



Friends and Family Test Feedback February 2019

Voted Extremely Likely or Likely to recommend because:-

Phoenix (Chesterton Lane)

- All staff – receptionists, nurses, GP's – professional and want to help you as an individual
- Teresa the practice nurse was extremely understanding about my current anxiety issues and treatment for it. Only a 10 minute consultation but staff said exactly what I needed to hear!
- Helpful doctor and reception staff. Personal phone call made.
- They are pleasant and helpful at the counter on entering, as are the GP's
- The Best 100%
- A brilliant practice which throughout the 40 years I have known it: setting high standards against all the odds
- How lovely to have a Saturday surgery to enable me to see the nurse outside of work. This is VERY important

South Cerney

None

Kemble

None

RAU

None

Tetbury

- Very helpful receptionist and doctor.
- Friendly helpful staff. Efficient service from GPs and reception staff.
- Alison Cole was very professional, helpful and supportive. Her treatment of me/my asthma was a revelation! I learned a lot more, she was really understanding. A good listener.
- Friendly service.
- Excellent service.
- Good all-round surgery
- Local and useful.

BY Text or Email (Surgery Not Known)

- Appointment availability: Very good. Receptionists: Very helpful. Dr Strong: Empathetic, understanding and treated me with an individualistic approach. Highly recommend Dr Strong and Phoenix Surgery.
- Because I have the best Dr



- Dr Nichol has been a great help with my various health issues.
- Dr very pleasant and listened to what I had to say. Gave thorough examination and diagnosed problem.
- Good high quality go in Dr maxted, he actually listens which is very important, as my previous experience is things are dismissed, missed or underplayed
- Nice, attentive doctors!
- on time, very gentle and efficient. Very good personality, friendly.
- Seen on time. Quick and efficient. Thanks Dr Hill
- Service and doctors are always first class.
- Simply the best
- So grateful to everyone at Phoenix Surgery for the personal care....thank you!
- The appointment was on time, quick, everything was explained well to me but I was most grateful for the help offered after expressing my concern during the pre op construction. (Thank you Dr Sethi)
- The nurse and doctor so lovely and looked after me so well. Really great full (:
- The receptionist was very friendly and helpful, and Dr Hill very kind,
- Very thorough and clear
- Went in on time, Dr Sethi was very friendly, understanding & thorough.

Website

None

Voted Unlikely or Extremely Unlikely to recommend because:

Phoenix

- Dr arrived at surgery 5 minutes before appt then I was waiting for further 10 minutes to go in. She was a new Dr who I had never seen before and it was a delicate situation. I felt awkward but also like I was doing all the talking. I felt like I had to keep asking questions to get any insight. Rapport was minimal and I could have done with some better understanding and reassurance given the subject of discussion. Just to be clear, she was nice enough but it wasn't the greatest experience given the topic and my own concerns.
- Practice nurse didn't introduce herself then walked very fast back to treatment room which left me breathless. No preamble to ask about my recent operation or wound concerns. Watched while I struggled to get onto bed, I eventually asked for it to be lowered, took 1 stitch out but didn't warn me about the 2nd stitch which made me jump in pain. In and out in less than 1 minute. Couldn't answer my question re swimming. Not satisfactory, sorry.

South Cerney

None

Kemble

None



RAU

None

Tetbury

None

By Website

None

By Text / Email

None