



# Friends and Family Test Feedback March 2021

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

### **Cirencester**

- Because I feel safe and the nurse was very nice
- Efficient and friendly
- I was seen on time by the phlebotomist and the blood test was carried out in a friendly, efficient manner.
- Lovely staff, well organised within Covid regulations.
- My appointment was on time, receptionist was friendly and efficient, phlebotomist very capable and friendly also. No parking, but that's a different issue!
- No particular reason just thought I was seen on time and dealt with in a really professional manner considering the current situation we are in.
- Nurse & trainee nurse both very nice felt very at ease and surgery was very COVID safe
- On time, very clear instructions of what to try. If not working I can contact again in a few weeks.
- Phoenix health group have friendly staff, a good online booking/query system and I can get info and appointments easily. The clinicians I've recently seen have all been very professional, friendly, treated me with dignity and did a great job. Well done to them!
- Surgery was lovely and clean. Friendly receptionist, nurses & doctor. All questions answered and made to feel really at ease during a coil removal & replacement
- The staff are so helpful and friendly and patient
- Very efficient and empathic surgery.
- Very efficient and kind as ever.
- Was made to feel welcome by the receptionist, felt safe and everything was all done very efficiently.
- Really good, always helps.

### **South Cerney**

- I arrived five minutes early and was asked to wait. I think that is a good thing. I was called exactly on time and went out back door. Very efficient. Only as I am previously from Tetbury, I thought porch area with booking in screen was quite small, space wise? Thankyou.
- Kind and courteous, very efficient and knowledgeable
- Well organised ! safe ! Good service! Easy to park.

### **Kemble**

- Good service efficiently delivered by polite staff and a nurse working to time. It doesn't get better than the service at Kemble.

### **RAU**



None

## **Tetbury**

- A smooth efficient process
- Brilliant nurse who took my blood's, very professional.
- Do friendly fast and efficient. Practice was warm clean & friendly. This was my first visit
- Easy to book an appointment. Didn't have to wait too long for an appointment. On the day no waiting. Great nurse.
- Felt safe and the nurse was very efficient
- Friendly efficient service at reception followed by professional delivery by the nurse
- Got me in really quickly, friendly helpful staff
- The service was excellent.
- I was very anxious regarding my smear test but the nurse was very understanding.
- It was all very well organised, with all the covid precautions. The staff were all professional, and the nurse did a good job of taking my blood!
- My past and current appointments for blood tests have always been on time and take but a few minutes.
- NO FUSS FRIENDLY !
- Organised very well.
- Quick, straight in & out. Dr Angus good.
- Safe and efficient
- The nurse (sorry cannot remember her name!) was fantastic! Gave me all the information I needed and calmed me down when I was panicking ! She was absolutely great, a real asset to the NHS !
- The nurse was incredibly friendly, polite and professional
- The nurse was lovely and put me right at ease and it felt covid-safe
- The reason I have given that score was because the nurse who did my blood test was brilliant. It is the first time I haven't had a huge bruise, I bruise very easily. Elaine was her name.
- Very efficient service, friendly doctor who gave helpful advice following thorough examination. Hopefully treatment will work!
- Very kind and friendly, comforting

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

None

## **Website**    None

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

## **Cirencester**



- I had not been added to the reordering list for my repeat hormone injection so turned up but you had no stock so have to go back again when you have it. Hopefully this won't happen again. Today's nurse was great.

**South Cerney**      None

**Kemble**              None

**RAU**                    None

**Tetbury**

- Completely unsympathetic nursing staff.

**Website**              None

**By Text / Email**      None