



## Friends and Family Test Feedback October 2018

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

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

- Brilliant first class service!
- You are my surgery
- Have just seen a locum – Dr Mutlow. Extremely helpful – lots of information. Reassuring.
- Excellent service so far (6 weeks)
- I would recommend Dr Khalid to ANYONE – too many reasons, but he has gone over and beyond on many occasions to help me. Because the reception staff are consistently helpful, kind, respectful and go the extra mile. Tracy Miller has been excellent.
- Your reception staff are always helpful and answer our call promptly. We always manage to get an appointment with our Doctor promptly or if not an appointment always a phone call the same day. With my husband's health issues Dr Hill was and continues to be attentive and thorough.

#### **South Cerney**

None

#### **Kemble**

- Friendly, efficient

#### **RAU**

None

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

- Always exceptional care
- Carol was excellent & informative!
- Dr Douglas is patient, caring & listens. I feel very lucky to have her as my doctor. She has helped me & suggested options & worked with me to find the right solution for me. I find the surgery a very friendly place & have no negatives at all.
- Dr mutlow locum was brilliant. Listening well, explaining things clearly, having patience and good decision making. Felt really positive after. Keep him!
- Extremely thorough and professional care from the nurse
- Good, efficient service.
- Have been seeing Dr Nicol since 2001. Very happy with my doctor.
- Hollie the nurse I was seen by was extremely helpful and thorough
- The nurse I saw was very approachable and made me feel at ease.
- It's a very supportive surgery with excellent specialist nurses.
- Lovely staff and always helpful. If I require an immediate appointment they fit me in or a doctor always calls back to assist.
- Nurse was very courteous and explained everything clearly.
- Polite. Professional. On time



- Quick ,efficient, Professional and friendly.
- Quick appointment, seen (pretty much) on time. Problem sorted.
- Really friendly, always feel listened too and respected.
- Receptionists always charming and very helpful. Have received excellent care for my elderly mother from Dr Hill.
- Staff always helpfull no issues with appointments
- Staff are always friendly, and Nurse Carol Thompson is always very thorough and helpful.
- Very efficient and professional
- Dr Sethi made a good call in giving me protective antibiotics to tide me over until my oncologists appointment. This was very reassuring.
- Good service as usual just rather rough with the needle this time!
- I gave a 2 as the doctors/nurses/midwives are always running late and I usually have to wait for about 30-40 minutes after my actual appointment time until being called in.
- I would highly recommend the surgery

## **Website**

None

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

## **Phoenix**

None

## **South Cerney**

None

## **Kemble**

None

## **RAU**

None

## **By Website**

None

## **By Text / Email**

- Whilst the actual appointment was professional and well conducted, the reception needs attention. The sign in procedure is very difficult. If a person in front of you has difficulty it holds up your sign in. Also I would be interested to know the lefal position re being told by the receptionist to park on the road. This morning I ended up being late as there was nowhere to park and the car in front of me blocked me in. Then the person in front of me had trouble with the signing in. The one receptionist was busy and had to send for help – who when she arrived seemed very rude and unsympathetic and sarcastic advising me to park on the road. And saying I wouldn't be seen as I was late – yes by then nearly five minutes due to the circumstances



above. She then said 'I see the nurse is running behind so she might see you take a seat'. I then waited ten minutes before being seen by the nurse. At this point my blood pressure was sky high. I understand the difficulties but feel some receptionist empathy training is needed as well as a look at the parking situation.