



# Friends and Family Test Feedback November 2023

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

### **Cirencester**

- Very professional and discussed what your results were in-depth
- Check in easy, appointment happened on time, received some helpful information.
- Came for vaccinations. Booked for am. Had emergency at home, surgery kindly rearranged for pm at short notice. Nurse very friendly who did vaccinations - Carol !!
- I have had nothing but the most brilliant, thoughtful help from Elaine and support from Dr McMyn - thank you
- I was seen on time by nurse who was caring and efficient. I was treated with respect.
- Assessed quickly over phone. Appointment given. Very thorough examination and appropriate questions asked re symptoms. Follow up arranged to monitor condition
- Tammy was thorough, honest, respectful and kind. Thank you!
- Nurses were fantastic, answered all my questions and reassured me throughout a very uncomfortable procedure. Professional AND friendly.
- Prompt and professional
- Tammy v helpful
- Very thorough and personal
- Appointment on time and staff member very friendly and professional, lots of information given.
- Very well organised.
- Very quick and straight forward
- I arrived early but was seen immediately by Ellie. She was so pleasant and professional — an asset to the surgery
- Staff amazing even when other people were rude. Quick and efficient and well organised
- Wonderfully efficient welcome and refer service. Please thank the women involved.
- Appointment on time, nurse professional, friendly.
- Very quick n efficient
- Perfectly organised so efficient
- Met and greeted in a friendly way
- Very quick and efficient.
- Very efficient service for flu injection
- Arrived and dealt with promptly, nurse cheerful and efficient
- Nice to be greeted by a smiley person!!
- From fantastic greeting at the door, to the check in desk and the nurse that did the vaccination. Brilliant!!
- Very quick and efficient
- A good speedy and efficient service
- Well organised, not too long a wait and good appt.
- All staff very helpful. Vaccination arrangements well organised.
- I was quickly booked in - took a seat & waited 5 mins before being called in for my appt.
- Very quick & easy.
- Very efficient It was my experience with my Nurse! Wasn't sure what I was booked in for and muddled the two injections up!! Surprising really!!!!
- Well organised and friendly staff quick and relatively painless



- I attended for my flu and Covid vaccines dealt with timely and efficiently
- Very efficient
- Well organised
- Well organized. People more or less turned up at the allotted time. The nurses were well prepared and the vaccinations administered without fault. It was a well-oiled machine. Thank you for your care.
- Friendly, very efficient.
- Super efficient & lovey staff
- Very quick
- I had my Covid and Flu jabs by nurse Ellie. She was very kind and efficient.
- Very efficient, friendly and on time.
- Friendly and punctual
- Very efficiency vaccination service
- Met at the door by friendly staff member. Short time to wait in reception. Professional and friendly nurse who administered flu and Covid jabs expertly
- Fast and efficient.
- Very efficient visit. Cheerful, pleasant, staff. Seen on time.
- We have been with Phoenix for well over 30 years plus if not 40 I do believe that tells you all you want to know we have great faith in the practice in fact You spotted my cancer is a very early stage for I am forever grateful what more can I say like the song says "simply the best"
- Helpful
- Efficient and polite
- I attended for flu and covid jabs. It was very well organised from arrival at door to reception. Went almost straight into see nurse who gave me my jabs. It was all very quick and easy.
- Reception was excellent nurse Anne was very professional thank you for an excellent job
- Easy parking, pleasant nurse.
- Very polite staff and very organised
- Very quick and efficient
- I checked in on line for my Covid & Flu injections, very straightforward. I barely got through the door and was called into the consulting room immediately!
- Very prompt and quick
- Ease of booking in was quick to see nurse
- Polite. & helpful staff. Overall pleasant experience
- Everyone was very helpful. The visit was a an efficient and quick.
- Covid jab quick and well organised, staff all friendly
- Flu and covid jab appointment completed in 10 minutes
- It is always so well organised and very nice and helpful staff.
- Went according to plan thank you
- Efficient, courteous and on time
- Very well organised and as usual staff very helpful thank you.
- Always easy with very friendly reception staff
- My appointment time was kept, check in was efficient and nurse Lucy was friendly and professional in giving me my Covid and flu jabs. I was in and out in five minutes.
- I love all the staff there as they are always helpful
- Well organised staff, very smooth operation especially as so many patients to cater for and cheerfully operated.
- Visited for my COVID booster, all very quick and efficient, as has been my experience since moving my surgery to you a year ago to be looked after by Dr Khalid. Very happy I did as at last I have a good Doctor who listens, cares and has helped resolve my health issues. Reception staff also excellent thank you



