



# Friends and Family Test Feedback Aug 2022

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

### **Cirencester**

- Trouble finding a vein, other arm more successful.
- Was seen on time. The nurse who did my blood test was very pleasant.
- Seen on time. Very pleasant and efficient phlebotomist. Waiting room nice and cool.
- Very short wait in and out in 6 mins.
- Friendly and efficient.
- The appointment for a diabetic foot checkup was on time, quick and efficiently processed.
- Very informative appointment with good advice and some suggestions of How I can help myself with my condition. The appointment was a little late.
- On time polite n friendly phlebotomist
- The nurse was lovely and really good with mum, so can't fault that at all.
- All fine - just running 15 mins late
- Very proficient phlebotomist
- Appointment the same day, very quick and efficient. Very kind doctor. Outstanding service, thank you.
- Dr Maxted was professional, friendly, helpful and happy to answer my questions.
- I cannot remember the name of the GP I was seen by however she made me feel very comfortable when I visited on 02/08/22 at 9.15am for a breast examination, nice and easy to sign in for appointment
- Excellent service by all the staff
- Quick and efficient service
- Appointment on time, bloods taken quickly, efficiently, painlessly-all good!
- Staff are friendly, prompt and nurse very professional
- Very friendly and put me at ease. Had a blood test.
- I saw Tammy the emergency care doctor. She was so caring, reassuring and understanding, very thorough and so helpful. The receptionists, who were as ever so polite and listened to my situation, booked me a call with her which I had and then she asked to see me.
- Always very nice and helpful
- Nurse appointment
- Professional, efficient, friendly.
- Very friendly efficient appointment
- Great reception staff. Fantastic GP.
- Didn't wait long, thoroughly examined and courteous receptionist
- "Saw the Musculoskeletal Doctor. Very empathetic.
- "It was easy to check in. Receptionist was delightful. My own doctor was off sick. Dr Cooke saw me and she was very thorough and really helpful. I came away feeling confident about my next step. Thank You."
- Since joining this practice from another Cirencester practise overall superb from reception Dr's prescriptions nurses very happy patient. Thank you phoenix.
- Treated my concerns at reception with respect ..Dr was very thorough and reassured me that she will follow up on my medical queries



- Visited nurse for a blood test she was very nice polite and friendly , was not kept waiting .
- Smooth, friendly and efficient thank you
- The Receptionists are exceptional at customer service and are very caring and informative
- The nurses were very understanding, professional, knowledgeable, caring and supportive through what is an awkward and uncomfortable procedure. I'm very grateful to them.
- Polite professional Doctor. I felt totally at ease. Thank you for your help Dr Hawkesworth.
- App on time and arranged quickly.
- Good, automated check-in service, only a short wait and attentive and professional consultation from a very pleasant Doctor.
- Short wait time- then the GP I saw was considerate, attentive and listened to my concerns and offered advice and reassurance
- Ready and on time
- Always well looked after when seeing GP or nurse
- Had an appointment promptly and was pleased with help I received
- On time
- Sign In easy, on time appointment, pleasant nurse, job done!
- Alex was very efficient and caring
- Usual standard as above
- The doctor was very understanding and helpful. She realises I am in a dark place.
- Very helpful and polite
- The nurse explained everything
- My appointment was on time and as always Dr Sethi was reassuring and thorough
- Visit performed earlier than scheduled. All good!
- No waiting, the nurse was efficient and friendly.
- Easy to book an appointment. No waiting on the day. Friendly efficient treatment.
- The member of staff I met was polite, courteous, and efficient.
- I was seen on time and my concerns dealt with quickly and efficiently.
- Dr Strong is everything you would expect from a GP, top marks !! Also June on reception was very helpful in getting my next appointments sorted on the same day so I don't have revisit twice.
- The Nurse was very Considered
- Friendly and nice
- Treated with curtesy and full professionalism given great advice
- Very helpful lady.
- I was seen promptly and welcomed by your friendly paramedic. I was asked about my symptoms and had observations taken. A good two way conversation about my recent operation and previous issues which lead to it ensued. I felt very reassured that the history to my visit was of importance and that all the necessary measures to help me were being taken/offered. Also, that someone was actually keeping an eye on me, as I felt somewhat abandoned by the hospital, with no real advice from them on who to contact if things started to go wrong. I'm very pleased that this type of service is available on a local basis.
- Reception were very welcoming and the nurse made me feel at ease.
- It was lovey to get to meet my doctor face 2 face he was lovely didn't rush me out the door he's a credit to y
- "It was my little girls first time at the doctors..  
The doctor was very good with her it was for her 8 weeks check and he was amazing with her he would tell me what he's doing very good doctor"
- Friendly staff very professional
- Told me what was wrong with the back of my knee and advised me to make an appointment to talk & see a physio at Cirencester. Telephone appt am, in person appt pm same day, diagnosis and medication to treat and follow up advice. Outstanding service



