



Friends and Family Test Feedback Sept 2022

Voted Extremely Likely or Likely to recommend because:-

Cirencester

- Very friendly and professional
- 1 attended the Surgery for a blood test. Although the Phlebotomist was running a little late, she apologized; the delay was not a problem. I was completely happy with the procedure as carried out by the Phlebotomist's.
- A 15 minute wait before my bloods were taken, but the phlebotomist was so kind and did a fantastic job
- A quick & prompt appointment to re dress a dressing for a leg wound.
- All staff are caring, friendly and helpful.
- All staff very courteous and very quick appointment.
- All staff were friendly and efficient
- All staff were pleasant and helpful.
- All very efficient and phlebotomist was very competent.
- "Always .very impressed .
- an appointment with Tammy was given for the same day, with quick follow up with a call back the same afternoon. prescription sorted and details for booking hospital X-ray appointment provided.
- Appointment bang on time with a lovely member of the team who puts you at ease.
- Appointment booked very far ahead
- Appointment was on time the doctor was very informative
- Appointment was on time. Phlebotomist was friendly and careful of my comfort throughout. waiting to be called the machine hadn't booked me in.
- Arrived a little early , booked in and went to waiting room , after a short while was called to see nurse , after a short time sample was taken and I was on my way.
- As always, excellent care: felt listened to, given genuine care through knowledge and follow up action.
- Blood test appointment went smoothly with phlebotomist
- Blood test. Self checked in and seen 2 minutes later. All done in 15 minutes. And the phlebotomist found my dodgy veins.
- Blood tests were dealt with on time in a friendly efficient manner.
- Came in for a check up after a call in the morning. Saw a different doctor this time but a very good and professional service as usual
- Caring, warm and efficient staff
- Dealt with quickly and efficiently. All questions answered. Reassurance given.
- Didn't have to wait long
- "Dr Angela Allen was lovely. Patient and thorough.
- When I made my appointment afterwards for a blood test, the receptionist was polite and very helpful."



- Dr Hill extremely caring
- Dr Hill was very pleasant. Dealt with a few of my health issues. Put my mind at ease.
- Dr Khalid extremely professional and caring.
- Dr Nichol is excellent.
- Dr Nichol was kind, attentive and caring.
- Dr Nichol was very attentive and assisted me with all of my concerns.
- Dr Strong listens and is very caring. Overall very satisfied.
- Dr Strong was so helpful and comforting
- Dr Strong was very kind, informative and professional.
- Dr Vernon is an excellent doctor, with lots of empathy.
- Easy check in service and friendly staff.
- Easy self registering system worked well. I didn't have a long wait to see the doctor.
Doctor was friendly and explained the examination and what she proposed to do about the problem.
- Easy, cooperative, helpful
- Efficient and friendly reception staff. Didn't have to wait long in the waiting room and the blood test went smoothly. I like that the waiting room is large and separate from reception.
- Efficient, very friendly, i didn't feel rushed at all
- Everyone so polite and helpful. Surgery was running to time as well, thank you ...
- "Everyone very friendly and efficient
- "Everyone was very helpful and friendly.
- Despite the Phlebotomist not being able to get any blood from me she was excellent in her approach and was very gentle with me and even scheduled another appointment for me there and then. Excellent service!"
- Everyone was very helpful and polite, and my appointment was on time.
- Everything explained about my concerns.
- Everything ran to time, the phlebotomy nurse was friendly.
- Everything went smoothly, everything happened on time, everyone was warm, polite and professional. Business as usual at Phoenix, in my experience.
- Excellent service
- Excellent treatment, interested, dedicated, thorough and friendly staff.
- Excellent, friendly service. Appointment on time.
- Fantastic service as ever
- Fantastic service nice people and no long waiting times
- Fast and very professional
- Fast, friendly, efficient as always. Like that you don't feel like you're wasting any bodies time!
- Doctor Verna is always polite and listens well,
- And helps were needed, having Autism he feels safe and secure in Doctor Verna company,"
- First experience in the practice. Clear instructions given by receptionist re where to wait for my blood test. Blood test performed on time and efficiently. Also given information re NHS app so I can retrieve the results when available.
- First time I have visited your Cirencester surgery and Carol, the Diabetic nurse, was extremely helpful.
- Friendly & helpful staff. Very little delay
- Friendly and efficient staff, short waiting time and answered all questions I had.
- Friendly helpful receptionist and nurse.
- "Friendly Nurse, punctual and quick.
- Friendly, efficient and gave me a free mask as I forgot to take one
- Georgina Hawksworth is the only so far that has taken my symptoms seriously and referred me to the appropriate department for urgent attention. I'm very grateful



