



# Friends and Family Test Feedback January 2020

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

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

- Nurse, Holly was very helpful and friendly, although it was running late for 10 min.
- BUT when I was making an appointment for my Health & Well- being check my Wife and I were informed that our GP - Dr Douglas - had been transferred to Tetbury. It would have been good - perhaps even polite and professional- to have been informed properly rather than finding out purely by accident
- Service good once you see a GP. However it is now very difficult to get a GP to see you. Lots of redirections 1st which must mean I should have been seen when I first rang
- Dr Mc Narery referred me for osteopath after over a decade of chronic physical + mental torture with pain. Osteopathy has helped me regain use body parts + reduce opioids
- As always, helpfulness, friendliness and a readiness to meet my needs & concerns. Oh, and ability to provide appointments without long delays
- Very nice here. Peoples very good
- Always friendly informative staff
- The staff are lovely and caring and help in any way possible
  - Because the person I saw was easy to talk to, helpful & polite
  - Easy booking, parking and seen on time
  - Easy to park because of Blue badge parking. Friendly and helpful reception staff and brilliant Doctors.
- Efficient polite effective
- Empowering
- Excellent communication. Prompt time with appointment. Very lucky to be with this practice compared to others that some of my friends are with.
- Friendly, helpful staff, professional and caring.
- I am always seen on time by people who treat me as an individual with respect.
- I chose this response because I had a high level of service since moving to Cirencester in ,,1992. On my visits I find I can have an intelligent conversation with all the staff
- Made to feel at ease about the process.
- Plenty of time to talk to Dr Strong and everything sorted moving forward
- What could possibly find to moan about in and out in 10 minutes and seen by a lovely young lady thank you

### **South Cerney**

- Always very helpful and friendly at South Cerney. The young lady at reception couldn't help me enough

### **Kemble**

- Very helpful receptionist always welcoming and very understanding doctor
- I can always get an appointment within a couple of days and with a number of time and location options, reception staff are always helpful and friendly, and my GP is friendly, helpful and trustworthy



**RAU**            None

### **Tetbury**

- Always helpful staff and friendly drs
- Dr Woodward responded to my prescription request within 30 minutes. Texted me to say it was ready. Very impressive. Thank you !!
- Been dealing with Shirley about insurance claim, very helpful and understanding
  - All staff at Phoenix GP are highly professional, polite, friendly and extremely helpful. Thank you
  - Always very receptive and pleasant on phone and can always get an appointment quickly when needed. Nurse Anne Green very kind and professional when removing stitches
  - check in at reception is automated, the waiting room is spacious and warm. The doctor listened and was efficient in his actions.
- Dr Angus is a terrific doctor. He listens and explains the diagnosis clearly, simply and when concluding the appointment, I have a clear pathway and understanding of what I should do next. Furthermore he treats you with great respect. I have every confidence in him.
- Dr was very helpful, actually looked at me and listened
- Dr Winward called me back when I was unable to attend my appointment in person.
- Dr woodwood is always understanding and helpful
- Fast response & very helpful
- Friendly, caring staff.
- Good quick service.
- Good service and combined asthma review with recent travel form requests.
- It's all very good and Dr Cardew is excellent.
- Looked after really well superb staff who care would never think of changing
- Myself and my family have always received great care when needed from the staff at Phoenix Tetbury.
- Nurse very helpful and efficient. Answering all my questions.
- Quick, straightforward advice & action
- Simple efficient appointment process and I was seen within five minutes of my appointment time.
- The 2 medical students were very helpful and I met my GP too.
- Very efficient.
- Very pleased with Dr Woodward's efficiency and helpful information. He inspires confidence.
- Easy access and friendly staff
- I had an appointment with the nurse on request from the doctors . ECG and bloods . Nurse was fantastic but when it came to booking a follow up appointment told at reception I would have to wait longer than 2 weeks to discuss my results . Disappointing

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

### **Website**

- From the first phone call, I felt taken care of. The team at Phoenix Surgery are fantastic I really couldn't ask any more from them. The whole family are now registered and it was the best medical decision I have made for my health.



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

**Phoenix**

- I wish i did not fall under the Cirencester doctor. I have not been satisfied with my treatment.

**South Cerney**    None

**Kemble**    None

**RAU**    None

**Tetbury**

- Because you are always running so far behind schedule as a surgery. Nothing is ever on time.

**By Website**    None

**By Text / Email**    None

**Voted Do not Know because:**

**Phoenix**

- I would like to see more information / leaflets encouraging prevention rather than cure suggestions. Also group notices for the elderly to meet others
- Please can people be asked not to use MOBILE PHONES in the Waiting Room. It isn't necessary & when other patients are not feeling well (the reason why they are there) to have someone shouting at a workman at their home is very annoying to say the least!