



Friends and Family Test Feedback December 2022

Voted Extremely Likely or Likely to recommend because:-

Cirencester

- Staff great. Waiting area now very tired and feels unhygienic to me.
- Dr Vernon was very good.
- Reception was polite and helpful. Appointments are not easy to make and are usually for several weeks later due to demand.
- I was seen by the nurse on time and in a pleasant manner.
- I was disappointed not to meet my new GP Dr Adam, but I was happy with the attention I received.
- On time, quick, thorough.
- Quick appointment but was kept waiting for nearly half an hour.
- The Dr was on time and efficient. She finally prescribed antibiotics, so my son is getting better.
- The staff in this surgery are very good. Very pleasant and friendly.
- A little time to wait, nurse friendly.
- Friendly. Helpful. Clean.
- Reception dealt with my issue promptly and arranged a call with the doctor who arranged an appointment later the same day.
- Nowhere to park, waited 12 minutes, in the end shamefully parked it in the disabled bay.
- Friendly ladies in the dispensary and reception. Anne (nurse) professional, friendly, and interested in all aspects concerning my health. An absolute pleasure to have her treat me!
- Appointment was on time and the nurse took blood cleanly at the first attempt. The nurse was professional and friendly; what more could I ask.
- I went in for a routine blood test. I went in on time. Assistant Carla was lovely and made me feel welcome.
- I was a couple of minutes late and had to bring my one year old twins in with me - which is rather stressful! The Receptionist was lovely and very accommodating, opening doors etc so I could get the Pushchair through. The nurse I saw was also really friendly and accommodating. I felt stressed at the thought of trying to navigate getting in/out and bringing small children along with me but I needn't have worried!
- Our appointments were on time. The staff were very helpful and always cheerful.
- I arrived 5mins before my appointed time and the nurse called me in.
- Welcoming, friendly, and efficient.
- Everyone was very friendly and helpful, thank you. My repeat prescription was processed very quickly, thank you.
- Dr Sethi excellent caring professional Dr.
- Welcoming. Very efficient.
- Efficient and professional.
- The doctor I saw was very thorough and I was treated very well.
- The service is extremely efficient and there is always a smile from the Receptionist.
- On time. Painless. Happy staff. 🇬🇧
- Saw the lady paramedic ...fantastic edition to the surgery ...really excellent.
- It was nice to see a doctor face to face and the doctor was very nice.



- Visited. 0825 phone call from nurse practitioner before 0900 apt with above 1030 prescription raised for antibiotics amazing service given the pressures.
- Despite having to wait a little longer than planned because of a medical emergency, everyone was helpful and polite.
- I had a list of things that concerned me, and I was able to discuss them with Dr Sethi.
- Seen promptly at the surgery after a phone call. Excellent service as normal, thank you.
- The surgery was very busy, however, everything was carried out calmly and with loving efficiency. Excellent.
- An emergency blood test was arranged because Cirencester Hospital cancelled one due to Staff sickness necessary for operation date on 29th December. Big thank you to Nurse Carla.
- Very satisfied. Thank you.
- Needed my yearly blood test, I'd remembered my blood pressure readings but had forgotten to bring the blood test paperwork. Both the receptionist and the nurse were happy to reprint the paperwork.
- Friendly and helpful staff.
- Checked in on screen, waited 2 mins, called in on time, out in a few minutes. Excellent.
- Tammy was excellent she was thorough and listened.
- Dealt with very quickly.
- Very helpful and friendly staff members.
- Seen on time. Nurse extremely pleasant at end of day! Very courteous efficient receptionist.
- Fitted in to a busy surgery and given appropriate treatment.
- I had 3 questions which were dealt with very well. All dealt with.
- Pleasant, friendly treatment by all staff.
- It was on time and straightforward.
- Very happy with the service as normal thank you all merry Christmas.
- Helen was great very attentive, made the blood test easy.
- Professional and friendly.
- Very quick.
- It was a telephone call and the nurse was excellent and very thorough.
- The doctor we saw was so friendly and brilliant with my young daughter.
- Tammy was very helpful and considerate towards us as our 4 month old daughter was constipated. She did a complete check over and made us feel at ease, she also made sure she did plenty of checks to ensure we were doing the right thing based on Ivy's age.
- I was dropping off a sample. Receptionist was pleasant and quick.
- Felt very comfortable with doctor who was very kind and caring.
- Ellie was kind and caring toward our son and treated the issue quickly.
- Appt on time, my doctor explained my treatment to me, and I didn't feel rushed.
- Dr Hill was very good made it a lot less uncomfortable.
- Always friendly, efficient and helpful.
- No complaints always very good.
- Very caring. Put both me and baby at ease. Sent further information to help us with signs to be wary of. Very helpful and explained everything we needed to know.
- Everything went to plan.
- Quick face to face appointment following phone consultation.
- Very prompt, very professional, very helpful and friendly. 10 out of 10. Thankyou.
- Lovely experience. Friendly and efficient. Painless blood test.
- Found Tammy listened to what I had to say - and checked me over - I left the surgery confident and feeling I had been fully checked - and with the appropriate medication necessary.
- Doctor was extremely reassuring and very thorough. Lovely manner.
- Seen the same day and great service.



