



Friends and Family Test Feedback March 2019

Voted Extremely Likely or Likely to recommend because:-

Phoenix (Chesterton Lane)

- I have always found everyone connected to the surgery caring, considerate and cheerful. There is a welcoming atmosphere.
- The Doctors always deal with you in a personal way, not rushed or just 'another patient'. Empathic, caring and genuinely have their patients best interests at heart. Reception staff are also always very helpful and friendly.
- Dr Maxsted had obviously read through my notes and thought about my options before I came in. The online system of booking in being able to explain reasons for coming in is brilliant!
- When having ECG, I think it would be helpful for HCA to give indication of how long it will take, especially as patient is alone in room. Big difference to patient – some may think it will be lengthy. Thanks
- Very highly recommended
- Doctors lovely and friendly but compared to my last surgery strong sense of time pressure affecting visit. Kind offer to research and come back is good. NHS Lymphoedema help again good patient manner but all theory and no back up with explained notes
- I just wanted to say that I was concerned about having my smear test due to prior experiences and in fact hadn't been for 9 years. However, the nurse I had this morning was great, completely put me at my ease, explained everything and was lovely so thank you!
- Very thorough and professional approach taken by nurse
- Quick and friendly service

South Cerney

None

Kemble

None

RAU

None

Tetbury

- Lovely surgery.
- Appointment when required, helpful and attentive Doctor.
- Always had a good experience at the surgery.
- Dr. is very helpful and I feel confident in his care.
- Helpful; friendly and professional.
- I would just like to thank the social prescriber for helping me to access the fibromyalgia support group. It has allowed me to meet others in the same situation and I have



people I can turn to for advice. I have started to make changes to my diet and lifestyle which has made a big difference. I am hoping to get others to join me meeting up close to home.

- Very pleasant, caring.
- I re-joined the practice 5 years ago after moving back. Always had very helpful service, which after all is just what we all need.
- I have usually had good treatment here, as have my family! No other surgery in the vicinity though...

BY Text or Email (Surgery Not Known)

- After 61 years with the same surgery I cannot fault them
- All staff always very friendly and helpful. Appointments generally well kept to.
- Always get the best care and always feel reassured. Dr Khalid and Dr Maxted were amazing with my concerns this week.
- Always very helpful and easy to talk to x
- Appointment was on time. Dr listened and treated me accordingly
- Booking appointment was really quick and I was able to see Dr Sethi the next day who was extremely helpful. Reception staff were excellent. Thank you
- Dr was kind and helpful.
- Good and kindly explanation for my problems, good advice, thanks.
- I appreciate that budgetary considerations are important but your staff always demonstrate that their primary concern is for the good of the patient.
- I had an appointment with Nurse Lynne at the travel clinic. She was very knowledgeable and offered great advice. She also administered quick and painless injections! I also liked that I could fill out an online form so that Lynne was prepared when I came, the friendly receptionist pointed me in the right direction to the website so it was nice and easy
- I have given a 1 as my doctor made me feel comfortable and soon diagnosed my problem, which was reassuring and I left feeling confident it would soon be sorted.
- Pleasant and friendly atmosphere with good professional staff.
- Quick efficient service, good availability of appointments and well informed GP's.
- Quick to be seen feel I'm been cared for dr hill very approachable
- Treatment at Phoenix Surgery is personal, kind and timely. I have always felt cared for and supported, especially today.
- Very efficient, easy to book appt, seen very quickly and a relaxing wait with children's toys.

Website

None

Voted Unlikely or Extremely Unlikely to recommend because:

Phoenix

- Its hard enough to get an appointment for myself let alone recommending others
- Certain reception staff are unhelpful and unfriendly. I find they can be quite abrupt and rude on the phone. My prescription is also often sent to the chemist wrong and I now only get one asthma inhalers for the same price I use to pay for two, when I questioned this with the asthma nurse she gave me a lecture about the cost to the NHS and how much it's costs to produce the



inhalers. It was quite upsetting as I am a low earner and struggle to pay for my inhalers. I am that disappointed with how I have been treated at this surgery (not by the doctors but other staff members) that I am looking to change to another surgery

- As always running late having to wait ages for an appointment

South Cerney

None

Kemble

None

RAU

None

Tetbury

None

By Website

None

By Text / Email

None