



Friends and Family Test Feedback September 2018

Voted Extremely Likely or Likely to recommend because:-

Phoenix (Chesterton Lane)

- You're nice
- The Best !
- Efficient with Doctor phoning back to advise
- Seen on time

South Cerney

None

Kemble

- Ease of acces (time / location, especially Kemble / Internet), Facilities – Nurse / Minor Surgery / GP Team, Reception – Welcome
- My surgeries (Kemble and Cirencester) are always there to help and give the care I have needed
- Very convenient, very easy, very nice all round. A great asset to the village (Kemble).

RAU

None

BY Text or Email (Surgery Not Known)

- I sent a very nice thank you for excellent service received from Dr Woodward in response to a request sent from you by text. If you can retrieve it please see he gets a copy.
- Nurse Helen – Excellent
 - Always polite and friendly
 - Because the doctor was efficient and easy to talk to
 - Dr Hill was great at helping me through a very difficult time. Thanks
 - Dr Sethi is excellent, efficient & attentive. The surgery is very well managed.
 - Dr was running 15 minutes late, but apologised and dealt with my problem quickly and efficiently. Staff at Phoenix Surgery are always polite and helpful.
 - Easy to book an appointment in a very reasonable time, very friendly and helpful staff.
 - Everyone is so helpful and friendly, had LTC review and offered flu vaccination at same time which saves having to make another appointment.
 - Felt very reassured and listened to by a very nice Doctor. Who was very kind and helpful. Felt much better after consult. Thank you.
 - Friendly and helpful reception staff and Doctor Woodward is very good.
 - Friendly helpful staff
 - I always have excellent service at the phoenix surgery.
 - I find this partnership very professional and helpful.
 - I was able to get an appointment within two days
 - Kind and caring medical staff
 - Lovely receptionist's, doctors are lovely and very polite. I've always felt like an equal no matter



what I've attended my Doctors for.

- My doctor is caring and kind.
- Nurse was relaxed and efficient. She put me at ease. Very good.
- Outstanding in all aspects
- Practice nurse appointment, knowledgeable and sympathetic, good plan for next visit.
- Prompt and efficient.
- The Doctors, Nurses and Staff are all polite, friendly, attentive and professional. Thank you.
- The staffs are always very friendly and helpful. The nurse today I had an appointment with gave me thorough explanations on the procedure.
- Very efficient and friendly
- Very good practice. Take care of patients very well
- Very kind, friendly receptionist. No need to wait for long time to see the doctor appointment

Website

None

Voted Unlikely or Extremely Unlikely to recommend because:

Phoenix

None

South Cerney

None

Kemble

None

RAU

None

By Website

- Chaotic repeat prescriptions and website is very difficult to navigate. The link to patient records is buried under a link for making appointments. No list of doctors in the practice any more.

By Text / Email

- I am suffering from high blood pressure which i monitor on a wrist monitor. I recently wrote to Dr Woodward advising him that the pressure was high and he responded by increasing the dose by 50%, asking for a blood test in 2 weeks and to come and see him in 4. I went to see him today and had to ask for the results of the blood test which he said were fine but he didn't ask what my current blood pressure was nor did he offer to take it which i found rather surprising. I got home and took it myself. It was 170/109 at 56p/min. I am wondering what to do about it. My monitor could be malfunctioning.
Today we spent some time talking about possibly amending my medication, an idea which I suggested, as clearly something is going wrong. We have agreed to change from Warfarin to



Apixaban as a start. But I was a little concerned by his apparent lack of interest in my BP condition which should have been the central point of my visit.

- The doctor I had, made me feel very unwelcome. I understand time is precious but I would have like to have felt she at least listen to me within that allocated time. I wanted advised, I didn't get any. My prescription was written wrong again as she was rushing to get me back out the door. I left your surgery annoyed, dissatisfied and worried about the prescription I was given.