- Visited for Covid & Flu vaccination. Very well organised and appointment on time. Pleasant staff.
- My partner and I were seen together and on time. The nurse was friendly and efficient.
- Excellent, well organised and polite service and treatment
- Efficient and well structured.
- In and out no messing about.
- In and out no messing about.
- Didn't have to wait. Very quick and lovely Marion
- Punctual, friendly and efficient!
- Lovely, professional and very well organised team. Thank you for providing this service on a Saturday. Very much appreciated.
- Swift and efficient
- Easy to check in. The staff at this practise are always so warm and welcoming.
- Lovely staff and very efficient
- Smiley, friendly ladies in the reception area and behind the desk. We were seen immediately by a very efficient nurse who passed on information in a very straightforward and helpful way. I was due for a Covid and flu jab - but she managed to fit my husband in, too. We were both in and out in 5 minutes, having had a very informative and helpful chat about the pros and cons of the Covid jab, and having both vaccinations together.
- Cheerful welcome. Came for my flu and covid vaccinations treated as always with courtesy. Appreciate staff working on a Saturday.
- Staff were very pleasant and efficient
- Well organised. Fast and painless
- Very very quick! Everyone very smiley
- Efficient vaccination process. Friendly staff.
- Seen very quickly.
- Everything moved fairly swiftly. Reception explained that things had back up a little when I arrived
- I arrived on time and was quickly and efficiently dealt with. You can't really improve on that.
- Very Quick & Efficient
- Appointment time was kept to. Dealt with efficiently by friendly nurse.
- Flu & Covid vaccines. The staff were all very helpful, The Nurse was very efficient and helpful.
- Seen promptly.
- The clinic seemed very well organised and the staff were very pleasant.
- Attended the surgery on 11th November for my annual flu and covid jabs. The session was well organised. I was dealt with courteously and efficiently. Thank you nurse Ellie.
- Everything was ok and went like clockwork!
- Speedy and friendly
- We arrived early and they were kind enough to slot us in
- No waiting around. Very quick service.
- Excellent and prompt service.
- Prompt and professional handling of my flu/covid injections by a jolly and welcoming Nurse Marion.
- Brilliant as always
- On time, prompt appointment, meaningful advice, promised follow up. Perhaps a coffee machine and sun bed would be of benefit!!!!
- It all went very smoothly. Met at door and given clear instructions of where to go.
- Appointment absolutely on time. Very pleasant nurse (Marion)
- Quick & efficient
- Efficient very good all went well no problems.
- Everything was well organised from booking in to having the injections
- Nurse was friendly and efficient. Receptionists, too.



