



# Friends and Family Test Feedback January 2019

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

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

- Receptionists, Dr Hill and Nurse Helen – all Superb! Thank you!
- Brilliant !
- Please can you put hooks for coat and bag in w.c. Thank you.
- Helpful and friendly staff. Always able to get a timely appointment.

### **South Cerney**

- The surgery couldn't have been more helpful and accommodating. The receptionists are brilliant and are a million miles away from any 'bad names' that doctors receptionists seem to have. Thank you.

### **Kemble**

None

### **RAU**

- Friendly and effective

### **Tetbury**

- After today's consultation with Dr Woodward I am more than happy to recommend this practice.
- Friendly Staff. Appointment on time.
- Very accommodating surgery for those who work full time. Really nice atmosphere and lovely doctors.
- Appointment request dealt with very well, although I was told I was seeing a student Physio and not a medical student. This however turned out to be in my favour, as they were both excellent.
- The practice has had a huge uplift in the last 12 months or so. Excellent care. Thank you.
- Very kind staff. Not stuffy, open and friendly.
- I have probably had the best review of my health than I have had for a long time.

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

- Always had trust with phoenix docs and staff. Good place
- Always very helpful
- Amy Lou Doulas is first class and very thorough.



- Appointment slight early, so great. Helpful and useful experience.
- Appointment with the nurse was informative and thorough
- Because Dr Strong, who I consulted, is very attentive, she listens carefully and her decisions are well thought through. I feel very confident in her ability. It was nice and sadly unusual to be asked how I was on entering.
- Because I was very satisfied with the service
- Dr Khalid has been my doctor for about 4 years now, and he has always provided a very supportive service.
- Dr Khalid was great. Restored my faith in GPs
- Efficient pleasant doctors and nursing staff.
- Friendly and efficient.
- Good Doctor
- I chose to rate Phoenix Surgery with a 1 because the service I received was friendly, non judgemental and informative.
- It is a very good practice very thorough
- Its nice place to go everyone is helpful doctors are good listen to us
- I'm always very well looked after and found the staff to be very friendly and helpful
- Phoenix surgery are very organised and quick. And my doctor (Dr Hill) is brilliant
- Prompt service again. Dr Hill took his time to work through all of my issues and suggest the correct ways to overcome them with follow on things booked too
- Reason for a 1 was because I had an informative appointment with the osteopath who explained what was happening to my hip simply and what I could do to aid movement.
- So cheerful and helpful
- Treatment at Phoenix Surgery is personal, kind and timely. I have always felt cared for and supported.
- Very clear. Very thorough. Very patient. Very skilled & professional.
- Went for travel vaccination advice. Very thorough, knowledgeable and friendly service from Holly.

## **Website**

None

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

## **Phoenix**

None

## **South Cerney**

None

## **Kemble**

None



**RAU**

None

**Tetbury**

None

**By Website**

None

**By Text / Email**

None