



## Friends and Family Test Feedback December 2019

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

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

- It would be really helpful to cut back the bushes or remove them completely so we can get out the car and with children in the car park
- I have been with Phoenix Surgery for 40 years and had AMAZING PIONEERING CARE. THANK YOU
- Easy – Helpful – ❤️ NHS
- Always available for advice. Friendly staff
- Excellent service with the telephone appts when doctors are busy. Dr Hill is very good in particular
- Because the staff drs and nurses are friendly and caring. As I keep on saying I have been with the practice for years and returned when I came back to the area. This surely speaks for itself.
- Dr Peter Hill was great. Please pass on my thanks
- Good friendly service
- Good service
- My mother and myself have been with the surgery for many years and because it is such an outstanding establishment I transferred my father to it as well The performance they provide cannot be equaled
- Never fail to give good service
- Phoenix surgery have been wonderful to me. They are kind, caring and always available.
- Staff on reception always friendly and helpful. Great service from the medical team & always easy to get help via website/email too
- The phoenix's surgery, has the best doctors surgery. I have family in Cheltenham who would wait up to 3 weeks for an appointment, they can never speak to a doctor . Have been with surgery 41 years and have never had to wait to speak to a doctor. Have friends family who are with other practices in Cirencester, always bad reviews all the time.
- Very efficient and positive attitude
- Very personable nurse and the whole process for the free NHS health check was easy to book and understand
- Very useful and on time. Good follow up appointment to come

#### **South Cerney**

- Easy to get appointment doctor Hill very thorough got referred to Gloucester straight away saw a great team who decided to remove 2 lumps same day So from seeing doctor to having treatment 4days wonderful
- Excellent care and attention. Thank you.
- Speed and efficiency. Plus a lovely attitude from reception through to doctor. First time at the practice and very pleased I have registered.



## **Kemble**

- dr actually takes time to listen to you and does not rush. Makes you feel comfortable with decision(s) about treatment. In good hands.
- I chose 1 because Dr McInerney was extremely kind and understanding. She explained what's wrong with my knee in simple terms I could understand and she referred me for an xray.
- Quick service well organised
- Sorry for the delay. The consultation was professional and done in a friendly manner as is usual with Dr Vernon

## **RAU**

- I can't speak for the whole practice but the uni practice can be quite slow. Apart from that it is good.

## **Tetbury**

- Very pleasant Doctor (Dr James Woodward). Had time to discuss issues and inspired confidence. Reception friendly and efficient (Angela)
- Having a few health problems, been ignoring them, finally getting addressed – the staff and Drs have been very caring and listened – very impressed
- Apart from being 15/20 mins after timed appointment, when there it was quick pleasant caring and efficient
- Dr Woodward is always welcoming and professional and seems to go the extra mile for you
- Dr Woodward was friendly, polite & understanding
- Extremely helpful and friendly staff and I was seen within 2 hours of first going to the surgery.
- Nurse Elaine is excellent
- Very caring doctor
- Dr Maxted was very caring & listened to me unlike some others I've seen he wanted to help me which he is sorting out would highly recommend if you need to see a caring dr who gets things sorted

**BY Text or Email (Surgery Not Known)**      None

**Website**      None

## **Voted Unlikely or Extremely Unlikely to recommend because:**

### **Phoenix**

- Can't get through by phone. Have to travel to get query resolved BUT too busy on Reception.

**South Cerney**      None

**Kemble**      None



## **RAU**

- Never open, not helpful at all, just refers elsewhere. NOT enough staff! Terrible opening times. Had to come to get a slip for an appointment at Phoenix, waited 1hr 30mins.

**Tetbury** None

**By Website** None

**By Text / Email** None