



Friends and Family Test Feedback January 2023

Voted Extremely Likely or Likely to recommend because:-

Cirencester

- The doctor phoned me, and was able to see me by the end of the week!
- Appointment on time. Phlebotomist was pleasant and efficient.
- Woman at desk fairly helpful.
- The blood sample was done to my satisfaction but the Nurse had some difficulty with it with the result that my arm is slightly bruised and tender.
- My visit to Elle was very helpful and reassuring.
- Rang one day, appointment to see practitioner the next. Friendly, quick and safe re Covid risks.
- Just brilliant and had time to talk.
- Fantastic service best surgery I have attended.
- Professional visit with doctor that have Answers needed.
- Excellent professional advice.
- Friendly, efficient and caring approach. Procedure was completed swiftly and without any discomfort.
- Dr Maxted gave me time to ask an additional site be inspected and dealt with the matter immediately. I couldn't really ask for more. First class, thank you.
- Very friendly.
- I was seen very quickly and have tests lined up for the next two weeks.
- Dr Khalid is great and always helpful.
- I was very pleased to be able to come in and meet Dr Maxted and at very short notice to see the Practice Nurse, around last Xmas.
- Staff very friendly and helpful.
- Doctor very thorough and prompt.
- I visited due a persistent cough. I was treated at the time of appointment and was given reasonable sounding options to deal with the issue.
- Efficiency, a friendly welcome and very caring Doctor.
- The appointment was on time.
- Saw Ellie in urgent care. Very quick and efficient appointment but delivered in a friendly way.
- Blood test. Nurse very competent and caring.
- No queue. went in on time Dr Maxted gave me the time I needed.
- Incredibly fast and good care. From telephone to in person appointment on the same day.
- I was seen immediately by a very caring doctor who listened and sorted out a number of things which were worrying me.
- Very kind / attentive.
- Rang up, seen doctor straight away.
- Excellent.
- Highly professional and competent service.
- Always amazing service!
- Nurse very professional.
- Friendly, organised and on time.
- I found making an appointment a lot easier than it has been, checking in was quicker, the waiting room clean and tidy. I did not have to wait long to see Doctor. Overall a very good experience this time



- especially the process of arranging an appointment.
- Friendly, efficient and helpful, as always. Great service.
 - The doctor gave me a complete understanding of my current position plus a plan for the future.
 - Happy with my visit for blood test.
 - Quick and easy. Was seen 5 minutes after my allotted time.
 - On time. Friendly staff.
 - Didn't have to wait. Called in before my appointment as I had arrived 10 mins early. Lady was really friendly and helpful.
 - I'd had a problem with an ear infection and was running out of antibiotics that day and the surgery managed to fit me for a look the same day - excellent!
 - The receptionist and the doctor were excellent and friendly. I felt so much better afterwards. Thank you.
 - The nurse put my daughter at ease whilst having a blood test.
 - Dr Hill is a fantastic Doctor his bedside manner and Efficiency is outstanding.
 - My appointment was 10 o'clock and I was called in just after 10 so was very happy. The Doctor was very helpful and caring.
 - Receptionists were helpful on the phone and booked me in for triage phone call apt with GP. I was then told to come in for f2f apt, I didn't wait long in waiting room. Speaking to the Dr and getting checked over was done with kindness, understanding and care. Since joining phoenix surgery 15+ years ago when I moved to the area, I have always received excellent care. They are such a wonderful team there.
 - The nurse was very nice and helpful, brilliant.
 - Arrived 2 minutes before appointment, went into waiting room, called by nurse almost immediately.
 - Carla the phlebotomist was very friendly and professional.
 - Medic that dealt with my wife was very empathetic as was Dr Vernon.
 - The Dr was understanding, kind & efficient.
 - Lady (Helen ?) was very professional and gentle.
 - Nurse was brilliant. Very quick and painless for blood test. The lady on reception was super. Really helpful, chatty and efficient.
 - Was called in straight away so no complaints excellent.
 - Phoned Thursday as unwell. Received a call back that afternoon and seen the next day. Very thorough.
 - Always very good.
 - Visit for PSA blood test. 10 mins max, in, done, out. Super job.
 - On time.
 - Excellent service.
 - The service was very good and the things that needed sorting out was done quickly.
 - Managed to fit me in same day, really helpful.
 - Very quick.
 - I went into the surgery on Monday morning to arrange an urgent phone appt. The receptionist could see I was anxious and I had a call in under an hour. A F2F appt was made for the following morning which has subsequently resulted in a hospital appt at the end of the week.
 - Dr Hill is an excellent listener, kind, empathetic, and has great clinical acumen.
 - The practitioner I saw was very patient with me and took the time to understand my systems.
 - Always happy with the service the only downside was nobody answered the phone when I tried to make the initial appointment so I had to travel and make it in person.
 - Good.
 - Nurse Carol was delightful. She was able to put me at ease and provided excellent, Expert information.
 - Very pleased with the service and help Dr Khalid and all the staff have provided me since I joined Phoenix in November. I now have a diagnosis and some solutions. So refreshing and reassuring compared with the terrible service I struggled with at my previous Surgery, suffering pain for 2 months with very little care and advice and great difficulty getting even a phone appointment. Thank you Phoenix Health Group.



