



Friends and Family Test Feedback August 2021

Voted Extremely Likely or Likely to recommend because:-

Cirencester

- Booking in process is straightforward and covid precautions are in place. Appointment on time and the nurse was brilliant, explained the procedure and made it really easy.
- Easy to book appointment. Dr Vernon never makes you feel rushed or that any query is too small. Very friendly staff and always willing to listen and help.
- Even though the nurse was unsuccessful at taking the bloods she was calming reassuring and apologetic she was absolutely lovely
- Excellent service by Dr Mac as always. Professional, caring, and knows exactly what to do. One of the most knowledgeable Dr's I've ever had, worldwide.
- Good clear explanation from Dr, good informative discussion around existing & ongoing studies. Good service provision from Chesterton Phoenix surgery.
- Great service
- I have been seeing nurse Marion for weeks. She is very welcoming and knows her subject. She reassures me.is very friendly and kind. A pleasure to see her. Thank you.
- It was excellent.
- My appointment was on time, the registration process was efficient and Zoe the nurse was friendly and professional.
- On time and very polite social nurse.
- Professional and efficient service
- Quick efficient service, from check in to my procedure.
- Quickly seen. Professional
- Very helpful staff at reception & Doctor efficient, listened & instilled confidence
- Very pleased with the help and advice from the surgery and support with the situation at present.
- Unfailingly polite helpful and reassuring. Show such kindness a wonderful receptionist
- Thank you for the support I have been given from you all. Special thanks to Olly for care he has given to myself and husband. Very much appreciated.
- Very happy with the surgery. Dr Sethi and everyone I have come across is so kind and helpful.
- I appreciate everything that every member of staff has done for me and will miss the surgery terribly

South Cerney

- Everyone was so helpful and friendly and I got my appointments so quickly ...I was very impressed thanks
- I felt safe and the nurse was so friendly, efficient and helpful.
- I'm so sorry I misunderstood. I was extremely pleased with how my appointment went. My response should have been....1
- Very good service this morning
- Well organised, always helpful, delightful staff. Great practice.
- Zoe and Teresa are absolutely fabulous - always friendly and helpful making you feel so relaxed and at ease which helps when you are having your blood pressure checked!



The receptionist was also very friendly (sorry I cannot remember her name) but a fantastic team

Kemble

- Seen promptly and Dr Vernon was very thorough, understanding and professional

Tetbury

- Dr Hill has a lovely approach and puts you at ease. He is also excellent at what he does.
- Even though the appointment was running late Elaine was fantastic and friendly
- Helpful receptionist. Kind and patient nurses had trouble taking blood samples from my elderly Mum but got there in the end
- I feel relaxed and not stressed the nurse is very polite and efficient which helps very pleased with the service thank you
- It was very good Dr was fantastic
- My 2nd surgery visit and again I thought I was well looked after.
- My Dr Sarah Cardew was absolutely brilliant. So reassuring and explaining everything so clearly.
- My rating for my appt today with Steven Whyte is a very high 1. Excellent knowledge, Interpersonal skills and clarity.
- The doctor (Stephen White) called when he said he would and saw me as soon as he could. Prescribed medication that is currently working very well.
- The nurse was friendly, kind, efficient and bang on time. Perfect.
- Very quick, in and out in under 5 mins.
- Have only met nice and helpful staff! Very pleased with the service

RAU

None

BY Text or Email (Surgery Not Known)

None

Website



None

Voted Unlikely or Extremely Unlikely to recommend because:

Cirencester

- Nurse lovely, but chose 6 as lack of communication, which is part of life as we are all learning. Nurse did not know which blood test I was having, also I had had a blood test in May Which I am sure I did. Never have I ever had a bad word to say but praise for our surgery. Sorry to put 6 but lack of things being done and not what's right.

South Cerney

- I chose a 4 as I was texted by the doctor that I needed bloods done, so I booked myself in with the receptionist, turned up to the appointment (with all four of my children in tow) to be told that the doctor hadn't sent a blood form so they wouldn't be taking them after all. Then I was called by the receptionist to say that the doctor says that I don't need repeat bloods done - even though the doctor had previously directly messaged me saying I needed to book myself in? Very confusing.

Kemble

None

RAU

None

Tetbury

- Nurse was very cold/ lacked any empathy. Made me feel like a nuisance.

Website

None

By Text / Email

None

