



Friends and Family Test Feedback October 2023

Voted Extremely Likely or Likely to recommend because: -

Cirencester

- Was dealt with very thoroughly and efficiently, but waited nearly 25 minutes to be seen. No fault of the practitioner, and she did apologise.
- Was quick and efficient
- Friendly, competent staff
- Able to get an appt for my little one to see a ucp same day. Seen promptly. Health checks were reassuring
- I saw a very helpful paramedic called Jamie
- I was running late and was still seen promptly
- The nurse was extremely helpful and great with children.
- The receptionist and the nurse who helped me were very kind and friendly.
- Everything went very smoothly.
- Quick courteous reception, on time appointment
- I was seen really quickly and looked after very well. Much more efficient and helpful than previous doctors that I have used.
- Efficient, polite.
- On time, very pleasant and knowledgeable
- On time and efficient
- Dr Vernon was calm efficient very informative and reassuring. Could not ask for more
- Had consultation with ANP. Very thorough assessment including observations including physical examination. Good listening skills and understanding.
- I saw Tammy and she was very professional and really listened to my concerns. Her examination was very thorough and she explained clearly and I fully understood her thought process. Very happy with the appointment.
- The urgent care practitioner saw us both. Was very thorough and explained everything very well. Really happy with our visit
- The nurse was amazing and very gentle
- Very friendly and helpful
- Never any reason to complain!
- Minor op, dealt with on time
- Wendy on reception sorted out my phone privacy issue that was stopping the surgery contacting me after I had sent a message to the website. As a result of the call I was called in for a face to face and seen within the hour.
- I had been given a weblink on my mobile about where to go but I didn't see it and went to main check in and waiting area. Nurse came to find me personally and take me to the correct area instead of just cancelling or re-scheduling the appointment electronically.
- I had forgotten to tell Helen Lane I struggle to hear properly and feel uncomfortable outside of my usual routine. She explained face to face my new medication and what it was for. She also sent me a text with a visual video link to watch at home in my own time on how to actually use my new medication so I was confident in What I was taking, Why I was prescribed it and how to administer it myself.
- Dr Sethi acted on my concerns. The receptionist was very friendly and professional. Jamie, who saw me, was polite, friendly and very professional. He listened.
- Flexible and friendly



- Informative and useful
- I always find you give a good service and a caring service.
- Always very good
- Extremely pleasant lady (Tammy) who dealt with us in a professional but kindly manner. Very helpful with regards to my walking which is very poor.
- Nurse was so kind to me. I panic about blood and had a procedure done and she was so friendly and really helped me out. She made me feel very safe and answered all my questions
- The doctor Mandy was very thorough and sympathetic and encouraging
- Really nice staff. We move in to the area newly. Very friendly people and kind.
- Appointment was on time. Check up for my son was thorough and I got all the advice I needed. Additional questions asked were answered which was appreciated.
- Appointment was on time, Vanessa was very informative, and pleasant to talk to.
- Very thorough calmed anxiety
- Dr Chi is very thorough
- The appointment went very well as I was late as I went to the South Cerney surgery by mistake but was seen right away when I did turn up.
- Helpful advice on my problem with friendly and sympathetic staff.
- Didn't have to wait long for appointment
- The lady I saw was very informative about the results and explained really well anything I didn't understand – also what I could do to improve results she was very kind and had a lovely manner
- All went smoothly.
- It was quick to book, I felt I was listened to well and the gp was very thorough and considerate during the appointment.
- Courteous and friendly staff, always prepared to go out of their way to help.
- I felt very reassured with the checks made and the advice given.
- I want sure I'd to have my flu jab the nurse was very informative and clear about the pros and cons
- I saw Tammy, one of the most attentive people I've ever come across in medical care.
- Prompt - efficient and a very kind and engaging Dr
- Reception – very good welcome and service
- I have called a number of times for either myself or my children and I could not be happier with the service. The team are always very helpful, polite and set expectations. I could not be happier and will sing the surgery's praises to anyone that will listen. So much so I won't move out of area.

South Cerney

- Seen on time; Dr very professional, thorough and explained everything very clearly. Also happy to answer any questions I had.
- Excellent support staff made me feel welcome on my first meeting and Dr Chi was helpful and fully explained things to me.

Tetbury

- There was somewhere to sit while waiting, the toilet was clean and I was seen promptly
- I was seen on time the same day, I had no wait times at all. Everyone was very nice to me as well as professional



- The nurse who took the stitches out was very thorough checking for any signs of infection. The wound was very red and angry looking.
- Very informative in explaining possible health issues and correct lifestyle options . Good service thank you
- My appointment was with the nurse and on time. She was very thorough, friendly and considerate.
- Helpful and efficient
- I was very happy to have lovely Nurse Vanessa go through my results and give me advice as to how best to proceed.
- Nurse was lovely and everything explained very well.
- Very good understanding manner .and good explanation of problems
- Very relaxed atmosphere throughout the surgery. No unnecessary people. Appointments on time and not rushed.
- Straight in, smooth check in
- Everyone has been kind and thoughtful -! Thank you
- Cleared all my doubts. I am so satisfied
- Always excellent service, particularly from Elaine. Thank you.
- Emily dealt very well with my wound re-dressing.
- My healthcare at is excellent.
- Saw Nurse Elaine, who was friendly, professional and informative as always. Gave me a pain free injection, didn't even notice she'd done it. Fabulous
- Spoke to Dr Nichol very nice gp & really felt she understood & wanted to get to the bottom of my issue
Thank you
- Today I was treated by Lucy Payne and she is absolutely brilliant. The receptionist Angela was also very helpful. Thank you
- Everytime I have visited the practice the staff have been efficient, friendly and professional. Keep up the good work!

Kemble

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RAU

BY Text or Email (Surgery Not Known)

Website



Voted Unlikely or Extremely Unlikely to recommend because:

Cirencester

- Blood pressure was taken for an eye problem?? Which made me sick, then tried calling an ambulance even though I was completely fine after. Didn't even find out the results of the blood pressure test after that, and the reason I went there wasn't even spoke about.
- I called on Friday and the receptionist was curt and blunt - this is the first time I've experienced this with the surgery. She said I would need to talk to the pharmacist and would call back. Pharmacist called back, talked over me, he seemed out of his depth. Said he will call be back on Monday to see how things were. Left me in pain and with worsening symptoms all weekend. Pharmacist Called Monday - I again explained my symptoms and this time he said I'll need to call the surgery back and ask for a doctor to call back. Another 20 mins on hold... why could the pharmacist not put me on the list for a call back? Why was I fobbed off on Friday originally by the receptionist and then pharmacist only to have to talk to a doctor after all? Ridiculously, I then had to wait for a doctor to call back and then see someone else at an appointment later that day. In total - 2 calls to reception, 2 calls with a pharmacist (useless), 1 call back from a doctor and then 1 appointment... surely this is not a productive day way to treat patients? It seems passing me off to the pharmacist was a delay tactic when after all I did need to see a clinician in person, and actually did on the Friday when I called. This is the first time I've had a negative experience with Phoenix. The pharmacist talked over me and seemed out of his depth. On the call on Monday he barely let me finish before saying I had to call reception to make an appointment. I'd waited all morning for him to call and then had to go back on the phone and was on hold for 20 mins, whilst at work, to try and get a call back. It was a complete farce and should have been dealt with on the Friday. Most of the receptionists are lovely but there is one in particular who does not have the same level customer service.

South Cerney

Kemble

RAU

Tetbury

BY Text or Email (Surgery Not Known) None

Website None