- Good impression as first visit.
- Really friendly and helpful staff and quick turnaround time for an appointment.
- I am very happy to be a patient with the Phoenix Group. All of the staff are always so caring and helpful,
- in particular Dr Nicole whom I have found to be the perfect GP that most people would love to have.
- First appointment with Dr Allen, who was very focussed and helpful. I reiterated my appreciation of your
- continuing to allocate patients to a single doctor, which is much more satisfactory all round. I appreciate that this is now unusual.
- Visited for health check blood test. On time, very quick. Friendly nurse. Same for another appointment
- with a nurse the previous week.
- Saw the nurse punctually at the time appointed. Blood test was done very efficiently with no discomfort.
- Very polite and attentive.
- The nurse appointment was on time and she completed the test in a competent friendly manner.
- I was seen promptly and on time.
- I was straight in and out well in my time slot very happy with that.
- On time very polite nurse.
- Calm efficient lovely nurse and everything ran very smoothly on time thank you.
- My appointment was on time and the nurse was excellent. I didn't even feel the needle.
- On time, problem dealt with quickly and efficiently, clear explanation as to diagnosis and how to deal with.
- Seen promptly by the friendly nurse.
- Got to see my GP who helped with my issues and helped get appropriate help.
- I had a blood test. The appointment was on time, the nurse very friendly.
- Doctor was patient and listened with empathy.
- Friendly nurse, quick and efficient. Excellent service. Thank you.
- Prompt and friendly.
- Friendly and efficient. I felt at ease and was happy with my visit.
- Detailed, humorous and professional service.
- Always enjoyed a punctual, polite & professional service from doctors and all members of staff.
- Appointment was booked quickly, short waiting time, doctor was thorough and sympathetic.
- Seen a little earlier than my appointment time. Everything very efficient and caring.
- Very welcoming very helpful.
- Tammy was sympathetic, thorough and knowledgeable.
- I was made to feel at ease and listened to.
- Based on my experience the response from the practice has been appropriate and helpful. I like knowing where I am in the telephone queue.
- Got seen on time very nice paramedic told me what was wrong sent an emergency prescription over to pharmacy but they reckon got it to late so will not get until today.
- Lady we saw was fantastic!
- Prompt, doctors (2), both very helpful, left feeling confident of resolve.
- Dr Cook was excellent taking time to make sure we understood. And was on time.
- Tammy very helpful and approachable.
- I found the reception staff helpful and Polite. The Nurse was excellent. Very kind.
- Always a positive experience here. Docs and staff are great.
- Very satisfied with the consultation.
- Very quick, efficient and informative.
- Great surgery 🙏 Friendliness. Following the Covid rules.
- Nothing too much trouble for any of the staff very friendly.
- Thorough appointment with Dr Khalid.
- I was seen immediately by nurse Helen. I was treated with respect and kindness. Nurse listened and reassured. Appointment was for bloods which were taken with no problem.



