



Friends and Family Test Feedback September 2023

Voted Extremely Likely or Likely to recommend because: -

Cirencester

- I was expecting to see Dr Khalid but saw Dr Chi. He has arranged various blood tests and ecg and seeing him again in a week
- Very helpful
- Standard procedure (ECG), on time, good nurse, quick response from GP (Dr Khalid). All good
- Once in the surgery, all was fine but there were no spaces in the carpark and the road outside was coned so I ended up being a few minutes late.
- Dr Chi was very thorough & listened to me. It was a long appointment which was good because a shorter one wouldn't have covered everything & given time for my questions.
- Got to see someone same day. Very helpful staff.
- Friendly
- Only good as parking was full so had to park miles down the road
- Efficient, knowledgeable staff member
- I phoned the surgery due to having chest pains on Friday afternoon, spoke to a lovely urgent care practitioner who was really nice and arranged for me to pop up and see a doctor. I am not sure of the doctors name I saw as I think he was a cover doctor, but he was really nice and made me feel at ease as I was suffering with panic attack at the time due to having chest pains, he reassured me that I was okay and my heart was healthy and set me up for the weekend. Receptionist was also lovely and very helpful.
- A lovely lady Emily put me straight at ease explaining as she went along what she was doing
- Lovely nurse, made feel relaxed and very helpful with my health check
- Easy check in nurse on time
- Doc took time to assess whole situation and gave consideration as to the most effective treatment plan.
- The new doctor is excellent. Very thorough and understanding whilst being reassuring at the same time.
- Tammy was very kind and attentive regarding my lung complaint. My initial contact across the phone with the surgery was prompt and understanding. Very welcoming at the reception too. Kemble dispensary was very helpful.
- The doctors were very helpful
- Vanessa was friendly and thorough, and told me everything I needed to know and more.
- Very informative
- Helpful and caring staff from the first phone call thought to being seen by one of the GP's
- Efficient, listened
- From the welcoming receptionist and the lovely Ellie I was looked after well.
- Helpful kind and very efficient
- Saw nurse found her very easy to talk to and very helpful
- The response to my situation was truly superb - fast, focused with Ellie and Dr K working as a truly professional team with their flexible approach and care for patients matched by the surgery providing the up to date technical kit for them to quickly assess my state of health. Thank you.
- Lots was covered with loads of info that I wasn't expecting.
- Very helpful and support with my cancer problem
- Good booking in system. Friendly and efficient nurse
- Friendly service and helpful info.
- Booked appointment was seen next morning by a very competent and friendly nurse
- Dr Chi was very attentive and listened carefully to the signs and symptoms I presented and responded appropriately



- I checked in on the touch screen very quickly. I received a very thorough consultation and within 24 hours was referred onto a specialist. My doctor was very polite and helpful.
- Nurse explained test results very clearly
- Dr was very thorough explaining to me my possible health issues
- Very friendly understanding doctor, proactive. Inspired confidence. Easy booking in system on my phone. A good experience. Thank you
- Very helpful, all questions explained clearly in a relaxed and constructive conversation.
- Very efficient nurse. Knowledgeable and clear about blood results
- Very kind and thoughtful nurse, listened time and did everything she could to make me comfortable. The whole team is lovely.
- Urgent appt booked same day. Ellie was very clear in her explanations and very helpful
- Very good experience and had good Mannerisms
- Follow up appointment with Ellie Henderson was excellent. Helen took a sample and both Ellie and Helen worked wonderfully on the treatment.
- Everyone was helpful polite.
- Jamie was amazing at keeping my son calm and getting him the urgent care that he needed
- Dr Nichols always kind
- A very friendly & informative GP surgery, always very helpful
- I arrived 10 minutes early for my 5pm appointment and I was seen few minutes before my scheduled appointment. He listened and was very thorough in making notes. He examined me, he also said he would request a scan for me and that I would hear from the hospital in due course. He explained everything clearly to me and I was very happy with the appointment
- Very helpful and kind
- I did an ECG in Cirencester and a blood test in Tetbury over the past 2 days. Both were quick and efficient.
- We were given an appointment on the day and the appointment was really useful and reassuring. Nothing was rushed and we went away with a diagnosis, medication and had more info texted to us to reference later. The clinician was also lovely and brilliant with our sad unwell baby.
- I saw Helen Lane and she was very thorough in her examination and very nice too
- I was seen promptly and treated with great care by Fatuma who was very pleasant
- Exceptional service
- Ellie was brilliant. Explained everything. Took her time and was very reassuring. Thank you
- Excellent service professional as always
- Everyone was so friendly and caring.
- Very professional and relaxed.
- Both nurses were wonderful and really put me at ease. Was nervous about having a coil fitted but was very well looked after
- I was seen by the loveliest & nicest paramedic he was so kind & listened to what I said & hopefully I will feel better soon.
- Seen on time, very informative and quick to schedule me another appointment.
- The Dr I saw was very nice and very informative about my condition and future plans for my health
- Competant, friendly, professional handling of visit.
- Helen was very friendly and good with diagnosis and calling me back with my result from the swabs
- I arrived early and was seen straight away by the nurse. She was very pleasant and explained the procedure. It was carried out quickly and painlessly and my hearing was restored instantly.
- Health check was really helpful, lots of useful information and didn't feel rushed
- Very considerate receptionist and given appointment same day.
- Everything was clearly explained to me about what I needed to do.
- Consistent good care & support from everyone at Cirencester Phoenix Surgery



