



Friends and Family Test Feedback May 2021

Voted Extremely Likely or Likely to recommend because:-

Cirencester

- Because everyone was friendly and helpful even though I wasn't sure what the procedure was now. Blood test was so good I didn't feel a thing very happy
- Because it was quick & good
- Easy and comfortable experience
- Easy to get an appointment. Lisa was very professional, knowledgeable, friendly and reassuring.
- I felt properly listened to, with full answers going above and beyond.
- Lisa was amazing she really put me at ease and was super accommodating. Receptionist was super polite and welcoming too.
- My reason for my rating is because the nurse was very friendly. She was apologetic for any discomfort. I know she had difficulty extracting my blood, but this is not uncommon with me as it has happened to me many times before in hospitals. The insertion of the needle was painless.
- Phoenix surgery has been my local town surgery for 40years, always good service.
- Quick efficient and time to talk
- Quick, friendly, professional, experienced and made an unpleasant reason for visit better than I could have imagined.
- Such kind caring staff who attended to me. Top marks
- The nurse was very friendly like all the staff at the surgery even when you phone up it just puts you at ease straight away
- The nurse was very nice, explained everything to me & made me feel at ease.
- The staff are always friendly and really helpful, and they make you feel comfortable and relaxed

South Cerney

- Efficient service as I did not have to wait long.
- Efficient, on time, excellent advice, support and resolution
- Put me at ease and good at getting bloods from dodgy ex chemo veins thank you
- quick and efficient service
- Really well set up, no waiting, straight in for bloods, everything cleaned as I was leaving,
- Lovely nurse, out the back door, all over in minutes, great job.
- Saw me on time and a very nice nurse.
- South Cerney excellent & efficient.
- Trainee nurse struggled to find a vein for my blood test. Never had this problem at previous tests. Same nurse had same problem with my wife several weeks ago. Not a big issue, that is what training is about but still unnerving, so not a perfect score.



Kemble

None

Tetbury

- Appointment was on time, pleasant helpful staff - so issues at all.
- Easy access Friendly staff Felt covid safe
- Elaine is amazing
- I see the nurse she was extremely pleasant kind and also very efficient
- It was my first visit to the surgery. I felt I mattered.
- It's often difficult to get blood from me. Elaine was successful first attempt. Efficient, on time. The practice feels Covid secure. My husband and I appreciate the service that the practice provides (and have found other onward referrals great too).
- praise due for reception and nurse Elaine, all efficient and kind
- The appointment went as planned, making the appointment and checking in was smooth and the Nurse was exceptionally friendly and professional.
- The nurse I saw was lovely, helpful and made my experience as nice as it could possibly be for having a blood test
- The nurse was polite, efficient, very kind and the procedure was over in no time.
- The nurse was very understanding, she made the procedure much easier thus less painful
- Very efficient and helpful

RAU

None

By Text or Email (Surgery Not Known)

None

Website

None

Voted Unlikely or Extremely Unlikely to recommend because:

Cirencester

None



South Cerney

None

Kemble

None

RAU

None

Tetbury

None

Website

None

By Text / Email

None