- Good timing and organised very pleased with the service.
- Great patient care
- had a little trouble finding my veins
- Had a telephone appointment with Dr Strong on 30th. Worth the wait as listened,
- suggested course of action and never felt rushed, hence waiting for my own doctor longer! She asked me to come in next day for a physical assessment by a trainee GP doctor. He was also excellent. Nothing too much trouble. Didn't feel rushed. Both doctors have excellent doctor/patient understanding. My partner supports this too, since her doctor is Dr Strong. This is not always the case with other doctors when it feels they can't wait to get you off the phone. When you ask for feedback we believe in being honest and hopefully constructive.
- Hadn't been to Cirencester surgery before. The receptionist was very welcoming.
- Helen is consistently great at being prompt and always manages to take blood. Many thanks
- I always have trouble when I have a blood test finding a vein so there were 2 nurses and they were brilliant
- I am pleased to receive face to face consultation as I am a lip reader
- I arrived early and was signed in by reception. Almost as I took a seat I was called and taken for my test. Although I had forgotten the form it proved no problem, a new one was printed, blood was taken, and I was on route home in minutes. Very good service indeed. Thank you.
- I came for a blood test and I'm extremely nervous, but I felt absolutely nothing and the nurse was lovely (I wanted to bring her home) everyone was as professional as ever and had a phone call later in the day with the answer to a query that I had put to the lovely receptionist
- I did not have to wait. The nurse was pleasant and very efficient.
- I got the perfect response, and the paramedics was calm and polite
- I had a telephone consultation promptly at the arranged time and a follow up at the surgery shortly after. Both organised efficiently. Doctor Nichol was as knowledgeable and informative as ever, taking the time despite the pressure I'm sure the whole practice is under.
- I had a very nice experience with Lucy who did my blood tests!
- I had a worrying shooting pain in my breast 3 days before travelling. Afraid I might have to cancel, I contacted the surgery, spoke to a paramedic and was given an appointment with a doctor the following day. The doctor put my mind at rest that the pain was in the muscle around the breast not in the breast tissue itself. It would subside of its own accord. It is now less painful than it was, and I am going on holiday.
- I have felt very cared for by all members of staff. Keep up the good work.
- I have nothing but praise for this surgery.
- I rang at short notice and was pleased to get an appointment.
- I saw Dr Hawksworth and she examined me. We discussed my symptoms and Dr Hawksworth would like me to have more tests - these have been arranged.
- I saw the muscle skeletal therapist Steve Write. He was very thorough and helpful. Thank you.
- I think the nurses are lovely and I been here for years. and it's amazing surgery
- I was a temporary patient, everyone was helpful, friendly and very caring
- I was early to arrive and was seen to before my appointment time.
- I was looked after well the nurse and her assistant were brilliant - caring, friendly and warm.
- They made my whole experience very pleasant indeed. Very grateful to them both.
- I was seen promptly. Dr Nichol is always knowledgeable, supportive, understanding and very reassuring.
- Interested/patience/ support excellent
- Just a blood test but carried out efficiently, on time with no waiting. Good service.