- Doctor Sethi was very understanding and thorough. He gave me the time to open up which is difficult for me, so thank you!
- Great service from receptionists, excellent and supportive telephone consultation with doctor, rapid appointment where questions were answered patiently and explanations of medical issues very clear. Rapid referral too. A shame there wasn't an excellent box to tick at the start.
- Seen on time, Dr Khalid was very thorough.
- Quick response as always on phone, same day appointment, no wait at surgery... amazing.
- I was seen promptly and efficiently.
- Friendly staff, quick to be seen.
- Tammy was super helpful, knowledgeable and great with my 7 year old.
- Greeted with a smile by the receptionist.
- Seen by Dr Hill who is a great family doctor and always very professional.
- I was seen and treated very quickly from my initial telephone enquiry, speaking almost straightaway to Dr Hawkesworth, with an X-ray arranged for the next morning, in Cirencester, an appointment to see one of the practice nurses (I think Mandy?) a little later, and medication prescribed and collected within the hour, in Kemble. Excellent service and very sympathetic treatment throughout from receptionist, doctor and nurse in Cirencester, the pharmacist in Kemble and staff in X-ray today.
- Very attentive staff.
- Dr Vernon was friendly, helpful and explained very clearly what was being done with my diagnosis, treatment and the next steps.
- I was slightly late and both reception and the nurse made an effort to get me in and out quickly.
- Appointment with Dr Hill, appointment on time.
- A very enthusiastic Doctor who explained my symptoms very well and a very nice man to talk to.
- On time, professional & friendly.
- Everything went like clockwork.
- Experienced practitioner, polite and helpful.
- I arrived a half hour early, my mistake, I was seen much earlier than my appointment time.
- It was all fine, nurse friendly and helpful when I had brought wrong form!
- Went more or less straight away, had all my queries answered.
- The nurse suggested I make a follow up appointment with the new Doctor Allen in the new year, but I was asked to ring in a week or so.
- My appointment was on time and Dr Hill was excellent.
- Dr Hill listened to my concerns and was very reassuring, offering treatment and alternatives.
- Tammy the paramedic was so lovely and helpful.
- Really quick appointment following phone call.
- Service from all staff excellent.
- Quick, thoughtful, reassuring service.
- The receptionist and Nurse were very pleasant and professional.
- Dr Alex was fantastic, really friendly and approachable and listened. Good advice and explanation, good to see Phoenix are starting to employ more doctors outside of the arrogant unhelpful mode. I hope this shows they are being mentored by the best and now following their values and respect for patients.
- I saw nurse Nichols, she was so lovely and so informative about my contraceptive options.
- On time & first class consultation.
- Treated with care and informative.
- Doctor was very good he explained everything and listened to my concerns did not feel rushed it was very good to be listened to and answered have a lot of reassurance.
- On time and efficient.
- Fatima took my bloods today and she was fantastic. First attempt as well. 😊
- Very thorough and explained everything in detail and easy to understand.



