



Friends and Family Test Feedback May 2018

Voted Extremely Likely or Likely to recommend because:-

Phoenix (Chesterton Lane)

- Everyone was efficient and friendly
- I have been a patient this surgery since I was 5 years old and have always been happy with the care I have received.
- Nurse Carol is brilliant !
- Having mental health issues with the help from Dr Nichol and Tracy I always feel I have someone to help and listen to me. They have got me through a very difficult year and cannot thank them enough and hopefully will still be there to the end of my recovery.
- Excellent service
- Because of the courtesy of the staff and their caring
- Very good service today with lovely doctor, thank you very much!

South Cerney

None

Kemble

- Excellent care
- Always approachable, efficient and excellent care offered.

RAU

None

BY Text or Email (Surgery Not Known)

- A very friendly and helpful nurse
- Anna was a very nice lady and was a pleasure to be looked after by.
- Caring and conscientious
- Dr Le Roux was Punctual - informative and reassuring.
- Dr Vernon is extremely easy to talk to, no matter the subject. Her bedside manner is superb
- Dr Vernon made me feel very at ease I don't go to the doctor very often so this was my first visit for a while and I'd never met Dr Vernon before. I've had dealings with the surgery as I had Breast cancer in sept and had an operation. Dr Nichol called me when I was home to see how I was and offered support. The receptionists are always polite on the phone and not intrusive. As I now have regular prescriptions I am in contact. So overall a good experience. Thank you
- Ease of appointment, seen right on time, clear diagnosis. Incredibly reassuring.



- Easy to get an appointment. Helpful receptionist. Very sympathetic gp.
- Excellent service – very friendly reception in telephone not kept waiting too long – very nice helpful doctor - managed to fit me in .
- Good Dr, easy to get appt
- Good swift response to my telephone call in the first instance followed by an excellent consultation by a highly professional and knowledgeable doctor full of empathy.
- Happy with how the surgery is run. Always been looked after well.
- Nothing is ever too much trouble, they always get myself or my son seen and treated promptly. Best surgery I have ever been a patient of. Thank-you
- The doctor was ever so helpful and very nice
- The nurse was very friendly and informative and made me feel totally at ease.
- The waiting time to see a GP is far too long. I had to wait for 8 days to get to see my GP!
- There are extremely friendly nurses and doctors at the Phoenix Surgery who are never judgemental and are very knowledgeable so can answer all of my questions
- Very friendly and helpful person who took my blood pressure, who explained everything clearly
- Very good constructive discussion with nurse.
- Very good doctor patient relations plus good service at reception in all very good Practice
- Very impressed with the speed and quality of the response to my phone call to the surgery and subsequent treatment and ongoing care and attention
- Very quick and efficient
- Well explained process by very friendly staff. No necessary hassle. Great communication with letter and text messages.

Website

None

Voted Unlikely or Extremely Unlikely to recommend because:

Phoenix

- Lack of same day appointments.

South Cerney

None

Kemble

None

RAU

None



By Text/email

- The waiting time to see a GP is far too long. I had to wait for 8 days to get to see my GP!