- Was seen on time and the nurse was friendly and professional.
- Good practice by attendant nurse.
- Very prompt on time.
- Nurse was lovely, really put my son at ease x
- After initial phone consult I was seen that day by a locum who seemed to check everything well.
- On time. Efficient.
- They are polite and helpful.
- A good visit with Dr Khalid.
- I feel Peter Hill is a lovely man and he has helped me with a new treatment.
- On time, attentive Dr, answered all my questions.
- Is always professional and friendly.
- Very helpful and understanding.
- Helpful doctor very professional and informative.
- Prompt, efficient and reassuring service delivered with a smile.
- Efficient and seen quickly. Saw one doctors then another came in for a second opinion.
- Seen straight away.
- On time and efficient.
- Seen quickly, nice and professional.
- Blood test - performed on time, very efficient, considerate staff member.
- Short wait, positive conversation with the doctor.
- All clean, efficient and organised. Nurse very considerate.
- Nurse was on time. Waiting room very quiet.
- Prompt efficient service.
- Rang at lunchtime & saw Dr Hill at 4.30.
- I always get good attention, personal.
- They explained what the problem was, how to treat it, and told me to come back next week for a check up. Very caring.
- Tammy was very understanding. Took her time listening to me with the symptoms I had. Went to check with a doctor and then said prescription would be at boots the chemist later. So all in all a good experience.

South Cerney

- As Tina Turner said many times, 'Simply the Best'.
- Amazing help.
- Professionalism, efficiency, helpfulness, kindness, willingness to squeeze in appointments/blood tests for urgent reasons is second to none. Thank you so much. A wonderful practice.
- On time, no waiting around.
- Took time to listen to the issues and then send us on to an alternative practitioner for further Investigation.
- I rang for an appointment for a yearly checkup and was given a date which was fine. I mentioned that I had some skin cancer things that I would like to be looked at. I was told to tell the nurse and she would advise. At the appointment all that was done was my blood sample was taken. I was told I would have to ring to make another appointment with the doctor for anything else.
- I only visit there now and again. Reception staff very friendly and efficient. Didn't have to wait long and Doctor Khalid as efficient, friendly and helpful as usual.
- On time bloods taken good service.
- It is good that you can use another surgery within the group.
- Appointment was on time and nurse was very kind while taking my blood.



- I was seen on time, Nurse was friendly and efficient.
- Prompt on time appointment for surgery session. It was extremely professional indeed clinical with everything being clearly explained. Both Doctor S and the nurse were engaging and made me feel completely at ease.
- No waiting. Nurse Carol very professional.
- No waiting, excellent care.
- Exactly as expected thank you.
- Easy to find. Friendly staff.
- I attended for a blood test.
- No waiting and friendly staff.
- Very pleasant staff. Kept waiting a few minutes but nothing to worry about.
- No wait, very straightforward appointment to have blood taken.
- I always feel like Dr Vernon has the time to listen and has a wonderful bedside manner, came away reassured all was well.
- I was treated very well while attending the surgery for a blood test.
- Very pleasant nurse who took my blood sample quickly and easily.
- Friendly, helpful, professional and efficient.
- Made very welcome, warm comfortable waiting room. Friendly staff.
- Top Doctor great surgery they are as Tina Turner says "Simply the best" thank you.
- Well run practice.
- Always a good service! In South Cerney.
- On time and friendly staff.
- Kind and efficient.
- Appointment on time and very professional.
- All went well and on time with my blood test great Italian nurse very polite and professional thank you.
- Exceptionally quick appointment.
- Staff were very polite and the nurse was very nice.
- Very friendly reception.
- Appointment was on time. All staff were friendly and efficient. Thank you to the team.
- Seen on time and dealt with quickly, efficiently and pleasantly.
- Staff pleasant. Not kept waiting.
- On time and friendly.
- Good service.
- I had a doctor's appointment in the morning and phlebotomy appointment in the afternoon. Both were done on time and I felt well cared for.
- Always very good service at South Cerney.
- Prompt and professional.
- The administration team were very friendly and helpful. So was the nurse I saw.
- I was late but staff were helpful and fitted me in, very grateful!
- Peaceful waiting area... with welcoming staff. I didn't have to wait for long. Nurse doing my blood test was very welcoming and friendly.
- Staff were very friendly and helpful.
- Always very efficient and quick to react.
- All on time.
- Warm welcome - appointment on time - caring treatment.
- Quick, efficient and painless.
- I needed to be seen, and Dr Hill got sorted very happy with the surgery.
- Attended for a blood test. Staff were friendly from entering and nurse was excellent.
- Seen on time.
- Receptionist and phlebotomist were both very courteous, friendly and efficient and my appointment