- Very quick, in and out.
- My appointment was on time and the small number of people in the waiting room enable us to keep apart.
- Superb.
- Very happy with the outcome.
- Friendly staff.
- Doctor explained everything very well.
- All questions that I raised were answered.
- I was called for my appointment almost immediately, very good treatment.
- Efficient.
- Caring considerate and professional.
- The doctor was very friendly and professional. The ladies at the reception desk are also fantastic!
- Went for a blood test, as soon as arrived was called in. Actually early.
- I was seen on time and the nurse did a blood test. It was very straightforward.
- Staff and nurses are always so supportive.
- A slight wait sometimes on hold, but once I get through the receptionist ate very polite and helpful and make sure I speak to my GP ASAP.
- The phone call triage system works well as sometimes the GP can prescribe something over the phone without having to go see the f2f.
- Came in for routine blood test as instructed by Dr. Was seen quickly (on time), nurse was friendly and efficient. I had forgotten my sheet but the nurse checked my details and printed off another copy and told me not to worry these things happen. Even having the blood drawn was as painless as it can be!
- Easy to self check-in, Helen, the phlebotomist is always great!
- I was seen very quickly by the loveliest nurse called Carla.
- Seen very promptly.
- On time. Efficient. Friendly.
- Once I had the appointment, all went smoothly and swiftly.
- I found the nurse very pleasant and efficient.
- Dr Allen was very thorough and understanding.
- Quick and pleasant.
- I was seen bang on time and didn't feel a thing.
- Helen is always brilliant with taking my bloods.
- Explained very well.
- Spot on time, very efficient.
- Efficient and friendly- nothing to complain about.
- The care is excellent. Treatment is explained really well. The staff are friendly and professional. I never feel I'm being rushed. I also respect that a consultation with the GP is a two way discussion. It enhances confidence in the quality of care.
- Had problems with South Cerney phlebotomist and Helen was able to extract blood with no problems.
- Painless blood test. Reception perfect.
- Very understanding, listened and very thorough.
- Receptionist helpful. Blood drawn by qualified and lovely Phlebotomist.
- Organised, friendly, efficient.
- Was efficient, question answered I was concerned about, ending confusion, friendly.



South Cerney

- I arrived for a blood test. The appointment was on time and the nurse taking the blood was kind and efficient.
- Very helpful staff. Painless blood test.
- I usually go to Cirencester but this surgery was lovely.
- Helpful and informative consultation.
- Appointment was on time, swift and efficient.
- Extremely nice nurse.
- Quick and staff friendly. Clean and tidy waiting room but wasn't there long.
- Very short wait for an appointment. Pleasant and informed staff.
- Very good communication at the reception desk and my nurse.
- Blood test conducted quickly and efficiently.
- Just nice.
- A very pleasant nurse took blood, I didn't feel a thing.
- Quick appointment, excellent treatment.
- Appointment was set for day I requested. Seen by nurse on time. All friendly.
- No issues. Nurse was great.
- It was for taking my blood. The lady was very pleasant which made the visit to have less tension.
- I have the most professional and compassionate GP. As always, I felt able to talk without reservation to him.
- Dr Hill is very kind.
- Very quick, nice friendly staff.
- Welcome by Receptionist, a short wait then a very efficient blood test by a friendly nurse.
- Cheery staff and no waiting. Parking was easy.
- Quick, polite.
- Blood test was done on time, courteously and efficiently.
- No long waiting times, nice staff. Really good service.
- Punctual and the blood took in one go as opposed to 3 on my previous blood test.
- Easy to check in, friendly staff, clinic running on time, phlebotomist excellent!
- Excellent nurse found my very tricky veins. Made it a much easier visit than expected.
- As always reception very helpful, and a good and informative session with Steve the skeletal and muscle specialist. Thank you.
- All went well, no hold ups.
- Very nice Italian lady took blood sample. Couldn't have been bettered!
- Punctual and professional, no problems.
- Nice welcome, easy check in and comfortable, festive waiting room. Friendly and considerate phlebotomist.
- Only a few minutes wait, very pleasant phlebologist.
- Seen on arrival, nurse assuring and attentive.
- Only a short time to wait for appointment. Friendly and efficient nurse for blood test.
- Due to arthritic knees I use a walker, the nurse was very helpful.
- Very nice staff, didn't have to wait, and blood test done painlessly.
- Receptionist welcoming did not wait long to be seen.
- Very efficient.
- I was early and nurse was waiting for me, brilliant. The nurse was very good and also informative explaining all the questions I asked her about the tests I had. Lovely lady, one good experience, don't get many these days. I rate her very highly she was skilled at her job as so many are not, there have been times when it has taken up to 3 attempts to take blood. Not with this lady.
- Friendly and efficient.



