptionist and kind nurse
- Excellent service as always. Friendly and efficient, and on time.
- Seen on time. Very pleasant nurse
- Quick appointment with nurse and very helpful front of house
- Appointment on time. Very pleasant and efficient nurse.
- Seen on time by happy friendly efficient doctor. Procedure explained fully and carried out as planned. Doctor was fully up to date with my notes and conversed with understanding and compassion.
- Everyone was pleasant, I didn't have to wait long, the Doctor was very good, explaining the ins and outs of the injection I was having, and performed the said injection very well.
- Efficient, no delay, everything prepared and ready to take the blood sample.
- I had to wait a little beyond my appointment time - but Dr McMyn (Emma) gave me an examination and asked questions before providing a suitable treatment plan.
- Her manner was warm and was friendly but professional throughout - just as one would want.
- Blood test on time very efficient.
- After the initial phone call I saw my doctor the same day



- I was very impressed with the work that I have had in the past Emily look after me.
- I felt listened to and was not rushed in the appointment.
- I was very impressed with the nurse she explained everything in a clear and concise manner she certainly gave me confidence in the treatment that was available, excellent.
- Quickly and efficiently dealt with.
- Find everyone there very friendly and very helpful. Treatment good.
- Having had a telephone appointment in the first instance it was excellent to be seen by the same doctor
- Got a disabled space. Nice and quiet when j went. In and out quickly.
- All v good
- All on time for a blood test
- The person I spoke to was understanding of the situation and was helpful in making a new appointment which is to take place in Tetbury. Thank you.
- Staff were very kind and helpful. Our appointment was an urgent one and they arranged that for us very quickly.
- Always is good service at Tetbury
- Tammy was great listened to me and was concerned
- Appointment on time and ecg carried out expertly.
- I went to the surgery to have a couple of sutures removed and the nurse that removed them was very friendly and I didn't feel a thing. The nurse noticed that I hadn't had my Flu jab yet and offered me one as I am a registered carer.
- It was easy to check in and a warm welcome from the reception desk. I had been seated in the waiting room for less than a minute before my name was called and my appointment for the shingles jab was under way. To my surprise I was also offered the vaccination against Pneumonia which I accepted, very efficient.
- Appointment for a blood test was on time and didn't take long. The clinician was very polite.
- An urgent blood test done there after it was cancelled at S Cerney as no ESB tube.
- So obliging and caring.
- Interested in my problem, and gave good advice
- I'm there every week. No complaints
- Saw the nurse to check a sore on my toe. She has been keeping an eye on it for several weeks and it has now healed. The initial appointment was instantaneous.... I walked in to ask for an appointment and was sent straight down! I haven't had to wait at any appointments and the nurse has been supportive and reassuring.
- On time - excellent consultation - not rushed, thorough and reassuring.
- Cheerful receptionist!! A delight
- Lovely nurse and talked me through the procedure.
- What more can you ask.
- I was seen by Tammy who was so lovely, very thorough, attentive and engaging. Made me feel at ease and I felt better for just speaking to her. I have ongoing issues but Tammy discussed options and next steps. She is a wonderful asset to the surgery.
- It was quick, efficient and everything was explained well.
- Good
- Was treated with great care and given information
- Efficient, didn't have to wait long to see doctor
- I was before time the nurse saw me before time and I was out a few minutes before time result
- Seen straight away and had two injections instead of one which saved making another journey
- I visited for a blood test. I was seen on time and the blood was taken by a very polite knowledgeable nurse.
- Appointment same day. Took bloods etc on time amazing service
- Prompt and efficient help



Kemble

- Very helpful
- Sian is very efficient. She has researched my prescription without instigation from myself and found I need a blood test.
- Appointment went without a problem.
- Efficient, kind, professional
- I didn't have to wait and the phlebotomist was very gentle
- Attended for a blood test. Everything ran smoothly.
- On time and efficient; friendly service
- The team are always very polite helpful and understanding
- Friendly receptionist and not long to wait
- Attentive and professional. Thank you
- Timeously done, a pleasant friendly visit staff were super
- Efficient, painless, relaxed, blood sample
- As always Kemble Surgery and all their staff were brilliant.
- Friendly and efficient
- I went straight in upon arrival , no waiting as everything was on schedule. Lolly is excellent and took my blood sample in seconds, painlessly and without pain.
- Theresa is always very attentive and explained the opening times and prescription issuing for the Christmas period.

