



Friends and Family Test Feedback May 2019

Voted Extremely Likely or Likely to recommend because:-

Phoenix (Chesterton Lane)

None

South Cerney

None

Kemble

None

RAU

None

Tetbury

- Good all-round service
- Very efficient service generally. The occasional flip but mostly great.
- Has had brilliant care (Shirley, reception Angus, doctor Alison, nurse)
- Liliana was extremely helpful in helping me set up my patient access, very friendly and patient. Also that day, the receptionist was helpful in sorting out my appointment.

BY Text or Email (Surgery Not Known)

- A good local efficient service.
- Appointment on time. Doctor didn't rush me and everything I need to know was explained.
- Dr McMyn was kind caring attentive to what I said, asked question, professional
- Dr Woodward is an excellent doctor who listens to what you say and comes up with solutions to help you, you haven't had a doctor in the surgery like that since Dr Nehrig left just think what a good surgery it would be if you had Dr Woodward and Dr Nehrig.
- Dr. Khalid, my doctor is very kind and understanding. Really listens to you.
- Excellent booking facility, at a very convenient time. Thank you to all staff.
- Excellent service throughout.
- Friendly
- I like the fact that the surgery always try to put you with your own doctor so that they get to know you. Dr Hill is first class.
- I needed an injection and the nurse gave it to be quickly and easily
- I pressed 5 in error, it should have been 1!! I am very happy with the service at the surgery, everybody I have contact with couldn't be more professional but also all care and information given with a smile. If anything needs to be explained, it is explained. I never feel rushed through, which makes me feel I'm listened to and given full attention. Great, and thank you .
- I urgently wanted to see a Dr, the receptionist booked me a phone triage appt, the Dr called and I was booked an appt - all within 2 hrs!!! Fantastic service at a time I needed it
- Investigating all my symptoms
- Lovely staff - both the receptionist and the nurse were extremely pleasant.
- Midwife v clear, organised and helpful



- Nurse very good, on time and didn't hurt!!
- Outstanding speed and delivery of service.
- Phoenix Health Group Tetbury has change for the better all the staff are very caring and helpful
- Professionalism of GP and quick referral appt to community hospital for xray
- Quick and efficient service with a smile. Grateful for the help!
- Seen to promptly, friendly and attentive. Gave the information clearly and made sure I understood :)
- The Doctor I saw provided excellent care. Thorough and reassuring.
- Very nice Dr, listened to my symptoms and acted accordingly.

Website

- Your appointment system and own Doctor policy are excellent. The practice is progressive.
- Dr Vernon has been fantastic when I have needed her, she is very supportive, kind and proactive and really listens.

Voted Unlikely or Extremely Unlikely to recommend because:

Phoenix

None

South Cerney

None

Kemble

None

RAU

None

Tetbury

None

By Website

- I was kept waiting 20 minutes then told I did not know you had ECG booked, then "I only have 10 minutes it takes 20". Then after setting up electrodes on me told we do not have a valid licence" I was then sent to Cirencester which then was delayed another 29 mins compared to promised, then that did not work due to software problems, then I got to court in Bristol too late to make case thus wasting my entire day.

By Text / Email

None