



Friends and Family Test Feedback June 2019

Voted Extremely Likely or Likely to recommend because:-

Phoenix (Chesterton Lane)

- I feel the practice is patient – centred, helpful, efficient, professional and indeed kindly!
- Always helpful, never too much of an issue to get appointments. Fantastic GP and midwife. Couldn't recommend highly enough.
- Great staff and Docs.
- Dr Douglas has been wonderful sorting my A/F and BP out. Cant praise her enough, I feel like a new person!
- I don't know how you do it but I really appreciate the speed with which I can get an appointment face to face or a telephone call. THANK YOU SO MUCH. I recommend you to everyone
- Just seen Dr Douglas and I am soo impressed with her interest and how thorough she has been, I didn't feel rushed and she answered all my questions. I feel so much better for just having seen her!
- Always excellent service, easy access to doctors or other support team members. Very responsive and supportive
- Receptionists very pleasant and helpful. Nurses usually available, pleasant and helpful. Drs appointments are more available than other surgeries offer. Have heard recently that another practice only offer appointments after 1 month. NHS service is good and this surgery usually manages to please with further appointments

South Cerney None

Kemble None

RAU None

Tetbury

- Shirley was so helpful on the phone and answered my questions for insurance company and printed blood tests so I could send them
- Dr Burke was very helpful. Knowledgeable and calm. Cheers!

BY Text or Email (Surgery Not Known)

- Always been satisfied with surgery. Go way back too! Good advice, action and time keeping.
- Always feel given time.
- As always I find all staff at the Phoenix Surgery approachable and helpful.
- Because the Surgery is on my doorstep and the service was very efficient.
- Doctor listens to what you say takes time to answer any questions you have and tells you about any treatment you need in detail first class surgery
- Elaine was on time and very considerate and took her time to do the best and painless blood extraction. Thank you Elaine
- Everybody at Phoenix Tetbury from the receptionist onwards makes us feel welcome & valued as patients. Dr Angus takes time to listen to my husband & makes him feel valued. Appointments are easy to obtain & the online upgrades that are now available are invaluable to me.
- Excellent staff
- Experience was smooth. Digital sign in, short waiting time, clean premise, friendly staff.
- Friendly & Professional.
- Friendly staff, high regards for patient welfare both inside and outside of the surgery
- Great surgery, always go out of their way to help out. I have been going to Phoenix surgery for



almost 30 years

- Great to actually be able to phone and make an appointment, seen by my doctor (not anyone available) didn't wait long to be seen. Medication I was given has sorted my migraines.
- IN REPLY. SERVICE NO LONGER AVAILABLE IN TETBURY. ESSENTIAL FOR DIABETICS. ALL OTHER HELP AT TETBURY IS EXCELLENT.
- I've always had exceptional services !
- Pleasant and supportive nurse who dealt swiftly and intelligently with my questions and anxieties. A good experience.
- Positive answer to your question! Care cover when needed from surgery, frailty, district nurses, paramedics and a visit from dr. Sethi to convince elderly lady that unusual circumstances DO occur however inconvenient and bruising! thank you.
- The doctor was friendly, professional and really helpful. They listened to my concerns well and then explained the options and allowed me to choose which treatment option I felt would work best for me.
- I do not need to visit the surgery very often but when I called to make an appointment, I was lucky enough to see the doctor the next day. This is the first time I have met Dr Khalid and he was informative and professional. While I was in the waiting room an elderly lady called in to make an appointment for something that she was clearly troubled by and was treated with such kindness and respect by the receptionist. Thank you for an excellent service!
- The surgery was not crowded, I hardly waited to see my doctor who was extremely helpful and is an excellent doctor .
- Treated with respect and dignity.
- Very helpful nurse.
- Yesterday I saw Dr Luciani who I have never seen before. I had 4 different things I wanted some advice on, which may have been a bit ambitious for a 15 minute appointment. In that time he gave me advice on every one of them, and suggested other answers too. I'm very grateful for the compassion that Dr Luciani showed me yesterday, I am also very grateful to Dr Nichol who I saw several weeks ago who gave me some other advice. She was also very compassionate and understanding when I saw her, as was Dr Sethi. Everyone I have met at the Phoenix Surgery has been brilliant and has helped me to feel better. I am so grateful to everyone at the Phoenix Surgery.

Website None

Voted Unlikely or Extremely Unlikely to recommend because:

Phoenix

- I have experienced issues regarding repeat prescriptions. I am unsure why. May be computer error. Both receptionists and GP very caring. I have found one of the practice nurses did not seem to assess my BP considering I had to run to surgery. Had difficulty parking. My BP is totally normal for my age

South Cerney None

Kemble None

RAU None

Tetbury None

By Website None

By Text / Email

- As Doctor I see when the one I went this morning and before do not show the same understanding and important