



Friends and Family Test Feedback November 2018

Voted Extremely Likely or Likely to recommend because:-

Phoenix (Chesterton Lane)

- Dr Mutlow – Very good Doctor!! Explained things very well and was very understanding.

South Cerney

- Called into South Cerney doctors for my over 65 flu jab. Very pleasant nurse and appointment right on time.

Kemble

- Prompt and courteous service.

RAU

None

BY Text or Email (Surgery Not Known)

- Always efficient friendly and caring thank you.
- Excellent friendly nurse who gave a flu jab that didn't hurt .
- First meeting with Dr Vernon and she was friendly and very professional. It was a delicate issue and she put me completely at ease. I was able to book 2 further appointments with nurses at the main surgery in the next couple of weeks. Excellent service.
- First visit, flu jab. Pleasant waiting room, friendly nurse.
- From the receptionist, the nurses and doctors. Each one of them are so friendly and put you at ease. Exactly the start you need.
- Good service
- Good, prompt service, surprised that there was almost no waiting time considering it was late in the day
- Holly was very efficient and syringed my ears perfectly and also gave me my flu shot .
- I can not fault my attendance to the surgery today. Everything was perfect.
- I give the Surgery top marks as I have always been very happy with their services and the staff are delightful, polite and efficient
- I had good medical treatment and reception were cheerful and helpful.
- I was seen immediately and treated as an individual with respect
- My appointment was straightforward and informative. I am glad to improve my cholesterol count and therefore my overall health.
- Nurse Carol v knowledgeable efficient and helpful
- Nurse v friendly and helpful
- Nurse was efficient and friendly. She put me at ease for the procedure and made the experience as pleasant as possible. I was seen promptly, checking in was quick and efficient. Thank you.
- On time, friendly and helpful



- Seen on time quick and efficient, Carol was very lovely.
- Seen promptly, listened to my problem and carried out next step, also helped with another query I had regarding my daughter
- The long term clinic saves doctors time and allows me to discuss any issues or worries with regard to my condition and monitors it annually to make sure it is under control.
- The whole process was straightforward, booking an appointment etc. Everything was explained well and staff very pleasant.
- There are extremely friendly nurses and doctors at the Phoenix Surgery who are never judgemental and are very knowledgeable so can answer all of my questions
- Very good experience. Appointment on time and outcome great. Friendly and informative nurse.

Website

- Great folks all around, Dr Vernon is a gem. I came away knowing things will get done under her stewardship
- Carol was great!
- Phoenix surgery always provides me and my family with first class professional service.

Voted Unlikely or Extremely Unlikely to recommend because:

Phoenix

None

South Cerney

None

Kemble

None

RAU

None

By Website

None

By Text / Email

- Because I was worried as I had two lumps on my arm I wanted to know what they were or even the cause, I had a locum Doctor, her response was I honestly don't know what they are so I'm still worried to what they are!!