



# Friends and Family Test Feedback November 2019

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

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

- Dr Hill and the surgery staff have been outstanding especially over the past 12 months. I cannot thank you enough
- All fantastic staff and doctors too
- Friendly and outstanding reception staff. Always try to find a suitable appointment time. My doctor is outstanding; listens, does not rush the patient and appreciates that sometimes the patient wants to discuss something other than the problem they came in with. My doctor is Dr Strong
- I have had very good care for more than 30 years and just recently been looked after during a difficult summer
- Excellent service
  - Always afraid of wasting GP's precious time. Was able to discuss more than one issue and given reassurance six weeks after an operation thanks.
  - Because I been very well attended .Thank you
  - Because I have a high opinion of the doctors and the whole practice.
  - Everyone at the Phoenix has been really brilliant with both of us for which we are very grateful
  - Excellent service
  - Friendly and efficient service.
  - Good prompt service
  - Helpful and understanding staff
  - I give the Surgery top marks as I have always been very happy with their services and the staff are delightful, polite and efficient
  - Lovely doctors, not too much of a delay, very professional staff with the ability to reassure and advise in sometimes worrying and scary situations.
  - On time , kind caring nurse put me at ease . Fantastic care . Felt she had time for me . Not rushed .
  - Responsive, caring, organised
  - Simply a consistent 5 star service from every member of staff
  - The staff are all approachable, friendly, helpful people. I am treated as an individual and trust them completely
  - Very good appointment availability, Patient Access system allows easy access to making appointments and ordering medication.
  - Very good surgery
  - Very professional and considerate when dealing with a nervous patient.
  - Your system works well so the waiting time is minimised.

### **South Cerney**

- I was seen on time. The doctor was helpful, easy to talk to and saw to my problem I went in with quickly.
- It's such a friendly surgery and the Drs always make you feel that your ailment is important and give there time generously.



- Quick for chosen day and time appointment
- Easy to make appointment. Efficient & pleasant consultation

## **Kemble**

- Dr Strong listened to my concerns about no response from the LINC centre at Cheltenham. Dr Strong understood my situation & is really trying to solve the problem. I trust her & appreciate the excellent prompt referrals which have all led to consultants finding problems which need attention.

**RAU** None

## **Tetbury**

- I called for an appointment at 9:15 this morning and was immediately told I could see Dr Beresford at 10:30am. Marvellous
- A very friendly and professional service. I would definitely recommend the Phoenix surgery
- Always helpful when you can get appointment.
- Because Dr Woodward listens
- Because it was an early appointment and I didn't have to wait. I could park nearby.
- Because they fitted both my son and I in same day after a triage call and the dr was so thorough and kind and reassuring as he always is (Dr Angus)
- Dr A McMyn he is always cheerful very easy to talk to and above all a good listener. I also took a urine sample which was nothing to do with my consultation and he sent it off to the laboratory as I was worried just to have it checked. I am very happy with the surgery for me it is first class we are very lucky in Tetbury. Thank you to all the staff and the doctor's. I love the fact I can see my doctor when it's necessary. It just makes life so much better and easier. Thank you all.
- I was seen pretty much on time and the doctor explained everything I wanted and proposed further tests to get to the bottom of the problem.
- No complaints at all about my 5 year health check. Very helpful.
- Phoenix Surgery makes me feel valued as a patient. They help me with my heart problems. Michelle took my bloods today & she was kind efficient & professional
- Really good advice from Dr Woodward.
- Very caring nurse, helpful and prepared to listen.
- Very helpful, friendly and efficient staff.

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

- My response was because I was able to make an appointment easily and the diagnosis and booking if necessary treatment was quick and efficient.
- Good prompt service
- Extremely likely. Seen on time and even got my flu jab at the same time.  
Thank you Dr Nichol
- Excellent surgery. Fabulous people and service from everyone.

**Website** None



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

**Phoenix**

- You sent me a reminder of my appointment two days after it was due. 2 days after you cancelled it because of computer problems! Why?
- I haven't been happy with the service me and my partner have received from this practice regarding the attitude of some Doctors and inability to inform their patients!
- Reply always been good but not today clock in at 9/40 for ten o'clock appointment didn't get seen till 11/30

**South Cerney** None

**Kemble** None

**RAU** None

**Tetbury** None

**By Website** None

**By Text / Email** None