- The person I had the appointment with was very polite and answered all my questions
- Face to face appointment booked within 12 hours after speaking to doctor. Seen on time and didn't feel rushed. All queries addressed and explained. 100% positive experience
- "Friendly and efficient I was put at ease with a smile.
- Well I'm not one for visiting doctors but have needed to since I moved to Cirencester. I can't believe how lucky I am. Every member of staff I've met are so kind and communicative and take time (willingly) to resolve issues. Thank you.
- "On time
- Cool waiting room
- Efficient n polite staff "
- Checked in. Didn't wait long. Nurse was very helpful
- Staff very friendly and professional. Appointments running pretty much on time and blood test was over quickly.
- Everything went very well.
- An excellent, professional service. I have never, ever, had any problems with the service you provide.
- Excellent phlebotomy service
- I saw nurse Carol who always puts her patient at ease. Calm under pressure, caring and knowledgeable .
- The phlebotomist was very professional and friendly
- Burn injury re dressed.
- I was treated with respect and had an individual. I felt safe to be able to have a positive dialogue.
- "Blood tests carried out efficiently, on time.
- Very friendly nurse "
- "Easy to check-in waiting time was good, Dr
- Vernon very nice."
- Efficient. professional service. Urgent care practitioner able to answer all questions etc and explained next steps in detail. An excellent addition to the practice.
- Friendly reception, seen on time.
- Very efficient automated check in, seen on time. Phlebotomist was pleasant and competent.
- Doctor was very good
- Efficient & courteous
- I arrived on time and was seen by my Doctor within a few minutes.
- Doctor Khalid Very Good as always also had a trainee Doctor with him gave him good advice on everything he was doing
- Careful treatment
- "On time
- Went to plan."
- The ENP Tammy was very thorough and reassuring. Great manner with my little boy.
- Dr Hill listened and my issues and checked me out. Best Dr I have had in years.
- "WELL THE NURSE WAS BRILLIANT AT HER JOB IT WAS ALL OVER IN TEN MINUTES JUST ANOTHER DAY AT THE OFFICE
- A nurse was very helpful, kind and friendly.
- Appt was on time
- Very punctual and reception very efficient
- Always well looked after upon each visit
- Waiting time was a little long but the surgery was busy so understandable, overall the experience was straight forward
- I saw Dr Nichol - there was a bit of a wait but that was okay as it was an emergency appointment and I was grateful to be seen face to face
- I was treated in a very professional and caring manner.
- Blood test was on time and efficient and the phlebotomist was friendly and caring.