- Efficient and friendly
- Injections for Flu and Covid
- Well organised and friendly staff
- We had our covid injection efficiently and on time.
- Visited for a Covid injection. Very quick and on time.
- Never had a bad thing to say about the phoenix health group.
- I was really impressed with the new doctor. She was very professional and thorough and helpful.
- The flu and COVID injections were executed quickly and efficiently.
- I always am blown away by how helpful, professional and sensitive all the Drs and support team are at Phoenix Surgery. Thank you for all you do.
- I was seen by the nurse on time. She was very efficient and extremely pleasant.
- Very good
- Very pleasant professional service
- Staff were efficient and helpful, saw the nurse very quickly.
- Tina was very pleasant and service provided was quick and efficient
- Excellent care and attention
- Came into reception and needed help, receptionist was very helpful The doctor I saw was also very good
- I did not have to wait long and the nurse was brilliant.
- The nurse was pleasant and caring and made me feel relaxed
- Friendly doctor and nurse put me at ease during my procedure.
- My visit was conducted in an extremely professional manner by a charming clinician and the whole process was most pleasurable.
- Staff were very helpful and the information given was useful.
- Polite and efficient manner which was much appreciated.
- The same high standards of care I have always received at the Phoenix surgery over the past 36 years since moving to Cirencester.
- Ace
- Excellent experience. Professional and very friendly. The health check was very detailed and left feeling positive and looked after.
- Efficient and friendly
- I was able to be seen on the same day, which I was extremely grateful for. The nurse Ellie was very thorough, caring and helpful. I also have been given a follow up appointment for which I am very grateful.
- Very professional and informative. Non judgey!
- Nurse was great with children
- I was really looked after, I felt very unwell and had an appointment with the nurse Emily who was so brilliant and made me feel at ease & she called in Dr Khalid to double check. Everyone helped as much as they could.
- The asthma nurse very helpful and informative
- Routine health check. Vanessa was very engaged and helpful with advice.
- Very prompt and on time
- Welcoming greeting. Appointment on time not kept waiting
- Phone call from my doctor as promised, made appointment after consultation, went in to appointment slightly earlier, overall, excellent.
- I needed care immediately I arrived and was treated straight away. All the staff involved, dr, nurse and receptionist were 100% professional and caring from start to finish.
- Ease in which I could rearrange appointment-albeit long phone queue. Fatima was kind and chatty.
- Very informative,
- All very efficient, and a rapid appointment.
- The specialist I saw was understanding and empathic, thank you



- Reception staff extremely helpful and cheerful and the doctor listened and ordered tests to assist with diagnosis also very pleasant
- V friendly nurse who took the time to explain everything she was doing to me and answer any questions.
- Easy to check in with reception and appointment was on time. Friendly receptionist, and nurse.
- Running to time. Friendly and informative nurse and phlebotomist
- All my questions were answered and action is being taken
- Tina the nurse that I saw was amazing, if there is such a thing it was the best experience I have had attending a smear test appointment. Very knowledgeable and very calming and put me at ease.
- Blood test on time, friendly member of team
- Made to Feel very welcome. I was not rushed. Everything was explained precisely so, I knew what to do. Very professional.
- Ellie was lovely and professional. Was on time. Thanks very much
- I felt I was well looked after
- Went in sat down was soon called in, nurse was friendly & chatty .
- Appointment was very helpful
- Dr Allen was very kind. Got straight on with what was necessary and the whole examination was done with care. Plus he got a lady to come in with me. I was very comfortable with the whole proceedings. I was very happy
- My appointment was on time and the staff including reception staff were all so friendly which put me at ease.
- Dr Vernon was reassuring and dealt with my medical issue really well.
- Good quick response time and follow up actions.
- ANP very efficient in her diagnosis and treatment
- Dr Allen saw me at a short notice and was very patient with me as I was feeling very because of my medical problems and is doing his best to help me
- Staff and nurses are always lovely and efficient.
- Everything relating to my appointment was handled smoothly.
- Was seen by Tammy. She went above and beyond. That has to be the best ever visit. She was professional but warm and kind and empathetic.
- Nice receptionist with a warm greeting and lovely helpful nurse
- Short wait and friendly nurse
- Reception staff were very pleasant and friendly. The nurse who gave my daughter her vaccines has been the one who gave her all 3 vaccines which made me feel as ease and was nice to always see a familiar face. She was very fast and always trying to engage with my daughter which made the appointment very easy
- Everything went fine and on time.
- Very good service with polite staff
- Everything was fully explained and I felt my health is in good hands
- As my normal doctor was away on holiday I was seen by another Practitioner who was very attentive and thorough
- Dr Dudley-Cook is such a great person to talk to about female health problems!
- Very friendly and welcoming
- On time, efficient and friendly.
- nurse had a very friendly competent manner, explained everything so clearly .
- Very friendly and welcoming
- 2 days in a row been to the surgery and both times no problems
- Seen earlier than my appointment
- Dr Hill took time to speak to my daughter and listen. He was very thorough.
- Seen on time.
- Very friendly team. On time. What more could you want.