- Polite kind efficient staff.
- Blood test. Pleasant receptionist, very friendly nurse who made the visit as pain free as possible – in and out in 5 minutes!
- Kind friendly receptionist, short waiting time, the nurse I saw was excellent.
- Appointment on time carried out politely and efficiently.
- Minimal waiting, quickly and efficiently dealt with and all done in ten minutes.

Tetbury

- It was very prompt and efficient.
- Running late but very busy. Extremely pleasant and efficient.
- Lovely to actually see a doctor! I have seen Dr Cardew, she's great, no issues and prompt advice but I could tell she was in a rush but that's not her fault, obviously just super busy.
- Good experience, once I got through to speak to care practitioner.
- Parked in the disabled bay and slipped getting out of the car. The ice around the car was treacherous!
- Poor online access leads to lengthy phone wait whereas I would be happy to book the appointment online and access my blood test online but website not easy to navigate. Surgery needs to do far more in online access and guidelines for this. It would also do well to look at skill mix further, as many consultations could be done by a skilled nurse or a suitably trained HCA to free GP up.
- Well managed.
- All dealt with efficiently.
- Went for a blood test. Jane was very pleasant, no bleeding or bruising afterwards.
- The clinical aspect was excellent as usual but it's an absolute nightmare parking at the back. Despite being 20 minutes early I just made my appointment.
- Saw nurse who was on time, if a little early. Very pleasant and efficient.
- All OK.
- My appointment was with nurse who was friendly and reassuring.
- I was given great personal care at the surgery However car parking was difficult.
- Booking screen worked OK. Saw my GP face to face and received appropriate treatment for my problem.
- Very kind and caring
- Receptionist was very helpful and friendly, Dr Douglas was once again amazing, such a caring lady, she listened, was extremely professional, thorough and treated me with great respect and understanding as my life is testing me and my family at the moment!
- On time. Very good.
- Very efficient.
- We covered a wide range regarding my problem.
- Always excellent service.
- Doctor Angus McMyn was, as always, polite and friendly it is evident that he is doing his best to discover the root of my problems.
- Dr Angus arranged to see me at the very earliest opportunity and dealt with my health matter in a very professional and kindly way.
- The nurse took time to understand the problem and carried out a good assessment.
- All staff were pleasant and supportive.
- Timely courteous efficient blood sample taken with efficient and effective communications and Reminders.
- Very personable.
- Very happy with whole process.
- Good information, in depth discussion, hope to overcome frustration of losing information!!
- Smooth and friendly.
- Efficiency, excellent customer service. Good doctor and professional.