- Nurse very helpful and professional.
- The Dr was very polite and thorough and took a lot of trouble with my problem.
- My doctor is Simone I can be honest with and vice versa .
- Quick getting appointment after logging consultation. Referral letter received a couple of days after being seen. My new doctor was approachable, professional and informative.
- Very efficient
- Able to book in without waiting
- Everyone always helpful
- Helen did my blood test as don't give blood very easy .she was excellent
- Doctor was thorough and listened to my concerns
- Nurse Carol is brilliant
- I arrived early and was seen within minutes
- Excellent staff confident in the service given
- My blood test was on time and the nurse who took my blood was gentle. Luckily, I do not worry about blood tests.
- Friendly and efficient. Doctor booked me in to see nurse practitioner
- I always have good treatment whenever I visit or have contact with the surgery!
- Very punctual. Lovely nurse I don't like needles she was able to put me at ease
- Friendly, efficient couldn't have been handled better.
- A lovely experience, staff very friendly. The nurse who took my blood was amazing she remembered my wife who had been in two years earlier fantastic memory, and quite possible the easiest blood extraction I have had.
- "Dr was empathetic. Listening ear. Did not make me feel I was wasting his time.
- Thorough regarding assessment and physical examination. Clear plan moving forward"
- In addition to appointment response. Receptionist very helpful after GP consultation booking further tests
- Blood sample taken. Phlebotomist Helen very skilled and left no bruising unlike some of the nurses at Cheltenham A & E who left massive bruising after several attempts to take blood
- I met Dr Hill. I have high confidence in his input. Very collaborative
- Blood test always looked after by Helen
- Appointment was on time. Nurse was very efficient and friendly - she googled a term on the consultant's letter I did not understand.
- Always treated with the greatest respect
- Seen promptly, all details correct, useful information received, bloods taken efficiently, no complaints. Helpful ladies at reception too.
- Dr Maxted was considerate and explained everything and he sorted my issues
- very good
- Excellent as always
- Very efficient, friendly and helpful with a smile.
- Friendly reception, seen on time , extremely pleasant nurse left me very impressed for my first visit to Cirencester branch.
- Dr Nichol & Nurse Lyn where amazing both an absolute credit to your Practice. Explained everything fully & put me at ease. Can't rate them highly enough.



## South Cerney

- They are just nice people who know their job and very friendly Brilliant
- Went to see the physio. Very prompt and welcoming at reception
- Dr very helpful.
- Helpful and friendly staff, on-time appointment.
- Was seen a few minutes earlier than my appointment time. Painless blood sample taken. Very efficient.
- I just appreciate being offered another option when Cirencester cannot fit me in
- Staff very busy but still helpful.
- Quick to see a doctor and always very helpful in reception
- Quick, friendly and efficient
- Blood test. V efficient. Punctual.
- Only went for blood test, hardly felt a thing
- Didn't have to wait long and the nurse was very understanding....
- Seen on time, GP was knowledgeable and explained everything clearly, put me at my ease.
- They opened on time, reception staff were polite and the nurse the lovely.
- Excellent as always!!!!
- First rate in every way and with wonderful humour too!
- Everyone was friendly, the receptionist welcomed me warmly and the doctor was top notch as always.
- Excellent appointment with Doctor Khalid, we covered all my problems. The appointment was on time.
- Everything fine as usual
- Good service, on time and Helen was great
- It was a very relaxing experience everyone was very helpful & very pleasant
- It was a short wait only one other person waiting, with whom I had a pleasant conversation.
- Always so helpful ,both nurses and receptionists
- Very prompt on appointment time.
- Very nice and friendly
- I was 10 minutes late and caused no problem. Bloods was excellent with my severely handicapped wife
- I arrived, used the computer to register that I was there. Was called in within 3 mins had blood taken & left
- I was seen on time by a pleasant & efficient nurse
- Staff and time of waiting was great couldn't ask for a better service
- Attentive staff, friendly and reassuring and on time.
- Seen on time, no problem parking
- My blood test was complicated because I had requests from GWH - but Jane dealt with it with minimum fuss Thank you
- Appointment on time excellent phlebotomist
- Friendly nurse, on time and efficiently tested for thyroid function.
- Very quick excellent phlebotomy nurse. Happy patient. Thank you.
- Dr Sethi was very helpful and easy to understand his explanations
- Liked the consultant. Explained very well. Listened. Followed up very efficiently.
- On time and painless
- Wonderful professional and caring staff.
- Good reception and friendly, competent staff.
- Had my blood test done efficiently and on time
- Blood test. Nurse lovely
- I was seen on time by a very efficient nurse and the receptionist was helpful as well helping me book a flu jab.
- The nurse was able to put my daughter at ease whilst having her bloods done
- On time and very understanding
- First greeting with the receptionist- excellent (for everyone attending)



## **Kemble**

- A good experience every visit
- Dr Angus was brilliant very helpful.
- The doctor took plenty of time with me, I didn't feel rushed.