- Was quick
- Friendly and respectful helpful
- Friendly helpful staff who went over and beyond to help especially the receptionist June and phlebotomist
- Marvellous service at health check
- Called in the morning and got appointment at 2pm
- Appointment on time, fully explained procedure and was performed quickly and efficiently. Aftercare and next steps fully explained.
- Very punctual. Nurse was very nice and explained well.
- Prompt and efficient
- Ellie and Helen were very helpful and offered useful advice to help me cope with my face 'allergy'.
- Phlebotomist was friendly and efficient
- Fantastic nurse, brilliant at her job as well as kind, listening, reassuring
- It was very good 100 percent service with everything you could not have done anything better
- Seen promptly, friendly staff, good advice on future appointment.
- appointment was very quick & very pleasant nurse
- Wonderful caring professional staff from the receptionist to the doctor. Genuine care. Efficient in every way.
- Was seen on time by an experienced nurse.
- Lovely nurse
- Really helpful staff
- We arrived a little early but had our injections more or less straight away.
- Quick, efficient, friendly thank you
- Nurse saw me on time and made me feel at ease having blood test.
- Very well organised, quick, efficient and effective. Well done.
- Quick and professional
- I came for Covid and flu jabs by appointment and your system worked perfectly.
- The nurse who dealt with me had clearly read my notes and treated me accordingly. Very impressed.
- Covid vaccination very quick and efficient process. Really friendly staff as always.
- Very promptly seen and very polite staff.
- All very quick, efficient and flexible (re timings)
- My visit was to be vaccinated for COVID and FLU. It was well organised, and I was in and out very quickly!
- Appointment on time, friendly and helpful
- Very efficient service from all staff!
- Very efficient - helpful and quick
- Polite and prompt friendly staff.
- I was met, greeted, and had my vaccinations promptly and professionally.
- On time
- Efficiency at its best
- Very efficient
- Pleasant staff and very well organised
- Easy to check in and seen on time. Staff very pleasant
- Very Proficient
- Very quick, friendly and efficient
- We were early for our appointment but did not have to wait, Margaret (I think that was her name) explained everything to us and was very welcoming we could not fault anything.
- Arrived a little early, we were booked in and we saw the nurse in quick time, very efficient.
- I was seen immediately by a nurse that was caring, considerate and respectful.
- Efficient and on time.
- Very well organised



- pleasant and helpful
- Well organised straight in and out again.
- I arrived early and only waited a few minutes before I was called for my flu and COVID jabs. All very quick and efficient. The nurse was very kind , friendly and informative.
- Always a pleasure visiting.
- No waiting, polite and professional staff. 10 out of 10 all round.
- Very quick and professional service thankyou
- Friendly, on time and professional.
- Well organised with good and clear instructions where to go, for the flu and Covid injections.
- Very organised seen to promptly
- Friendly polite and welcoming
- I arrived slightly early but was seen straight away.
- The staff were extremely polite and conscientious
- Very well organised and friendly staff
- Efficient
- The surgery always delivers excellent service and organisation with the flu and Covid vaccinations.
- Fast, efficient service with pleasant, friendly staff
- Quick efficient and so brilliant having the nose spray for children
- All the staff were welcoming and helpful. There was barely any waiting and the appointment was very quick. Thank you to everyone involved!
- Really efficient vaccine service, thanks
- Friendly, well organised, gave confidence to patients.
- On time and great sensitivity
- Saw us early
- Well organised and pleasant visit
- Very friendly and efficient and didn't wait to long
- It was well organised. Didn't have a long wait.
- Brilliant experience quite lovely
- Very efficient and well organised
- Very efficient and well organised as always
- My immunisation was dealt with very quickly and efficiently and the staff were very kind.
- Lovely caring staff
- Punctual, felt welcome.
- On time efficient
- Friendly and efficient reception and phlebotomy.
- Helpful Receptionist. Appointment on time. Friendly Professional.
- I was seen quickly and on time, nurse was lovely. I never have a problem coming to you for blood tests
- Efficient, very caring, professional and friendly
- Seen immediately and looked after very well with respect.
- Was for Bloods, was running about 20/25 mins behind appointment time.
- Helpful Receptionist. Friendly Professional
- I've forgotten the nurse's name, but she was very accommodating and kind.
- All arrangements had been made to keep the appointment time which was with Ellie who checked my chest and put my mind at rest
- New Dr; Dr Chi - was a little late as I was first in, but he did have to travel from Swindon!! Nice manner and very caring - took his time which was nice and gave answers to all my questions.
- Came for flu/covid jab - very efficient check in at the door, didn't have to wait too long for nurse.
- Doctor was very caring, professional, friendly and helpful