RAU

- Alice is a caring and lovely nurse

BY Text or Email (Surgery Not Known)

Website



Voted Unlikely or Extremely Unlikely to recommend because:

Cirencester

- A little scruffy. Dog eared notices, mostly negative subject matter. The number of home made notices don't look good. The strangest notice said: If you get "Sorry" contact the receptionist. It must have referred to the on line checking process but didn't say! The NHS health check did not consider active walkers. Seemed to regard everyone as at home all the time, only doing housework and DIY/Gardening. Only my speed of walking was considered not the distance, about 15 miles per week. I was marked down as inactive because I didn't do much gardening in November. I don't think this was a useful exercise (apart from the walk!)

- Seeing 2 unsure paramedics seems a waste of money. I have to see a GP now anyway.
- Came for baby vaccinations but was disappointed in the lack of a baby changing facility!
- The Dr confirmed I had flea bites from my dog all over me so prescribed strong Anti allergy tablets but I am in quite a lot of distress as they sting itch & are so uncomfortable, I haven't slept for quite a few nights. I asked if he could prescribe something to rub in, he said yes then couldn't remember what it was called, I explained that I had used eurax, TCP ect but he said sorry he just couldn't remember so suggested I just look for a cream in chemist. Felt let down.

- Calling reception for myself and my kids all are very ill, after 30 minutes of explaining about symptoms and they say pharmacy will call you after 2 hours I got phone call and asking what is wrong I did say what is wrong, he says that I need to go hospital which I know that so what about my GP? when went Cirencester hospital and they asking that why I did not go to my GP

- I was very nervous and got in a state when I arrived trying to use the online registration system. Only to find that it was not in use. So I logged in on the screen in reception, much simpler. Why add another layer of technology? What happens if older people don't have mobile phones?
- Automated check in was non functional

South Cerney

- Referred to my son as a girl throughout the whole appointment
- I went in for a cholesterol blood check, but unfortunately the nurse couldn't find a suitable vein to take the sample, due she said, to me being under- hydrated.

Kemble

- Incorrect information on file describing me as an ex-smoker

RAU

Tetbury

- The surgery staff I had dealings with were great, my only issue is car parking, having been given an appointment in Tetbury, and living in Cirencester, I need to drive, and there was no parking space available at the surgery, I then drove back out back towards the town, didn't find road side parking, returned to the surgery carpark, still no space available, so ended up parking on single yellow lines outside on the road. All of this stress is not good for someone who has issues and takes medication with stress?

- Initially via a tel appt made on Dr's behalf by a duty nurse in response to my bloods just previously taken and their results. I was identified as being anaemic but nothing was suggested to resolve the problem. Fortunately I had previously experienced this condition and therefore felt it important to write to my Dr With my concern. The result is my taking a course of B12 tablets for 6 months. Had it not been for my own initiative my B12 deficiency could have continued potentially having a greater negative effect on my wellbeing. May I suggest that an appointment (tel. or otherwise) with a Dr would have resolved the problem immediately.



- No equipment at my appointment for respiratory check, it's all on patient to provide the necessary.
- I felt really guilty as I was running late for an appointment and was unable to contact the surgery by phone as it was constantly busy. Only by visiting in person was I able to explain and rearrange.
- The receptionists are rude and try to give medical advice.
- My appointment was for 8.30am both the front and back door locked until 8.27am understand there has to be an opening time but don't give 8.30 appointments if the door locked!!! It's cold and damp should not be expected to stand in the cold... never any parking so can't even sit in ur car to keep warm. Tetbury sure isn't as good as it was before Phoenix took over.
- Phoenix Tetbury assessed my mother for CHC but appear reluctant to discuss their findings with me or Glos. Adult Care who also requested an update.

BY Text or Email (Surgery Not Known) None

Website None