



# Friends and Family Test Feedback September 2020

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

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

- As always all staff were helpful and informative. Each and everyone held a smile on their face which helps the patients through their time there
- Everything went very smoothly, Dr Khalid was excellent & reassuring, Carol was great too! Thank you all at Phoenix.
- Good quality service first class
- I chose 1 as I phoned for an appointment this morning and when I explained the reason for my request she booked me in for 2.15pm. The nurse dealt with me with care and kindness
- I found the nurse reassuring and aware of current societal restrictions, so I felt safe. I also found her very friendly, which I like
- More time efficient than having a blood test at Cirencester Hospital
- Prompt courteous and professional
- The blood test was swift & efficient and saved going to Chelt or Gloucs hospital for regular blood cancer test check. The new option to go to Ciren hosp on a mon am was not possible to fit in with consultant conference tel call as there are not enough time slots available each month. It would be so helpful if I could come to the surgery each month that Ciren Hosp has no available appointments. Thank you.
- Very well laid out for covid. Both receptionist and nurse very efficient and welcoming. Can't fault.

### **South Cerney**

- Helen the nurse is just lovely, very convenient location too. Needs a refurb though!
- Punctual, kind and courteous

**Kemble**      None  
**RAU**            None

### **Tetbury**

- All done very efficiently - happy with the COVID precautions
- Appointment on time straight in and out !!
- Efficient, friendly a general reflection on how we've found the practice since we joined last September. Thanks to the whole team
- Everyone I came into contact with were polite, friendly and very helpful
- Great service, on time and very professional
- Great system of appointments. Was in and out quickly with no fuss. Great!
- I felt safe, and was seen a couple of minutes early, so didn't encounter any other patients.
- I felt very safe.
- I was able to be seen very quickly by practice nurse and my GP was able to attend and confirm her assessment
- Professionalism of staff, especially Anne, the Nurse.
- Service was prompt, efficient and friendly. Excellent!



- The appt was on time so no waiting around. It was Covid safe. I couldn't get an appt over the summer but booked this one on Monday. I'm a working Mum so don't have a lot of flexibility.
- Very helpful receptionist last week tried really hard to get me a blood test appointment this week, and succeeded! Today, good precautions, appointment on time and very friendly and good nurse.

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

- Excellent thank you
- Excellent service
- It was lovely to see the doctor again yesterday, she always goes above and beyond. Thank you.
- Very good service, thank you
- I would give this practice a one. They are most excellent
- As always. Top notch. Definite 1!
- Because everything was organised, smooth and I felt perfectly safe throughout
- In reply to your questionnaire we rate Phoenix Surgery No 1 and would give the whole experience at the Phoenix Surgery as first class.
- My recent visit experience very good thanks.
- Very good

**Website**    **None**

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

**Phoenix**    None

**South Cerney**    None

**Kemble**    None

**RAU**    None

### **Tetbury**

- Receptionist rude and dismissive didn't say hello or look at me. Doctor uninterested in problem and I felt she wanted to get me out of the room asap. Did one thing I needed doing but otherwise very unhelpful. Hoping my symptoms go away on their own so I do not need to return as the doctor didn't want to hear about them anyway.
- You do not cater for people who work outside Tetbury earliest blood appointment 8am latest 3 pm not much good diabetic nurse only available mornings for phone appointment not much good you request me to make these appointments but not possible due to work.
- It took numerous phone calls and emails to get an appointment arranged for my blood tests even though they had been requested not just by my GP but also my Cardiologist in Barbados, which in itself was extremely stressful.  
I was asked if I had a form I said I had not been sent one. No one rectified this omission and no one informed me that I needed to fast before the test, resulting in me going to the surgery to be told after a two week wait that I could not have my bloods taken. Complete incompetence and potentially dangerous for patients.

**By Website**    None

### **By Text / Email**

- My blood test was cancelled, which is fine, but I couldn't get another for nearly 2 weeks.

### **Voted Neither because:**

None