- On time. Friendly.
- Sarah is the best and has time for you to talk and listen God bless her.
- The nurse was very kind and patient, despite the difficulty of getting blood out of me, which is normally a problem.
- As always very helpful and professional.
- Blood test with Elaine excellent.
- Very efficient and on time.
- Dr Charrington has a lovely manner and was very empathetic towards us as a family.
- Nurses taking blood and ECG really friendly and helpful - despite serious issues with the computer!
- Very prompt appointment and tests for concern over heart pain.
- I logged in and then went to the seating area.
- Always polite and helpful no matter who you speak to at any of the sites.
- Went for a blood test. Waited 5 minutes to be called. In and out all in 15 minutes.
- Blood test with Elaine. Always informative and reassuring.
- Appointment on time - Dr very helpful.
- It was so nice seeing a doctor actually face to face. The reception lady was very friendly as the self check-in would not check me in and I had my concerns resolved on the day which was fantastic.
- Seen immediately. Extremely friendly nurse. Took sample of blood no pain.
- On time staff very good.
- Painless blood test.
- Everything was as expected, very professional.
- Blood test thanks so much no probs.
- No delay, easy to arrange and everyone was very friendly and helpful.
- Appointment booked with ease. Dr Nichol was very kind and compassionate.
- Appointment made with ease and ran to time. Lovely and helpful nursing staff and doctors.
- Dr Woodward was very empathetic and understanding. The appointment was made with ease and was on time.
- Blood test carried out.
- Elaine who did my blood test was so kind and considerate, as I am a bit squeamish so she made it all a whole lot easier. Wonderful lady.
- Made us feel very welcome and nothing was too much trouble.
- Appointment - was seen on time. The phlebotomist was very kind and helpful.
- Dr Emma was very thorough in her investigation and was very generous with her time. I would recommend Dr Emma without any hesitation.
- Very prompt. Cheerful & efficient person carried out blood test.
- Had blood test. Arrived little earlier and nurse slotted me in earlier so I didn't have to wait.
- Pre-arranged appointment for a cortisol injection into right knee.
- Blood test. On time. Staff very pleasant.
- All went like clockwork. Thank you.
- The nurse was very nice and patient.
- Efficient and prompt.
- We had appointment on 6th December with Dudley Cook it was followed up from Doctor Douglas and Dr.Cardew the week before plus A&E visit on Friday. Everything requested, by Doctor Douglas, Dr Cardew and Dr Nichola Copeland Swindon General A&E. We are very satisfied with the treatment and aftercare can't thank them enough.
- Unexpectedly, I was asked by the hospital for a blood test the results of which to be available after 3 days. The lady at reception was very understanding and managed to fit me in. Many thanks.
- All ran smoothly, nurse was excellent.
- Quick blood test but informative around accessing results on app to avoid phone call.
- Friendly staff.



- Efficient friendly nurses.
- Excellent efficient and welcoming nurse. She made me feel at ease when she took my blood sample.
- Courteous and efficient.
- I was seen on time and had excellent care as always.
- I was very satisfied thank you your staff are very good and helpful.
- No delays seeing Phlebotomist. In and out in no time.
- Didn't have to wait long and good consultation with Dr Cardew.
- Very good and helpful check over.
- They saw me the same day they spoke to me, did not rush my appointment and offered me the utmost support to put my mind at rest.
- I am new to the surgery having moved to the U.K. from Jersey. I'm very happy with how the surgery is dealing with my diabetes.
- Prompt, perfect treatment and discussion about my issues, very kind welcoming doctor (Dr Cardew)
- Excellent, efficient service from a very professional and friendly doctor.
- Listened and saw my daughter same day. She is 3 and was made to feel very comfortable.
- Having been given an emergency bloods appointment, was dealt with swiftly yet carefully by the nurse. Despite very floppy veins which are poor deliverers of blood, she managed without leaving a bruise! Brilliant.
- Prompt and welcoming.
- Phlebotomist Jane superb.
- Efficient and friendly service.

Kemble

- No real issues. I would imagine the waiting area would get cramped.
- Professionalism, efficiency, helpfulness, kindness, willingness to squeeze in appointments/blood tests for urgent reasons is second to none. Thank you so much. A wonderful practice.
- The phlebotomist struggled to find a vein which I've never experienced before.
- Nice to see Dr Hawkesworth before she left. Thank you to Everyone at Phoenix for the marvellous care I have received all year.
- Friendly, easy to access. Convenient.
- Dr Strong has been very helpful with my condition.
- Dr Hawkesworth was so kind in helping me to decide how to fill in an end of life form. It took a weight off my shoulders that I could see a clear pathway.
- Appointment with my doctor. Thorough examination, clear instructions, excellent.
- All questions answered very satisfactory.
- I was seen promptly and dealt with professionally and courteously.
- Was very happy as I had several concerns, they are being addressed with ongoing investigations and treatments. Empty waiting room - particularly important to me as in the middle of chemotherapy. Appointment on time.
- Medication prescribed & dispensed there and then, avoided trip into Boots chemist. Wonderful!
- Excellent experience. Got an appointment very quickly and the doctor was fantastic. She was so kind and patient, and we didn't feel rushed at all. Thank you so much :-)
- Dr Vernon was very professional and listened to my concerns. She explained things very clearly.
- Very helpful receptionist and very friendly nurse



RAU

- Efficient, lovely caring nurse, extremely helpful and friendly.