- Kind prompt appt.
- Lovely staff from reception to doctors
- My examination and questioning regarding the issue was thorough. I was given time to ask questions and explanations given. I was made to feel at ease in the situation.
- My first visit, very friendly doctor who was thoughtful and gave me the time needed
- My visit for a blood test was as it should have been and I've no complaints. However, my blood test was on the 9th September and I've just had a message to call regarding the results. That's almost 3 weeks later!
- No wait. Nurse was very good and professional
- No waiting. Spot on time. Nurse very informative and helpful. And very skilled interpersonal. Overall very professional, efficient with a good human touch
- Not rushed, felt cared about
- Nurse and doctor both very sympathetic and helpful
- Nurse Helen had always been very good and puts one at ease with her lovely friendly outlook
- Nurse very efficient and took seconds to do my blood tests very pleasant lady
- Nurse was very personable and friendly.
- Nurses were excellent and caring.
- On time and polite and cautious
- On time and very professional
- On time. Efficient. Cheerful. 👍 👍
- On time and helpful
- Only thing was I was waiting over half an hour as doctor had problems with computer not your fault though.
- Personable and encouraging
- Pleasant welcome. On time.
- "Polite and efficient reception.
- Speedy appointment."
- "Polite and friendly staff, Dr Allen was very good.
- Pleasant experience. "
- Professionalism on point
- Prompt appointment and excellent treatment
- Prompt response, seen on time, nurse knowledgeable.
- Quick and efficient
- Quick service, lovely nurse, calm atmosphere.
- Really friendly nurse (Vanessa), appointment started on time and was all very pleasant. Very friendly receptionist. Great to have a bike rack to lock the bike.
- Really nice doctor, very down to earth chat 😊
- Received phone call from my GP exactly on time. Immediate two-week consultation arranged with hospital consultant.
- Reception friendly, helpful and polite. Appointment on time. GP thorough, reassuring, kind manner.
- Receptionist was extremely helpful. Nurse was very good. All was on time
- Reliable good support
- Seen on time, helpful friendly reception and skilful nurse
- Seen promptly.
- Service was great! Lovely staff at reception making us feel welcome which is massive difference from all other doctors' surgeries. Doctors we seen was also warm and welcoming which is lovely and important when dealing with kids.
- Speedy, very friendly & professional.
- Staff very helpful



- Staff were friendly and my appointment was on time.
- Still being investigating
- The doctor saw me on time, she listened carefully to my concerns, and I felt very reassured when I left the surgery.
- The nurse was very nice
- Thorough and informative
- Vanessa, phlebotomist was excellent & very nice!
- Very caring and compassionate dealing with my medical needs.
- Very caring and professional GPs and nurses who listened to me, explained procedures clearly and made me feel relaxed. No long waiting times and parking wasn't an issue.
- Very efficient
- Very good experience, as always.
- Very helpful professional and caring staff
- Very nice lady at the reception
- Very prompt
- Very quick and courteous service
- Very quick in and out for bloods
- Very quick, friendly and efficient
- Very speedy response and polite help
- "Visit to physio prompt appt
- Was able to have enough time to discuss all my concerns, and more investigation is ongoing
- Was great to see Dr Maxted in person again miss that personal contact
- Was seen on the same day
- Was seen on time and excellent service
- Was seen very quickly.
- We had a long-detailed discussion followed by an examination
- When we attended the surgery there was hardly any wait and the receptionist and doctor was both very helpful.
- You read so many negatives about Dr surgeries. Never anything negative at Phoenix.

South Cerney

- 15mins wait but no problems just had a blood test
- Blood taken quickly and efficiently
- Didn't have to wait more than a minute, staff very friendly. Dr Hill a very good and sympathetic doctor.
- Dr Hill is the finest GP I have ever had and as usual he took wonderful care of me. I just hope that he doesn't decide to move away.
- Dr Hill is very friendly and caring. Receptionist was polite.
- Dr Khalid always puts you at ease and super professional.
- Efficient check in. Saw the phlebotomist on time. Simple and polite experience.
- Excellent personal service as usual. Made to feel relaxed with a good interaction explaining the procedure and carrying it out.
- Excellent service
- Friendly and efficient
- Great Dr- efficient and quick to act- respectful but not stuffy



- It was a very good and everything was Conducted Well
- No wait - saw doctor on time
- Nurse was nice and made me feel relaxed
- Nurse was friendly
- On time and friendly
- Phlebotomist was gentle & kind.
- "Reception was welcoming and friendly.
- Appointment only a little behind, nurse was also really nice and efficient so in and out pretty quickly.
- Nice atmosphere all round. "
- this experience was. very good - i think phoenix is improving - used to be excellent - there was a deterioration in some areas of communication
- Very friendly efficient staff
- Very good no long wait in waiting room
- Very happy.
- Very nice to see my GP face to face after 3 years!
- Very polite people and helpful
- Very quick appt. Seen on time. Thorough examination and talk through
- Wait time kept to a minimum. Blood test quick, courteous and pain free. Great result
- We both went for blood tests, quick and convenient

