



## **Friends and Family Test Feedback October 2019**

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

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

- Our doctor is always friendly and listens to my concerns. Receptionists are lovely too.
- Very helpful staff always willing to help
  
- Because I separated two fighting cats, got hurt and wondered if my immunizations would be sufficient. I contacted the surgery, explained my problem. It took them a few minutes to inform me that my last Tetanus was in 1992, although, they didn't have any appointments, they fitted me in, at the end of the day, where a very kind nurse gave me the jab. Please can I just Express how very grateful I am to the Phoenix Surgery for always providing such a good service to their patients. Thank you all!
- Because you do exactly what is required in a very friendly environment.
- Consultation was conducted in a highly professional manner and all of my questions/concerns were answered.
- Dr Hill is a very good doctor and always does his best to sort out your problem on the first visit. Top job as usual
- For the first class attention you get thank you
- Friendly,efficient staff
- Great service
- I saw Carol Thompson for my annual review, she does a great job! Carol's explanations of my results are concise & she is very pleasant.
- It was a flu injection, not much more to say other than the needle was sharp and given professionally.
- My doctor and reception staff are terrific and professional and friendly
- The nurse was lovely and made me very relaxed... things like that make you feel a lot happier on your visit.. I think our surgery is the best in town.
- This was my first invitation for a flu jab. The receptionist was very friendly. I went in on time and the nurse (can't remember her name, I'm afraid) was both friendly and professional. She offered me a pneumonia shot too which I took up. Neither injection hurt. Very good service with a smile.
- Great staff and doctors, doing a really good job under difficult circumstances (funding, staffing, medicine supply, etc.).
- Because we r treated as a person u show u care and always listen we r not just treated as a patient and the treatment you give us is 100percent thank u
- Phoenix Surgery give a very good service, always helpful nothing is to much trouble and welcoming receptionist.
- The staff and drs at the surgery are welcoming, knowledgeable and efficient. Have been with the surgery many years and when I moved away I chose the surgery again when I returned!!

#### **South Cerney**

- Always so helpful
- Dr Sethi is a great listener and always gives sound advice.



- Excellent helpful service
- Excellent response time. Great location.
- Friendly staff.
- phoenix surgery have a quick response with the appointments and to the patient problems . Staff very polite and professional. Thankyou to Doctors and staff .
- Quick and efficient ,friendly. Explained about vaccine.
- Very friendly and helpful staff, always a pleasant experience. Thank you.

## **Kemble**

- Very convenient, receptionists very pleasant and easier to arrange an appointment

## **RAU** None

## **Tetbury**

- Saw Alison for COPD consultation today. Very professional and with useful information to take away
- Apart from being 15/20 mins after timed appointment, when there it was quick pleasant caring and efficient
- Appointment on time. Professional friendly nurse.
- Dr Woodward is a fantastic Dr who listens.
- Good servis at all times
- I gave this response because i was lucky enough to get a cancellation appointment. My doctor was easy to talk to and very helpful. The surgery as a whole has improved immensely over the past year. If you can't get an appointment on the day someone will always call you back.
- I had a double appt with Dr Cardew who was patient, reassuring and clear in her responses to each of my issues. During my appointment the receptionist noticed I had an appointment next week for my flu jab and checked with the nurse to see if she could fit me in straight after seeing the Dr. This was done and the later appt deleted, thus saving both me and the surgery time. Most efficient.
- I was scared to go and uncomfortable with the issue as I have never had to have anything like that done or looked at before. The Locum doctor made me feel really at ease and was lovely
- Phoenix Tetbury is much improved sincen the surgery change hand's
- Prompt attention and good explanations. Totally satisfied.
- Rachel made me feel at ease and the whole experience was as smooth as it could have been.
- Staff efficient and helpful. Doctor very considerate
- Standard of care.
- The Doctor was very easy to talk to, understanding, informative and showed a genuine interest.
- The Dr gave a caring & reassuring response to my concerns & I didn't have to wait very long .
- This is the first experiance of Phoenix Tetbury since moving gere, from the start of my yearly check all staff have been helpfull and accommodating.
- Very good staff, and like the pharmacy.
- I put likely as i think everybody should have a health check when eligible. The nurse i had explained everything.



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

- I recommend Phoenix Surgery very high. I will give them 10 out 10 for the service they provide. And thanks to Doctors Nurses and Staff
- Flu jab Efficiently provided, on time
- Dr. Cardew is very supportive and helpful, and the nurse (Elaine I think? ) is always very good
- Highly recommend Phoenix. You are my star surgery in every way. Thanks
- I saw lovely diabetic nurse and it was good news best surgery in town
- May I suggest that you send emails for feedback, rather than just text messages, as many of us have to pay for every text message sent. Thank you

**Website** None

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

### **Phoenix**

- There is only one nurse who will undertake the insertion/removal of a pessary (for a prolapse). She is on annual leave for the second time in 2 months. I am due for surgery, but was told noone can help so I had to insist as the surgeon has said it must be removed 2 wks before op. Doctor who did it today did it so badly, I have been in pain all day (never case when nurse did it).
- Point 1 loss of records point 2 had an operation on my back and the records for that have been lost too point 3 ive had bad back for years and physio wont help and thats all i get offered pathetic

**South Cerney** None

**Kemble** None

**RAU** None

### **Tetbury**

- I cannot txt all the reasons
- The doctor didn't even examine me and just sent me away with a bag of stuff of which i've had before and didn't solve the problem.

**By Website** None

**By Text / Email** None