



# Friends and Family Test Feedback July 2019

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

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

- The Doctors are very good. The receptionists are very nice. Appointments are easy to get. PS more kids books and magazines please.
- He was very good and gave me a steroid injection. Always polite and approachable.
- In my experience one of the best GP practices I have come across. I am moving away from the area and one regret is that I will no longer be with Phoenix Surgery. Friendly, efficient and effective.
- Really great surgery. Saw Nurse Carol today – she is ace.
- All extremely helpful, polite and willing to help. Always get a consultation appointment. Have sent photos etc. Brilliant service.
- Always been with the same surgery since birth. Best one. Would never change. Dr Sethi best I ever had.
- I have always had excellent service from all the staff at this practice. The extreme kindness to me from Dr Strong and all the reception staff when my husband died.
- The Phoenix surgery is the best I have ever been to in my 33years. The staff are fantastic, receptionists are always very friendly and happy to help. Admin are very efficient (I have regular blood tests and forms are made up for me per month which is a nice touch). Nurses are great and Dr Douglas is such a lovely person and very good GP. She listens and takes time and I never feel under pressure seeing her. I've previously felt anxious seeing GPs and like I'm wasting their time (Dr McInerney previously) so it's nice to feel listened to. Thank you. Keep it up. (Give Dr Douglas a pay rise!) & thanks to you all!

### **South Cerney**

- Excellent service, especially Dr Khalid

**Kemble**      None

**RAU**          None

### **Tetbury**

- Excellent service. Short wait time for appointment. Valuable consultation with Dr Woodward. Many thanks.
- Very warm friendly greeting on a very early appointment
- The help I have received from this practice has been excellent. Many thanks.

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

- Always speedy and professional service.
- Appointment on time, nurse was prepared, kind and professional.
- Because everyone is friendly, kind & efficient.
- Because the mental health nurse is an amazing person who truly cares.
- Because, I was satisfied.
- Doctor was friendly, warm and helpful
- Dr Amy Douglas is brilliant and is wonderful with the care and attention to detail and follow-up in the care needs for the patient. She is an asset to the Phoenix Team.
- Dr Cardew took the time to listen, reassure and advise. She maintained eye contact throughout,



made me feel comfortable and at ease. The receptionists are always patient, kind, helpful and knowledgeable. My best surgery in decades.

- Dr Khalid has been very helpful.
- Dr McNernay was very thorough in her examination to find why I have such pain and has Recommended I see a chiropractor as she feels it's a trapped nerve!
- Excellent care and follow up, whatever the age
- First visit - pleasant receptionist and doctor.
- Friendly receptionist, efficient service, doctor listened carefully to what I wanted to tell him, was reassuring & gave me good advice.
- Friendly staff and easy to park due to Blue Badge parking facilities
- Friendly staff, appointment on time.
- Good appt today good treatment and two way interaction, respectful and listening
- Good service efficiently delivered by polite staff and Doctors
- Great service as always, thank you.
- Great service. Friendly, professional, efficient doctor. Could tell she really wanted to help.
- Great staff. Well run surgeries. They are experts and very friendly. I always feel a bit better after visiting
- Have been with the surgery for many years. Always good service from them.
- I called in for an appointment and because there were none available was offered a call back by a Doctor. Received a call as promised and an appointment was arranged for the following day. Perfect.
- I chose it because I have no reason to complain. The service is excellent. Staff polite and doctor Angus empathatic and very patient.
- I chose to award a 1 because I was see on time by a friendly, efficient and helpful member of the Nursing team.
- I do not attend the surgery on a regular basis but when I do, the doctors are approachable and understanding as are the rest of the staff. A smile and civility goes a long way.
- I have always had good support, advice and referrals when necessary. Minimal waiting times because of the appointment booking phone service and repeat prescriptions via the EMIS online booking system.
- I was dealt with quickly and efficiency
- My Dr is very kind and understanding always makes me feel that she's there to listen to me. Never rushes me.
- No lengthy wait for my nurses appointment this time. Nurse was helpful.
- Nurse Holly was very friendly and proficient at my appointment today. She took full notice of my explanation and concerns so that she could carry out my screening perfectly. Many thanks.
- On time, lovely doctor, thorough.
- Prompt, efficient and friendly treatment.
- Reasons: doctor listened to everything I had to say, didn't rush me at all and was extremely helpful in suggesting what I hope will be a solution. Highly recommended this doctor, lovely attitude. Also I was able to get an appointment online very promptly. Thank you.
- Team members are always friendly, polite and most helpful. Dr Hill is superb.
- The Doctors and staff could not be more professional and kind if they tried
- The nurse checked me over, helped correct my medication list and was sympathetic to my concerns
- The staff there are fantastic. Very approachable, felt at ease and my appointment and I was treated with the utmost dignity.
- The surgery has helped my family enormously. My mum suffered from Alzheimer's and the surgery helped her greatly. Our son had psychological problems and the surgery responded with medical urgency, saved my wife when he died and now are providing support to me following the death of my mother and father. Cannot express how good this surgery is. Thank you.
- There is only 1 doctor I don't like much the rest of the doctors, nurses and staff
- This reply is because they are by far the best surgery in Cirencester hence why I transferred my father there recently so my whole family are now part of them



- Thorough examination treatment and referral received. Excellent
- Thorough professional care, speedy response, helpful advice and approach
- Very supportive, informative and kind staff.

**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**

- I would not recommend Phoenix practice based on my experience today.
- Got a problem with the lower part of my back on the right hand side ,a lot of pain this is been going on for quite a while now and still nothing has been done about this doctor refuses to send me for a scan to see what the problem is not happy, I'm for work now with my back
- I was supposed to be booked in to see a midwife for a Booking Appointment which is a 1hr appointment. Instead I was told that the reception only booked me in for a 20mins appointment. The midwife who was covering had no orange packs to give me. So the appointment was a complete waste of time and now I have to drive over 30mins away to have another Appointment in Stroud instead, bearing in mind I will have a toddler with me. The midwife was very helpful and friendly but why don't you have more packs there and more than one midwife??
- The nurse I dealt with was unprofessional and wouldn't take no for an answer when i told her I didn't want the implant. She then proceeded to tell me she doesn't think I'm responsible enough for the injection as the last two times I have come right at the end of the window. This was discussed with another nurse previously and I was fully aware. However the window is there for a reason and although I had come at the end of the window I was still within the timeframe. She didn't check my blood pressure as has been done every time previously and only asked if I had had bleeding whilst on the injection. After she had administered the injection she sent me straight out to the front desk to rebook. Absolutely appalled by her bedside manner and have requested not to be seen by her again!
- Yesterday I had my 3 year smear I've had 2 previous smears. Now I know that bleeding is normal SOMETIMES after a smear. The nurse was lovely and polite however smear are not meant to be a pleasant experience I again know this but I should not of felt like my womb was being scrapped out or felt pain discomfort yes a little pressure but not like she was digging a sample out. Also I have never bled after a smear and I am still bleeding now and it is Still uncomfortable down there. Not pleasant at all