South Cerney

- I called in at the surgery last week (as I live a minute away) asking for an appointment and had a telephone call and then an appointment within an hour with my doctor (Dr Khalid Al-Khayat) who is exceptional, I truly could not have wished for a better doctor.
- Excellent and everything explained thoroughly to me about my condition.
- The girls are so helpful nothing is too much trouble they answer any questions the best reception people
- The appointment was right on time and the doctor was very helpful as was the receptionist.

Tetbury

- Look after very well from start to finish
- On time, not rushed during the appointment , with all the reassurance I needed following my recent operation.
- Luke was great as was Emma! Nothing. I was fearful of calling, thinking I'd have to wait days for an appointment but that wasn't the case and they solved my issue.
- Was seen on time and staff were friendly and efficient.
- Good consultation with Dr Angus McMyn
- Polite and friendly staff and seen very quickly for ECG
- Friendly, helpful reception, both on the phone and in person (parking details given, follow up appointment booked for me for Cirencester surgery) A thorough and professional health check by the nurse, Vanessa. Good to have the detailed printout (which was explained clearly by her). Advice given about covid,flu and shingles vaccines. A very good service. Thank you Vanessa
- I was seen on time and Vanessa was very kind and friendly. She explained the health check procedure and answered any questions I had fully and comprehensively.
- Wound dressing done quickly and at time booked by pleasant nurse
- I feel really looked after and managed to get to the key point of word problem I was having. And the pain has weakened and I feel a lot better for this.
- Seen very quickly and before appointment time. Treated really well and no treatment was needed, which put my mind at rest.
- Easy self check in. Friendly staff. No waiting for appointment, straight in on time.
- Impressed by how quickly everyone involved reacted and the necessary tests were arranged and carried out.
- Luke was very thorough checked all my vitals hopefully things will improve soon
- Helpful and friendly staff
- The urgent care doctor (Luke MacCallum) was great he didn't rush me, listened, empathised and put me at ease
- Very considerate and caring nurse who dealt with my daughter and her disabilities perfectly.
- The nurse listened and asked questions and was understanding.
- Had an appointment with Tammy (I think!) the nurse, she was very reassuring and thorough and consulted with the Dr about my visit.
- It was easy to get through and the doctor called me back within an hour and arranged a face to face appointment for the same day.
- Was seen on time. Excellent service
- My appointment was on time and the nurse was excellent.
- The receptionist was first class. Very helpful. I missed my call so went to the surgery to explain the doctor Called later in the afternoon. Thank you to the receptionist
- Amazing and thankful to be seen and assessed on the same day



Kemble

RAU

BY Text or Email (Surgery Not Known)

Website

Voted Unlikely or Extremely Unlikely to recommend because:

Cirencester

- I felt that I did not get a satisfactory answer to what was wrong with me.
- I left extremely upset, with the feeling like my problems were not taken seriously. I left with the understanding that if I had called everyday waited for 40 mins for someone to answer the phone and insisted I spoke to a doctor and caused more of a fuss for the last month I would've got further.
- Treatment is fine! Parking is a nightmare not enough space for patients. Currently in an empty waiting room, but car park is full.

South Cerney

Kemble

RAU

Tetbury

BY Text or Email (Surgery Not Known)

None

Website None