- Nurse Lynn was kind and put me at ease and I felt it was a very satisfactory visit.
- Got an appointment same day concerning ear infection
- Treatment was very good
- The nurse was very nice
- I had to wait a bit but otherwise very good. Got an appointment to see Dr in person, she was very helpful.
- I normally see Doctor Sethi, but he was away, so I was referred to a lovely young lady doctor whom I had never seen before, she was very thoughtful and thorough just like Doctor Sethi. I was very relaxed in the practice. Thank you.
- Very helpful. Thank you.
- Very punctual. Lovely to see someone face to face.
- Was greeted by nice receptionist not kept waiting too long to see nurse
- Very helpful
- Phone call appointment with Dr Allen. Phoned on time. He listened to my concerns and we have a plan in place
- Excellent practice and wonderful Doctors, Nurses and receptionist.
- Dr Alex Dudley-Cooke was very kind and caring. Thank you so much for your help and guidance.
- Thank you for getting me in to see my doctor so quickly as always appreciate your hard work
- On time and gentle!
- Dr Allen was efficient and knowledgeable He has a very good manner
- Professional and caring
- I cannot fault anything re my treatment. Friendly and efficient staff. I was seen within minutes of my appointment time. I was made to feel comfortable and my treatment was discussed and I was given the opportunity to ask questions. Faultless service.
- On time, friendly nurse, questions answered and advice given
- Very helpful and informative
- Excellent service from June on reception helping with forward planning of appointments and also phlebotomist with blood testing.

## **South Cerney**

- Your surgery at Cirencester & South Cerney are both extremely good
- The phlebotomy was friendly, caring and professional.
- Always made welcome , excellent clinician.
- Everyone was helpful & friendly
- Very prompt and efficient. Very pleasant staff.
- Nurse was very pleasant and efficient.
- Very nice receptionist. Very helpful. And a quick response from the doctor.
- Very nice lady called Carla, I think. Blood test.
- I couldn't fault my visit. On time and quick.
- Very friend and efficient
- Fast, friendly and efficient service
- Good visit
- I was seen on time by Dr Khalid.
- I was able to convey to him my problems and get treatment for some issues though I do still have some issues Dr Khalid is still looking into. I do rate the Dr, highly he is very patient and understanding.
- Receptionist very helpful with a prescription enquiry. The phlebotomist was timely and professional.
- Routine blood test. Quick good humoured. In all ways painless!
- Totally helpful and caring
- Excellent service





