



Friends and Family Test Feedback July 2018

Voted Extremely Likely or Likely to recommend because:-

Phoenix (Chesterton Lane)

- Close to home and found excellent service
- Dr Curry is a lovely Doctor just like Dr Woodward. Friendly Receptionists too.
- The nurse was friendly and approachable and gave information in a concise and understandable manner

South Cerney

- I am happy with your service. Lovely nurses and Doctor

Kemble

None

RAU

None

BY Text or Email (Surgery Not Known)

- An efficient booking service and a friendly and approachable gp
- Dr Hill is very specific to your needs and understands your concerns in detail. I would highly recommend! A great service all round
- Dr Woodward was extremely helpful and thank u
- Easy to get appointment - Ruth the pharmacist is great
- Everyone was efficient and friendly
- Excellent service from start to finish. Not a lot of waiting around and friendly, professional treatment all round.
- Excellent service , Polite , friendly and helpful staff , making visits to surgery much more pleasant.
- Fast efficient, good communication, text reminders of appointment and friendly one to one staff x
- Friendly, knowledgeable doctor at a convenient location and time.
- Got an appointment on the day I wanted, with only 2 days notice, with my named GP. Easy to check in, nice waiting room. Friendly, professional, polite and helpful doctor.
- Great doctor.
- Helpful, polite nurse - reassuring & able to interpret medical information so I could easily understand it.
- Mine is a complex case and Dr Douglas took great care enabling me to have adequate supplies of many new drugs after my recent admissions to 2 hospitals.



- No waiting and the doctor organized a hospital appointment very quickly
- Overall experience was good. I was able to see my GP in a timescale and at a time that worked for me. My GP was approachable and helpful.
- Prompt. Nurses informative and friendly.
- Quick and well handled visit
- Running on time, appointment (not urgent) was one day after booking, locum doctor explained everything clearly during my consultation
- Seen early and clear advice provided
- Surgery staff are friendly and I like self check-in, but it takes a long time to be seen by female GP when necessary as most doctors are male.
- Thoroughness.
- Understanding of current need and actions put in place to try to find out what's happening and alleviate symptoms
- V nice doctor
- Was easy to book, friendly and helpful service. Was on time and efficient. Gave me a print out of results so I can remember them too
- It was very good
- I am totally happy with the Phoenix the Doctors are friendly and have time to speak to you, you don't feel rushed
- Very Much. Everyone looks after me brilliantly
- Theresa was extremely efficient, very nice and helpful in response to my questions. An excellent experience thank you.
- I just visited the Phoenix Surgery. I was seen in good time. My Doctor was efficient, Understanding and I feel happy to recommend the surgery to others.

Website

- I think The Phoenix surgery is excellent and I do recommend it to all newcomer's to Cirencester

Voted Unlikely or Extremely Unlikely to recommend because:

Phoenix

None

South Cerney

None

Kemble

None

RAU

None



By Text/email