was on time and very quick.

- I was seen on time, and my blood test was carried out very efficiently - very quick and painless.
- Blood test taken quickly and efficiently.
- The doctor was very caring and understanding.
- First class, professional & on time.
- As always, punctual, courteous and professional level of care.
- Good.

TETBURY

- My blood test appointment had been booked at the Cirencester surgery rather than at Tetbury. Luckily I was able to be squeezed in at Tetbury and the staff were really helpful. They said I was the second patient that day whose appointment had been booked in Cirencester in error.
- Easy check in and short waiting time.
- My appointment was a little delayed due to a patient somehow jumping the queue. Not sure how that happened. However nurse was lovely and she did apologise. Generally very pleased with phoenix surgery in Tetbury.
- The appointment was on time nothing else to say.
- Good
- Appointment on time. Friendly and efficient.
- Blood nurse very kind, patient and always manages to find a vein which not easy in my arms.
- I didn't wait very long and the nurse was very pleasant and efficient.
- Dr Angus is a wonderful doctor.
- Very helpful.
- Easy to book an app with the doctor. Receptionist on phone was polite and professional. Doctor very helpful and attentive.
- Excellent help from Dr.
- At least got to see a doctor!
- I was felt with promptly, the phlebotomist was friendly and professional.
- Nurse doing my blood test was excellent as always. Receptionist very helpful booking my GP Appointment.
- I was very impressed with being offered an appointment within days of phoning. Everyone is very kind and professional.
- On time and efficient.
- Thorough investigation and support. I felt cared for.
- Quick, reassuring advice.
- Helpful & hopefully sorted my pain.
- Excellent.
- Excellent nurse.
- Very efficient, seen on time.
- Excellent, have confidence in my doctor that I have received the best attention.
- The staff were excellent in taking my blood samples as I have very poor veins and it can be stressful for me but they were very understanding.
- Dr Angus was pleasant, helpful, knowledgeable and informative. Receptionist was pleasant and helpful too.
- Seen on time, very professional nurse who took blood sample without any hitches. Only issue I found was in getting initial appointment. ie queue calling etc.
- Once again it was a great experience, chatty & very professional nurse, no bruising from blood taken.