Kemble

- Blood test in on time and pleasant lady.
- Discussed symptoms and provided answers and ongoing assistance
- "Easy to get to - on time and the nurse was excellent at taking my bloody
- Excellent professional attention from GP
- My questions were answered, and I felt a lot more at ease about my condition
- No waiting, caring staff
- Phlebotomist was unable to take blood from me, so I have to re visit, this time Tetbury.
- Quick, friendly
- The reception was approachable and friendly, and I had magazines to read while waiting to see Doctor
- "This was my first visit to the surgery.
- I felt very comfortable and was particularly impressed with Doctor Strong's excellent care and attention. Thank you."
- Went for a blood test but they couldn't get it from either arm, I never have trouble when I do blood donation

Tetbury

- All staff warm and welcoming efficient service
- All very professional, helpful and free. Thank you.
- All staff very nice and professional
- Always a good experience
- Always get an appointment either telephone or to see a doctor
- Appointment arranged with triage nurse at very short notice and subsequent examination was very thorough and informed.
- Appointment for x-ray, went in on time, very kind, efficient, professional radiographer.
- Appointment on time, check in system easy to use
- Appointment on time, quick and expertly handled blood test



- As always, I was seen promptly, and I was really pleased with the care provided. I felt listened to and I felt like my concerns about my health were taken seriously and acted upon. You all do a marvellous job. Thank you!
- Blood tests with nurse, she was brilliant, supportive, put my mind at rest about a problem that is really concerning me, dare I say, more like the surgery used to be
- Considerate.
- Dealt with on time, very courteously and efficiently and very friendly.
- Dr Allen was kind and reassuring and put me at ease, which I really appreciated.
- "Dr Angus is a fantastic GP. Very patient, thorough and brilliant at his job.
- Dr Angus is brilliant. Professional.
- Dr helped with all my problems
- Dr was extremely helpful
- Dr Woodward identified my condition and prescribed medication. He was kind and understanding and I was grateful for his help.
- Dr Woodward was a great help, and always kind and patient.
- Easy and quick appointment process
- Easy booking, timely text reminder, no waiting, Nurse very friendly and professional. No complaints at all - for this appointment and throughout the pandemic. Well done Tetbury Phoenix. Mary Schollum
- Efficient, friendly, helpful, no waiting.
- Everyone was friendly
- Everything fine
- Everything went smoothly
- Excellent
- Fabulous Doctor Douglas
- Felt trust in my doctor and he reassured me of condition and its effects. Would happily see this doctor again
- First time at Tetbury surgery showed me where to go they were very helpful
- Friendly all round
- Friendly and helpful nurses.
- Friendly and helpful staff
- Friendly and on time
- Friendly, careful, efficient phlebotomist.
- Friendly, helpful and on time.
- Good care, on time, very polite
- Good to have a face to face meeting
- GP invited me to face to face consultation three hours after phone consultation. I was seen at the agreed time and found the discussion very helpful
- Had an emergency next day appointment with Dr Carrington who was friendly and efficient.
- Having spoken to Dr Angus at the appointed time, he asked me to go in for a personal consultation.
- Helpful and efficient.
- I attended for a blood test using the check in system was easy ;staff were courteous, professional & kind
- I came for blood tests, the nurse was delightful, very engaging and also gave me some very positive information. A very pleasant visit. Thank You
- I had a short wait of 15 mins. Dr Douglas was very good. Listened to my health concerns, did an examination and made referral. This is what I had expected/hoped would happen.
- I visited my GP doctor Dr James Woodward. He is a good specialist. He found out my disease at once and gave me hope for my future life.
- I was listened to and given the reassurance I needed
- In & out very quickly
- In & out very quickly with blood tests.



