



# Friends and Family Test Feedback August 2021

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

### **Cirencester**

- Booking in process is straightforward and covid precautions are in place. Appointment on time and the nurse was brilliant, explained the procedure and made it really easy.
- Easy to book appointment. Dr Vernon never makes you feel rushed or that any query is too small. Very friendly staff and always willing to listen and help.
- Even though the nurse was unsuccessful at taking the bloods she was calming reassuring and apologetic she was absolutely lovely
- Excellent service by Dr Mac as always. Professional, caring, and knows exactly what to do. One of the most knowledgeable Dr's I've ever had, worldwide.
- Good clear explanation from Dr, good informative discussion around existing & ongoing studies. Good service provision from Chesterton Phoenix surgery.
- Great service
- I have been seeing nurse Marion for weeks. She is very welcoming and knows her subject. She reassures me.is very friendly and kind. A pleasure to see her. Thank you.
- It was excellent.
- My appointment was on time, the registration process was efficient and Zoe the nurse was friendly and professional.
- On time and very polite social nurse.
- Professional and efficient service
- Quick efficient service, from check in to my procedure.
- Quickly seen. Professional
- Very helpful staff at reception & Doctor efficient, listened & instilled confidence
- Very pleased with the help and advice from the surgery and support with the situation at present.
- Unfailingly polite helpful and reassuring. Show such kindness a wonderful receptionist
- Thank you for the support I have been given from you all. Special thanks to Olly for care he has given to myself and husband. Very much appreciated.
- Very happy with the surgery. Dr Sethi and everyone I have come across is so kind and helpful.
- I appreciate everything that every member of staff has done for me and will miss the surgery terribly

### **South Cerney**

- Everyone was so helpful and friendly and I got my appointments so quickly ...I was very impressed thanks
- I felt safe and the nurse was so friendly, efficient and helpful.
- I'm so sorry I misunderstood. I was extremely pleased with how my appointment went. My response should have been....1
- Very good service this morning
- Well organised, always helpful, delightful staff. Great practice.
- Zoe and Teresa are absolutely fabulous - always friendly and helpful making you feel so relaxed and at ease which helps when you are having your blood pressure checked!



The receptionist was also very friendly ( sorry I cannot remember her name) but a fantastic team

## **Kemble**

- Seen promptly and Dr Vernon was very thorough, understanding and professional

## **Tetbury**

- Dr Hill has a lovely approach and puts you at ease. He is also excellent at what he does.
- Even though the appointment was running late Elaine was fantastic and friendly
- Helpful receptionist. Kind and patient nurses had trouble taking blood samples from my elderly Mum but got there in the end
- I feel relaxed and not stressed the nurse is very polite and efficient which helps very pleased with the service thank you
- It was very good Dr was fantastic
- My 2nd surgery visit and again I thought I was well looked after.
- My Dr Sarah Cardew was absolutely brilliant. So reassuring and explaining everything so clearly.
- My rating for my appt today with Steven Whyte is a very high 1. Excellent knowledge, Interpersonal skills and clarity.
- The doctor (Stephen White) called when he said he would and saw me as soon as he could. Prescribed medication that is currently working very well.
- The nurse was friendly, kind, efficient and bang on time. Perfect.
- Very quick, in and out in under 5 mins.
- Have only met nice and helpful staff! Very pleased with the service

## **RAU**

None

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

None

## **Website**



None

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

**Cirencester**

- Nurse lovely, but chose 6 as lack of communication, which is part of life as we are all learning. Nurse did not know which blood test I was having, also I had had a blood test in May Which I am sure I did. Never have I ever had a bad word to say but praise for our surgery. Sorry to put 6 but lack of things being done and not what's right.

**South Cerney**

- I chose a 4 as I was texted by the doctor that I needed bloods done, so I booked myself in with the receptionist, turned up to the appointment (with all four of my children in tow) to be told that the doctor hadn't sent a blood form so they wouldn't be taking them after all. Then I was called by the receptionist to say that the doctor says that I don't need repeat bloods done - even though the doctor had previously directly messaged me saying I needed to book myself in? Very confusing.

**Kemble**

None

**RAU**

None

**Tetbury**

- Nurse was very cold/ lacked any empathy. Made me feel like a nuisance.

**Website**

None

**By Text / Email**

None

