



Friends and Family Test Feedback October 2021

Voted Extremely Likely or Likely to recommend because: -

Cirencester

- Swift efficient on time booked appointment slot.
- Well organised, speedy, friendly service

South Cerney

- Very professional, engages with patients and delivers a great service. My arm is non the less sore ??.
- I was seen on time; my blood test was expertly carried out in a friendly and cheerful manner. First class experience.
- Nurse really lovely, quick and helpful.
- because I was pleased with the service & politeness of staff.
- My husband and I attend South Cerney for our flu injections. We were seen by a lovely Nurse who was friendly and efficient, we were in and out quickly. Never felt the injection, brilliant.
- I chose this response because it was quick and clearly explained to me how long it would take for the flu jab antibodies to take effect
- Thanks to Teresa for being kind and Helpful very much appreciated and not common enough
- Have used surgery very little since moving here 6 years ago, but have, in that time received Courteous and helpful assistance
- All Staff very friendly and helpful
- The best Doctors service I have experienced and in comparison, to family and friend experience with Other practices at the moment. Love the family doctor approach and seeing speaking to the Same doctor where possible, so so happy we are with you guys

Kemble

- Friendly cheerful and very efficient
- Very quick & efficient!

Tetbury

- My message says " sender does not support replies " - however confirm 100% happy with recent flu jab organisation and experience I. e. top marks
- A friendly & efficient experience - very welcoming, helpful & cheerful receptionist - thank you
- Am home. Jane bell
- Very slick service. Appointment time maintained, followed by friendly and attentive treatment (vaccination) by the nurse.
- Flu jab. Well organised and quick.



- I was seen on time, and both the doctor and nurse were caring and supportive but also, efficient and effective.
- NO COMPLAINT! ! NOTHING TO COMPARE IT TO IN TIME OF COVID. DOCTOR WAS FINE. WHOLE EXERCISE A BIT SURREAL.
- Nurse was friendly, efficient and very punctual with no waiting at all. Also, I found the receptionist very helpful.
- Quick efficient service. Nurse friendly and skilled. No problems with visit
- The nurse was very good. I've nothing but complimentary words for all the nurses. Who have dealt with me
- The person who took my blood was very considerate and gentle as my arms have been in the war of late from someone else trying to get a needle in and left me very bruised and sore not at our surgery!!And had a very good bedside manner.
- This message received on the 11th my appointment was the 9th a bit late
- Very efficient and lovely nurse.
- Excellent service

BY Text or Email (Surgery Not Known)

None

Website

None

Voted Unlikely or Extremely Unlikely to recommend because:

Cirencester

None

South Cerney

- Poor covid management in waiting area

Kemble

None



RAU

None

Tetbury

- I checked in for my flu jab appointment as required. After a long wait, it was obvious when I enquired that there was a problem. I was given no explanation but when the nurse then called for me, she suggested that she had already given

Website

None

By Text / Email

None