- It is always good to be looked after by Dr.Douglas. Your receptionist was also very pleasant and helpful.
- Lovely Helen the very calming nurse took my bloods with care and chat as I am a nervous Patient.
- Lovely professional lady took my bloods
- Met my expectations
- My apt for blood test on time, and information from receptionist informative all very efficient thank you
- Nothing to add
- Nurse Elaine is amazing so happy to see her.
- OK
- On time and efficient
- On time but the location was difficult to access
- On time no issues pleasant people.
- On time, delightful friendly nurse, painless blood test.
- On time. Helpful receptionist when the self-service check in wouldn't let me check in
- Once I had appointment the Dr was v informative considered both the matter in hand and reassuring me of help re stress brought on by divorce
- Once they found which blood tests I was having it was very good and efficient! I'm not an easy patient for getting blood from, last time the nurse tried many times but wasn't successful so had to go home and come back another day!! Nice black arm!!
- Only problem was getting through on the phone (35mins). Then it was all efficiency, kindness and good will.
- Prompt positive result
- "Prompt,
- Efficient
- Good humour"
- Questions answered efficiently.
- Quick and easy
- Quick appointment and caring service. Overall exceptional experience.
- Quick response. Accurate analysis of my concern.
- Quick, efficient and on time. The nurse was lovely and reassuring.
- Reception and nurse perfect
- Reception very helpful and approachable. Appointment with my doctor excellent and unrushed. All my concerns and queries answered.
- Receptionist friendly. Lovely phlebotomist took blood test as we talked so I didn't really notice her taking it! She also answered some of questions I had.
- Saw Dr Angus who was as relaxed and as friendly as I have ever known him and that is a great start to any doctor/patient meeting
- Saw Steve who was helpful and explained everything clearly.
- Seen on time for blood test nurse was pleasant and efficient
- Staff friendly, On time and efficient .
- Staff really friendly
- Staff very helpful and friendly and I was seen on time.
- Tammy was great !!
- The appointment was made by Karen, who rang me to do so and was helpful with a lovely manner. At the surgery I forgot to bring a mask and was provided with one by your receptionist (who kindly reminded me I needed one). My phlebotomist appt was on time. Originally booked in with Jane, Elaine stepped in to keep to time and was very friendly and efficient.
- The lady helping me with my blood test made me feel at ease especially since I don't do well with them.
- The nurse and HCA were fantastic
- The nurse was very good doing my blood test.



- The Nurse was very professional and polite.
- The practice does a fantastic job under very challenging circumstances for primary care at present and should be commended. Every one is friendly, welcoming and does an excellent job. Thank you
- The receptionist is friendly and always recognises me
- The service was prompt and incredibly polite and friendly.
- Thorough
- Top quality, professional nurses
- Very attentive and empathetic advice from Dr Douglas
- Very easy consultation and informative.
- Very easy to sign in & nurse very nice
- Very efficient and friendly
- Very efficient service all dealt with instantly.
- Very friendly and efficient
- Very friendly phlebotomist put me at my ease immediately. Short waiting time .
- Very kind Acute Clinical Nurse who called to invite me in for a blood pressure check. Mrs TB. Felt much better having seen her.
- Very lovely Dr, took time and very helpful
- Very pleasant and efficient nurse
- Very polite and cheerful nurse I saw!

RAU

none

BY Text or Email (Surgery Not Known)

None

Website

None

Voted Unlikely or Extremely Unlikely to recommend because:

Cirencester

- Arrived 5 mins before my appointment booked in with the machine 20 mins later still waiting to be called the machine hadn't booked me in. Time was tight for me yesterday and I was late for another appointment.
- Blood test could not be carried out. Torniquet would not do up and the rubber band used instead left imprint in my arm, causing pins and needles after. She could see the veins but did not continue and asked me to come back next day to see someone else to do the test.
- I have a chest infection and no antibiotics; I am struggling with it.



South Cerney

- Blood test - 3 attempts to find a vein. Nothing and now have several bruises.
- Firstly, I was told by a member of staff that face masks were mandatory and I should have one on? This was AFTER I had sat in the waiting room talking to the receptionist who came out to see me, who did not have a mask on, and another patient, who did not have a mask on. Confusing!!!
- The phlebotomist I saw wasn't very welcoming and hardly spoke. She seemed disinterested when I asked a question about my healthcare form, she said to leave it blank and took it off me. When I left she didn't even say goodbye. This is the first time I've ever left a negative review!

Kemble

None

RAU

None

Tetbury

- Well, I would have like to have click very poor and very good but it wouldn't let me! The very poor was, I was spoken to by the receptionist by a rude manner and I'm not very happy. Considering she didn't think I was an urgent matter I had a call from the Dr to come on down which did and I was prescribed antibiotics for a chest infection for my breathlessness, and I had blood in my urine so please could someone please advise me why the receptionist strongly thought I wasn't a urgent matter!!!!
- I was unable to arrange a follow up appointment because you only offered pm times and I cannot do pm because I work

Website

None

By Text / Email

None



BY Text or Email (Surgery Not Known) None

Website None

Voted Unlikely or Extremely Unlikely to recommend because:

Cirencester

South Cerney

Kemble None

RAU None

Tetbury

Website None

By Text / Email None