- Staff really friendly, nice location.
- I had a blood test with the lovely Carla, who made it a pain free experience.
- Nurse took blood very efficiently, pleasant to talk to, on time very satisfactory, thanks
- Appointment on time and all concerns were addressed and discussed appropriately. With an informed and caring approach.
- Very quiet, staff helpful and went in earlier than scheduled appointment.
- Seen on time and treated professionally
- Appointment was on time. Nurse was very efficient and nice!
- Very helpful
- I was seen on time and was very satisfied with my treatment.
- Excellent friendly helpful staff
- I was seen promptly and professionally.
- All on time and efficiently dealt with.
- Always pleasant and on time.
- Polite and efficient for routine blood test
- Perfectly satisfactory experience. Punctual, efficient and courteous.
- Very pleasant nurse. The staff were very helpful
- Very friendly
- No waiting friendly staff
- Excellent service from Dr Hill and team, including very helpful receptionists. Thank you
- I had a problem – saw the nurse in Cirencester. Blood test etc done. Dr Khalid rang to arrange appointment the next day. Referred to a specialist and was dealt with swiftly. Follow up arranged with Dr Khalid. Very impressed with the prompt, helpful service although obviously the surgery is under extreme pressure.
- Niki, Penny and Nicky in South Cerney. All so kind to me with being on the phone and booking appointments. Your kindness means so much! Thank you so much!

## **Tetbury**

- Brilliant service well looked after
- Very sympathetic and reassuring especially considering my age.
- Thorough check-up, friendly and professional staff.
- I felt listened to and my medical needs were met. The ANP went back through my medical history and gave good advice if I didn't improve
- Nurse Emily was fantastic. She was reassuring and very professional. I was made to feel at ease
- Well organised. Not long to wait. Pleased with outcome and explanation
- The paramedic who I met was very caring, listened gave good advice and overall felt satisfied with our meeting
- For me the people there are friendly and helpful
- Luke was amazing with my 7 year old
- The receptionist was very helpful and friendly and the doctor and nurse were marvellous with me explaining the coil fitting procedure very well and both were very reassuring while it was being fitted.
- The nurse (Emily) was friendly, professional and explained everything clearly
- Lovely lady dealt with me. Informative and efficient
- The nurse was very helpful.
- Excellent experience from start to finish.
- Great service from reception team - only a short wait on one occasion to get through, but then immediately booked in with medical professional for same day call without any issue, send link for photos. Prompt call back from ANP and GP, brought in for face to face review on both occasions. Follow up appointment pre-booked for us.



- Seen on time. Listened to. Friendly GP. Didn't feel rushed. Next steps clearly conveyed.
- Phone appointment and then offered a face to face appointment which was on the same day much appreciated to be examined for the health issues I was experiencing.
- Very friendly reception staff. The nurse was very friendly, very polite and very professional
- Receptionist very friendly. Appointment was on time. Tammy was very thorough, reassuring and friendly. Pharmacy very efficient.
- Dr Cardew saw me within a few hours of talking to me. She was really thorough and caring.
- Brilliant service
- I've had to visit to have dressings changed on a leg ulcer. I can't fault the two wonderful nurses who were professional yet warm. Also both were great in providing advice
- They always treat me very well with respect and kindness
- The receptionist was very helpful and the nurse was very reassuring when dealing with my problem!
- The appointment was on time and the nurse was friendly, professional and helpful.
- It all went well.
- I'm not sure if you are referring to my appointment with Luke or my INR check.
- Very efficient and professional
- Dr Emma listened and helped with advise on a problem I had noticed with lower limbs. She is also aware of why I need to keep using Tramadol.
- I receive excellent service from this surgery and have done for many years
- I had to reschedule my blood test which was arranged for the next day. Very efficient.
- I always get very well for all the staff and the nurses
- The nurse Emily was fantastic. She administered my 11 year old's first blood test. Set her at ease, reassured her, and quickly and calmly took the blood samples. The process was as painless and as comfortable as it could have been for my daughter. Thank you Emily.
- Efficient and friendly service from Emily as usual, thank you
- As always, procedure was undertaken with all due care and attention. Very professional and friendly.
- Easy to check in. Seen on time, GP very helpful.
- Short notice appointment following telephone conversation. Doctor most helpful.
- Promptly seen, very friendly and efficient nurse.
- Elaine was her usual professional self and kind with it!
- Excellent attention from Dr Charrington.
- Receptionist was helpful, the experience of no long waiting times is good. Person taking blood needs to be a little more smiley and conversant.
- The nurse was excellent
- Phone appointment - very friendly and helpful; good, positive outcome too.
- My appointments with the group at all the different locations have always been excellent. Lovely kind nurses, I think it's a terrific practice and I'm very lucky to have Dr Nichol.
- Very easy to book appointment on line, straightforward to sign in, appointment was bang on time and nurse was very efficient, kind and professional
- I was seen by Marion and it is a very long time since I had a face to face consultation and I did appreciate being seen. It reassured me that I was on the right track!
- Appointment on time and a friendly nurse.
- The receptionist & nurse were absolutely lovely & made you feel at ease.
- I was seen ten minutes before my appointment time, something that I was very grateful for. Anne Green was lovely, very caring and reassuring.
- We were late and the doctor still saw us. I was really grateful
- Appointment was exactly on time. The blood test was administered very efficiently and painlessly
- I clarified my all doubt from GP



