



## **Friends and Family Test Feedback June 2018**

### **Voted Extremely Likely or Likely to recommend because:-**

#### **Phoenix (Chesterton Lane)**

- You are very welcoming and I am not made to feel like a burden
- Very helpful and cheerful staff who must be under extreme pressure.
- The nurse consultation was fine, but I had to wait 3 months for the appointment
- Extremely good outstanding surgery
- Since moving to Cirencester and registering with the Phoenix surgery 9 years ago we have been nothing but pleased and impressed with the levels of service and care our family have received. We really do feel we get a personal service, with our queries and requests being taken seriously. And the levels of care and attention our children have received are fantastic, with no issues regarding availability at all. Thank you!
- All staff are very approachable and friendly. Its generally easy to book a routine appointment within an acceptable time frame.

#### **South Cerney**

None

#### **Kemble**

- Always polite and helpful
- Because I have always had good advice and hospital appointments made efficiently when required
- Good prompt service. Nice staff. Excellent Doctor

#### **RAU**

None

#### **BY Text or Email (Surgery Not Known)**

- As always the staff and doctors are efficient in all ways looking after you Much appreciated each time I require their services
- Being polite Being respect and grateful for the service
- Dr Douglas was fantastic. I was waiting for 30 mins for my appointment but I didn't mind as the care & support she offered was exceptional. I left feeling relieved & listened too. Great service & attention.
- Dr well prepared for consultation, information clearly presented and future options explained.



- Drs are very helpful, listen and are informative. They also got me an appointment quick
- Efficiently dealt with me and my symptoms via phone. No wasted journey for me, less time for the doctor and within the hour I was able to start the treatment.
- Excellent prompt service. Expert Dr.s. Pleasant environment. Nice receptionists. Friendly staff generally.
- Hi The Doctors r very caring and thorough
- I had no appointment, but in considerable pain the receptionist was sympathetic as was the doctor who saw me as soon as possible. The waiting room is bright and comfortable. The consultation thorough, speedy but not rushed. Medication was explained.
- I was well treated by Dr Khalid and got the result I needed!
- It is good to see same doctor and if appointment is difficult, phone appointments work well and are the same day as you call. Keep up the good work as a practice
- Just looked after very well make sure every angle is looked at the only thing I would add is to have Blood Tests done at the Surgery
- My gp was very helpful and friendly and made having an infected sting entertaining. She managed to remove the sting and clear some pus which gave me relief and prescribed antibiotics and suggested I purchased antihistamines for the itching and discomfort. I am feeling much better just a little drowsy so thank you.
- Receptionist helpful. Doctor lovely! Everything good.

## **Website**

None

## **Voted Unlikely or Extremely Unlikely to recommend because:**

### **Phoenix**

- Software update to 'patient access' is complete and utter rubbish !!!!!!!!!!!
- What's good for one is not to another...

### **South Cerney**

None

### **Kemble**

None

### **RAU**

None

## **By Text/email**