## **Tetbury**

- Delt with promptly and as my appointment time staff very kind and professional
- All went smoothly with my appointment
- I spoke to the GP. About all I needed to and was v happy with the consultation
- I saw GP i wanted and the consultation went v well
- Dr. Douglas herself arranged my appointment and I felt she had time for me without rushing.
- She had a lovely attitude.
- "Professional services are very good.
- Lady on reception. lovely!"
- Treated efficiently.
- Good to meet Dr Cardew at last!
- Everything was efficient
- Was supposed to see Elaine for my blood test, but was on Jane's list
- Had an injection and my medical situation was explained really well.
- I didn't have to wait the nurse was very good
- Very efficient on time
- Great service user friendly staff
- Friendly and professional
- Very courteous and friendly receptionist. Dr Douglas was very attentive. She gave me time for discussion and I received sound advice both on the telephone and later in her surgery.
- Nice nurse which kept me calm whilst having blood test, very polite.
- Pleasant receptionist and nurse taking my blood
- Reassuring staff
- On time and efficient
- On time, in fact early. Blood taken with no problems the nurse was very good
- Lovely welcoming staff and seen quickly and on time!
- Helpful receptionist, filled out questionnaire then got contacted by doctor, collected antibiotics, very happy with service.
- Staff were friendly and professional.
- Very friendly and polite
- Was given the help I needed
- Very efficient and little waiting time.
- All Staff are very helpful and patient; Receptionist, Nurse, Doctor and Pharmacy
- All good
- Exceptionally knowledgeable staff and supportive
- Dr McMyn again was caring and informative, and performed the small procedure well.
- I was seen by Dr Charrington swiftly and conveniently so that some lesions on my head could be examined after my photos proved inadequate.
- Dr.Woodward gave excellent consultation. Very knowledgeable as ever.
- The receptionist answered my questions with politeness and knowledge. The phlebotomist was careful and efficient.



- Dr Cardew was very helpful taking time to ensure I was comfortable with her examination and giving me information, and ascertaining my wishes.
- The service was very efficient and prompt.
- Appointment for blood test, seen on time, v good experience, out within 5 mins
- Appointment on time. Friendly and efficient phlebotomist.
- Staff all around very friendly and efficient.
- Dr Douglas was very attentive, friendly, and detailed in her investigation and planned course of future action.
- Elaine is amazing
- Rapid response, listened. Informative
- appointment exactly on time and service quite excellent"
- Prompt and friendly
- In on time and lovely staff
- The nurse was very friendly & helpful & the appointment was on time
- Prompt, on-time appointment. Friendly, helpful staff.
- Prompt and kind attention
- As usual, nice friendly people
- Friendly and prompt
- Bloods taken swiftly from hand as my veins are 'floppy'. Excellent service.
- "Seen on time.
- The process of taking a blood sample was done very quickly and painlessly.
- Everything explained clearly."
- Very quick and painless, had bloods taken.
- Had initial consultation with dr Douglas over the telephone. Had to send photo of problem. Was able to deal with ok on telephone. Then visited surgery to see phlebotomist. Lovely lady. Friendly efficient reception staff.
- I saw two nurses, one for blood tests, and one for an ECG „both were very nice and professional. They explained what they were doing, and put me at ease.
- Great staff very professional and informative
- "I saw Dr. Douglas who was extremely helpful.
- Very friendly
- Dr Cardew was very efficient and helpful
- On time. Efficient. Friendly.
- On time, Elaine was as per usual very proficient taking blood samples, and with paperwork(as I forgot to bring my blood test form). I then arranged phone appointment from Receptionist, who again was efficient and helpful. Thanks to all concerned.
- All good
- Angus McMyn is lovely!
- Quick and efficient, friendly staff.
- Efficient
- Excellent with promptness, courtesy, and professionalism...
- Very efficient. No wait to give blood all on time
- Good
- Fast friendly service
- "Smooth friendly service.
- No fuss."
- Blood test. On-time, quick and friendly.
- Lovely doctor put nervous son at ease, explained her thinking to me and was very reassuring and helpful.
- "Great staff early appointment so easy for parking.