- Receptionist helpful also. Thank You Tetbury Surgery
- Blood test as good as it could be, thank you.
 - My doctor witch I talked to was very understanding and helpful.
 - Went into appointment on time.
 - Dr was running late due to an emergency but kept me informed. Had a thorough examination and was able to diagnose my problem.
 - Staff were polite and friendly, doctor was very nice and genuine, even made sure I was ok getting my meds as there was an issue with his printer.
 - Very efficient kind and thoughtful.
 - I was early so the receptionist kindly booked me in. She also helped me with my NHS login as I was having problems. Was very good to see my doctor face to face, esp when I am worried about my current health issues. She was brilliant.
 - Very promptly dealt with, very professional.
 - Dr Angus looked at my back and confirmed nothing needed to be done.
 - Friendly efficient just what I wanted.
 - Prompt Efficient Service. Thank you.
 - Very prompt service. Dr called back and appointment within the hour. Blood test and results the next day.
 - Very efficient and friendly nurse took blood samples.
 - Went for blood test. No waiting and friendly nurse.
 - Punctual, polite and painless.
 - Only waited 10 mins.
 - Came for a blood test. When I made the appointment the receptionist was very helpful and the appointment was very promptly and professionally done by a friendly nurse/phlebotomist.
 - On time, pleasant and quick.
 - Quick and efficient.
 - Amazing professional service with a first class nurse.
 - Appointment was running to time. Staff very efficient and pleasant.
 - Efficient and courteous staff. Appointment was a little late but not unduly late.
 - Charming and very helpful doctor.
 - Professional friendly on time.
 - Good as ever. Dr Angus embodies all you'd want in a GP.
 - Efficient blood tests.
 - Very nice blood test lady. She was very helpful and friendly.
 - Dr. Dudley Cook was really good, very attentive, thorough and kind in her approach and was a credit to the practice and to the profession she serves.
 - Arrived on time and went in to see the nurse bang on time.
 - Elaine is so lovely every time I see her!
 - Attended prearranged blood test.
 - Appt was on time, excellent patient contact, efficient, empathetic. Everything that was needed.
 - It was good to see Dr Angus at the surgery face to face.
 - I had a similar skin issue to one successfully treated 2 months earlier, but in a different part and I was concerned. Received diagnosis and treatment within 3 hours of raising my concern. I am very grateful for the attention I received.
 - I received excellent advice, who listened, by a very personable professional lady doctor.
 - Very supportive and reassuring.
 - Prompt service.
 - Excellent nurse - very reassuring.
 - Arrived early and was seen early.
 - Excellent blood nurse, Elaine, who made sure there was enough files for the test asked for with a bit



to spare as some of the form writing wasn't easy to read. Also had no trouble getting a vein when others have difficulty with my husband's lack of visible ones. I visited the pharmacy to sort mine and my husband's scripts and the two staff were excellent and I now have our scripts sorted so all drugs will be on one script each and returning to repeat scripts rather than batch.

- Exactly what I wanted excellent.
- I do appreciate the services I have had over these difficult times. I would like to thank all member of staff for their fantastic service.
- On time and efficient.
- Excellent service quick & efficient very friendly nurse.
- Had to have blood tests, we had spoken previously to Dr Cardew who was to see them after Blood Test which she did, even came looking for us both.
- Seen on time and the nurse was very reassuring.
- I was able to get an appointment easily and was very grateful to be seen.
- Always excellent.
- I was seen promptly at my appointment time and I felt reassured with the doctor and time taken with his explanation.
- Friendly answers to all I asked.
- I appreciate the staff (Lisa was on the desk) and it's nice to be able to see the same doctor.
- After phone consultation went to see doctor within an hour.
- Elaine is wonderful. What more can I say?!
- Doc was on time and very helpful.
- On time, professional, friendly nurse and receptionist.
- Prompt efficient.
- Quick and helpful, but surgery freezing cold!
- In and out very quickly, the nurse was friendly and competent.
- Kind efficient pleasing.
- Quickly seen. Good friendly welcoming service.
- Very helpful, friendly service.
- It was prompt and the nurse was very pleasant.
- Very happy, personnel and treatment. Thank you.
- I think that this surgery in Tetbury looks after me 100% and the people I deal with are friendly and lovely thank you.
- Seen on time by the nurse.
- On time, pleasant staff.
- Everything went to plan.
- Always a pleasurable experience.
- I saw the diabetes nurse on time and everything was dealt with in an efficient and pleasant wait.
- I was seen very promptly and both the nurse and the receptionist were very pleasant and helpful.
- I was seen straight away, very good.
- She listened and was very helpful.
- Seen quickly and staff friendly.
- Staff as friendly and kind as ever.
- I have always found the doctors very friendly and efficient.

RAU

None



BY Text or Email (Surgery Not Known)

None

Website

None

Voted Unlikely or Extremely Unlikely to recommend because:

Cirencester

- My appoint got cancelled but no one informed me.
- As I stepped into surgery reception for my blood test appointment I had a text to say the appointment was cancelled.

South Cerney

None

Kemble

None

RAU

None

Tetbury

- After surgery for cancer I would have liked to been seen by a doctor not just a nurse.

Website

None

By Text / Email

None

BY Text or Email (Surgery Not Known)

None

Website None