- Quick, on time.
  - Friendly receptionist; airy and clean; lovely nurse who was very kind taking blood from someone who hates needles!
  - Everyone was helpful and friendly
  - I felt like Dr Emma McMyn was really understanding how I was feeling about my illness. I felt genuine care coming from her. I am full time carer for my husband who has long term physical and mental health conditions. So it was really physically and psychologically helpful, when I was being cared for, physically and emotionally and mentally. It helped me to know that someone is caring for my needs, as I am long time caring for my husband.
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- Dr Woodward is always so helpful. He booked me in for this follow-up appointment and it went ahead on time.
  - I always find Dr Mc Myn to be very helpful, he listens to you and never makes you feel like you're wasting his time.
  - Had a dressing changed on a leg ulcer. Nurse was very good as I had concerns over the use of smaller dressing
  - Friendly and quick
  - Very swift & professional experience
  - Prompt and helpful
  - All great
  - The Doctor seemed interested and happy to explain things.
  - Very professional
  - First time met Dr Woodward - delighted he is my GP, very thorough, friendly, explained everything I needed to know.
  - Very good.
  - Dr Alison Nichol has been great really listening & I feel like she really wants to help me
  - Punctual and, in those famous words, never felt a thing. Perfect
  - Helpful, on time, friendly
  - Nurse was excellent
  - because all your staff treat me very well and our very friendly the nurses take very care of me
  - The receptionist was kind, polite and helpful your staff are invariably the best in Cirencester. The nurse was fun and helps a patient ...you are a kind group of health professionals
  - Seen on time for blood test the nurse was excellent
  - The new Face to Face system for diabetic reviews is a great improvement. The person I saw took time with me and was very reassuring.
  - I was seen in person after a phone call. Referred for a chest x ray. Advised to go to A&E.
  - I went to have my diabetes check and while I was there I was able to see Dr James Woodward so he could check my chest infection and gave me a full check and prescribed me with a new course of antibiotics and steroids and signed me off work for a week
  - The appointment time was printed for me on a ticket, when I arrived the nurse was ready for me. So the whole exercise was smart and efficient
  - On time and a lovely nurse who explained my previous blood test results.
  - The nurse (Emily) was welcoming, professional and helpful. She explained everything clearly and made me feel in good hands.
  - Regular blood test always done promptly and with great compassion
  - On time; friendly; no hanging around.
  - I was very pleased to be able to see a doctor. Appointment was on time and lasted over 20 mins.
  - Lucy has been dressing me leg injury and it has now virtually healed. She is very efficient.
  - Great person interaction