- Appointment was on time and well carried out
- "On time appointment and friendly staff
- Nurse that took my blood was friendly and very informative "
- Went for a blood test and was seen by a lovely nurse bang on time. You can't ask for more.
- The phlebotomist was lovely and friendly and professional
- "Very prompt and on time.
- Staff and nurse very friendly.
- Quick & efficient
- Fantastic service. Thank you
- Helpful and polite ladies when I booked and had to change my appointment. Also the nurse.
- "The Dr was very knowledgeable with good questioning skills, good communication skills, good « soft » skills, clarity and listened well. Outcome was well explained as were next steps in the event of the day's treatment proving over a month to need further actions.
- I also left messages of thanks for the duty doctor plus the Receptionist from Friday for their prompt actions and good communication when I rang with considerable anxiety and distress. I was extremely pleased that I could be seen on Monday."
- Quick, efficient, polite blood test done
- On time
- Very efficient and helpful
- No one asked me to muzzle myself. I went in quickly and the nurse was lovely.
- Very thorough and personal experience
- polite and caring
- It was good to feel I was being listened to, and receiving much needed care and follow up!!
- I am very pleased by visiting surgery in Tetbury. Doctor Steve White explained me everything about my illness and the main thing he gave me hope to win my disease.
- Very good and helpful
- On time very happy with treatment
- Professional, friendly, on time.
- I liked the hospital and the people who work there. Everyone is very nice!
- Having blood taken with Jane was brilliant. She is great with teenagers and was able to give us information about the blood tests.
- Tetbury were able to fit me in for a blood test with my daughter which was really appreciated. Jane is absolutely wonderful. A mine of information, so friendly and efficient.
- Very helpful staff and everything ran to time.
- Nothing else to say... it was perfect.
- Nicholas Kimber
- "Steve was fantastic he didn't rush at the appointment
- He made sure he had read through all my old notes regarding an injury before I arrived.
- He Made sure I knew what the next steps where.
- He never made me feel like I was wasting his time etc.
- "
- The staff were lovely, my appointment was on time and it was very straightforward
- Didn't have a long wait , and the nurse was very helpful.
- Got through to surgery promptly, spoke to GP and then had face to face later that day. Examination was thorough and reassuring
- Annual blood test was on time. The nurse was charming and taking of blood was quick and painless.
- Nurses were very good ,answered questions when asked
- ,, the staff are very helpful very polite as always thank you
- Went for blood test, nurses were great
- Attended for blood test, all very professional





- Very pleased to get a face to face appointment within 24 hours, not what the media would have us believe!
- Very friendly and did not have to wait long
- Prompt and first-class staff
- The nurse was excellent

## **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**

Whilst I was in the surgery for a blood test my blood sugar levels dropped to 2.9 and I could not get any glucose or assistance from any one in the surgery. I asked the receptionist, who was helpful and contacted the nurse. The Nurse came into the room where I was having my blood taken and said that she couldn't help me and that I should go to the pharmacy. The pharmacy said they could not help and I should go up the street and buy some glucose from the chemist. The chemist had a long queue and my blood sugar level was decreasing and I was feeling pretty rough so I went to the Coop where they helped me straight away. I really feel that the surgery had a duty of care to assure that I was ok.



**Website**

None

**By Text / Email**

None

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

**Website**      None

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

**Cirencester**

**South Cerney**

**Kemble**      None

**RAU**      None

**Tetbury**



**Website** None

**By Text / Email** None