BY Text or Email (Surgery Not Known)

None

Website

None

Voted Unlikely or Extremely Unlikely to recommend because:

Cirencester

- I went into surgery on Monday to make a doctors appointment as I have a lump in breast and had to wait until the Friday for a telephone appointment I wanted to see a lady doctor but was told that I had to talk to my doctor first who is male. It was embarrassing and somewhat intimidating, although it was eventually resolved.
- I had made an appointment with the phlebotomist in Oct and when I arrived there was no form on the system. The receptionist took a form to her, but the phlebotomist was unable to put it on system as she was not authorised. After she went to speak to Diabetic Nurse I was told that I could not have test. I said I was very unhappy and Diabetic nurse came to speak with me. I explained I had asked Dr Maxted when I could have another test and as he had said December I rang and it had been booked. I wanted the test to ensure that the steps I have been taking are having a result, otherwise I will need further guidance.
- I had a blood test which was quite painful, in all my years of having blood tests I have never bruised but this time I have, very disappointed.
- I could not get an appointment with my Doctor as I suspected I had an ear infection. I had an appointment booked with a Paramedic who looked in my ear. I was told that I had a build up of wax in my ear and that I needed to take drops then book to have it syringed. The only time I could be booked in was after Xmas which would mean that I would have be in pain for 2 weeks. When I asked if there was any other option, it was suggested that I book in at Specsavers 3 days later for £55 which I was not prepared to pay. I left the consultation very despondent as I knew the pain in my ears was not down to a build up of wax. I received a call 10 minutes later to be offered an appointment on Friday 23rd at 3.15pm. On the night of the 19th I was in intense pain through my ears and did not sleep more than 2 hours. The next day I went to Cirencester A and E as I could not endure the pain for another 3 days. Within 1 minute I was told that I had an ear infection and was prescribed Amoxicillin which I'm now taking. I'm glad that I did not book the £55 appointment at Specsavers as it would have been a waste of my money and they would not have been able to advise or treat my ear infection which I suspected that was causing my pain all along. Over the past 40 years I've received excellent treatment from the Phoenix surgery although I was disappointed with my latest visit.
- I am a pensioner. The conditions were treacherous - it had been around -8/9 degrees overnight. I



left plenty of time to defrost my car and leave for the surgery. My appointment was for 10.50am for a blood test. However, on the bypass I had a warning that my back door was not shut properly (due to my defrosting attempts). I pulled over at the Premier Inn to shut my back door and re-join the exit traffic queue. I parked on the road by the Surgery because you can be very delayed attempting to park in the car park. I hurried along an icy path and reached the reception desk at (according to the receptionist) 10.56am. She refused to let me have my appointment saying the cut-off time was to be 5 minutes late. Therefore, technically, I was ONE minute late. Is this a standard rule for the Practice or was it a jobsworth nurse? I am angry that my age and the conditions I battled were not taken into account. I could have and should have looked out my window, said 'no thanks' and gone back to bed. I will ensure that for my re-scheduled appointment in January I will be twenty minutes early, park in the car park and await my appointment in the waiting room.

South Cerney

None

Kemble

None

RAU

None

Tetbury

- Firstly had to wait 45 minutes for someone to answer the phone then a further four hours for the Doctor to ring back. The Doctor was unfriendly on the phone and made inappropriate comments about what my daughters reoccurring rash looked like in previous photos logged on her record by her regular GP. My daughter's regular GP is thankfully professional, thorough and genuinely cares about managing my daughters reoccurring conditions. In future I will ask not to be seen again by the Doctor we saw today.
- My experience with the Doctor I saw left me feeling like I'd been told off. She was quite annoyed at me and not at all kind. I was meant to see Dr Cardew but she wasn't in so it was a young female Dr instead.
- Nothing to do with care received. Just lots of issues with the appointment booked. Was meant to be telephone call. Then had text day before and as didn't read to the bottom realised after the appointment time, it was booked as face to face. Took over 50 minutes to get through to sort out and rebook. Was told would get a call after 3 to then be sent a text saying face to face at 5pm, luckily I read the text and could make the appointment, but think communication and answering of the phone needs sorting. Phones on going issue as took over 30 minutes to get through when first booked appointment.

Website

None

By Text / Email

None

BY Text or Email (Surgery Not Known)

None

Website None