- Helpful receptionist. Phlebotomist punctual, gentle and caring.
- The doctor listened was sympathetic and went through various tests and was informative
- Prompt treatment
- Didn't have to wait long, all good
- Appointment was on time - no issues or concerns.
- Prompt appointment and the blood test itself was very quick.
- Super responsive
- I was easily able to book a blood test and health check. My appointments were both still n time.
- Hard to get an appt but nurse was attentive and good during my appt
- All staff are very caring
- Brilliant service. Lovely, professional staff.
- Elaine was as friendly yet professional as ever!
- Friendly thorough nurse
- Quick service
- It was on time and very efficient
- Went to take yearly blood
- Had the information I needed to put my mind at rest thank you
- It was for a blood test and Nurse Elaine was friendly and efficient as always
- Great service
- Routine blood test.
- Punctual, appointment given on day of request
- Appointment was on time, nurse was very friendly
- On time. Very nice nurse.
- Receptionists were excellent in support & efficiency (with a smile). Nurse brilliant with injections & supportive information
- Dr Emma was attentive, considerate and very thorough.
- I attend the surgery at least once a week to see Lucy the nurse to do my dressing. She is so kind and wonderful.
- Computer attendance system easy to use. Nurse was very friendly putting me at ease.
- As professional and courteous as ever.
- Everything as booked and on time

## **Kemble**

- The service I have from Kemble is excellent.
- On time and friendly
- Brilliant polite and helpful Receptionist and highly efficient and informative Nurse who inoculated me for COVID and Flu.
- Helpful and welcoming. I was allowed to join my wife for my jabs even though my appointment was half an hour later.
- Walking distance from home. Lovely receptionist and doctor
- The nurse who took my blood was excellent, calmed me down and made sure I was in a fit state to return home.
- Was seen on time very pleasant and friendly service
- On time, no waiting.
- Staff were excellent
- Very friendly and helpful staffs
- This has to be the best surgery I've ever been to very friendly and very helpful.
- I would love to know the name of the phlebotomist I saw - she was so kind, and drew blood at the first attempt with no bruising. My last bloods were taken at Harefield hospital and it took 15 attempts. Many thanks



- I was given an appointment with less than a week's wait at one of the Phoenix surgeries which was easily accessible from my home by car. The receptionist was friendly and helpful and my own GP saw me without delay, I received an expert diagnosis and received a prescription for medication which was supplied by the surgery's own pharmacy. The process was quick, efficient, thorough, convenient, and friendly. I came away feeling very satisfied - thank you!
- Excellent Doctor, kind and helpful
- Dr Vernon was very informative and reassuring. I have been given options to follow and have already been able to book an X-ray .
- Theresa is a great asset to the Kemble surgery. She is efficient and extremely responsive and if she does not have an immediate answer will readily research a solution.
- We are very lucky to have the surgery in Kemble.
- Thank you.
- My appointment was on time, followed by advice that was easily understood
- Felt the doctor listened
- The service and staff at Kemble are excellent
- Girls were helpful in that they copied info for me about my appointment. Blood test done on time. Medication waiting for me to collect.
- In and out very quickly
- Appointment was on time, staff were excellent.
- Very speedy efficient service
- The GP listened to me and was very professional and kind
- Staff always very friendly and professional.
- Friendly and efficient

## **RAU**

- June was more than just helpful. I'm very grateful for her help

## **Website**

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

#### **Cirencester**

- Encouraged by an NHS msg I requested a Shingles inoculation. Phoenix receptionist confirmed I qualified and made an appointment. Subsequently the nurse told me she couldn't give me a jab. I'm 69. The NHS told me I qualified over 65. Rejected by nurse until I'm 80. Unhappy at the waste of time.
- It takes a week to get a call back and 4weeks to see a doctor
- Blood test. Results lost
- Delay of 20 minutes
- The lady doing my vaccination seemed to get my details incorrect telling me I had Diabetes when I don't and was reluctant to give me the flu vaccination as I was not the correct age. However I informed her I was a registered carer to my both parent. And 64

#### **Kemble**

#### **RAU**



## **Tetbury**

- Had to wait a little while to be seen.
- I was late for a blood test. Unfortunately rather than commenting kindly the nurse made me feel like I was the most disrespectful person for the tardiness. I tried to explain that parking and an unforeseen road closure had made me late. She made me feel like I was being rude for explaining myself. Sadly I find the surgery to be consistently like this and am leaving.
- Phone consultations are ridiculous the doctor can't actually see the person it's terrible

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

**Website**      None