



Friends and Family Test Feedback August 2020

Voted Extremely Likely or Likely to recommend because:-

Phoenix (Chesterton Lane)

- Kind and helpful. Efficient, despite current Covid pressures.
- Excellent care, empathy and professionalism as always.
- I felt safe visiting the clinic with all the precautions you'd taken. And welcomed by the team.
- Lovely nurse, lovely doctor, pain free treatment. Couldn't have been better. Thank you. I was seen less than 1 hour after ringing the dr and the when the monitor was fitted it was all carried out safely quickly and with no fuss

South Cerney

- Always quick, on time and easy parking. Enjoy my chats with Mrs Sidley.

Kemble None

RAU None

Tetbury

- Don't like needles, blood taken quickly and as best they could
- Straight forward friendly service with good staff that make you feel comfortable and safe in these challenging times
- The nurse was really nice and careful for my blood test

BY Text or Email (Surgery Not Known) None

Website None

Voted Unlikely or Extremely Unlikely to recommend because:

Phoenix None

South Cerney None

Kemble None

RAU None

Tetbury

- Because no one knew I had the appointment booked. The receptionists don't seem to know what they are doing. I followed the procedures from last time i visited the surgery 4 weeks ago and was told afterwards they had changed but no one had told me they had changed when they booked me in for the appointment. I was kept waiting for 30 mins although I was told to arrive as close to the appointment time as possible to avoid any waiting around (oh the irony). The nurse asked me if I had the print out of what the blood test was for and didn't seem to know it was on the system (I told her it would be on the system and she found it on there).



By Website None

By Text / Email None

Voted Neither because:

None