



# Friends and Family Test Feedback January 2024

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

### **Cirencester**

- Appointment was on time and efficiently carried out. All pleasant
- Lovely
- Receptionist very polite. Wait of approx 10 mins to see appt. Nurse. She was very efficient and pleasant to me during my 'check up'.
- Great staff and not a long wait, the only issue is the lack of parking.
- We struggled to park which made us a bit late, but the appointment itself was great - Tina was amazing with my daughter's vaccinations and it all went very smoothly.
- Had a blood test. No frills just in and out
- Appointment on time and staff friendly and efficient.
- Everyone pleasant and polite. Relaxed atmosphere
- Very good
- Nurse was very good but had to wait 15mins
- I was seen by the nurse straight away. She was very good.
- The young doctor I saw was very pleasant but knew nothing of my condition.
- Appt straight forward
- Waited for a while but otherwise the rest of the appointment went really well. The doctor was courteous and professional.
- The GP that we saw listened attentively and asked appropriate questions and sought appropriate treatments and solutions. He showed warmth and amiability and that was kind.
- Good chat good advice
- Saw a nurse who was friendly and informative
- The lady at reception was helpful and I have already received a response.
- "All very straight forward Especially the self check in"
- Seen on time. Happy with the way my concern was dealt with.
- Pleasant staff, went in roughly on time.
- Always have a nice experience when I go in.
- Prompt, very pleasant and painless stitch removal.
- Both the lady at reception and the kind lady in the portacabin were helpful and non judgmental. The nurse examined me and was reassuring.
- Reassurance I had yesterday, following checking blood pressure, and other readings has left me feeling confident it is not something serious.
- I was seen at short notice and the efficiency of the staff at The Phoenix Surgery is exemplary and reassuring. Thank you for caring.
- Staff were very understanding and kind.
- Have a needle phobia. Had to have blood taken. Nurse was very understanding and supportive.



- Had stitches removed all quick and painless.
- Following call to surgery a follow up phone call made by Nurse Practitioner within a few hours Seen same day as enquiry and given appropriate treatment.
- Friendly helpful staff, appointment was on time and the nurse who saw me was lovely and put me at ease immediately.
- I was given a blood test, which was done efficiently.
- Delightful Nurse who was instructing a student nurse in the most supportive way.
- Went is for a regular dressing change the staff and nurses were helpful.
- Very friendly service.
- All went to plan and staff were very nice.
- We arrived early and were seen within a couple of minutes.
- Very helpful and reassuring appointment.
- Excellent attention as always.
- I was listened to and examined with actions to follow up. The Doctor was very thorough and reassuring.
- I was seen immediately by a nurse who was very welcoming and helpful. I was treated with respect at all times
- Seen the same day by a very friendly nurse practitioner who was brilliant with my daughter.
- Easy to sign in, on time appointment and very thorough appointment. Really felt I was listened to and not rushed.
- Very polite and friendly nurse.
- Supportive conversation. On time everyone very friendly
- Practitioner was kind, present, was genuinely interested and very caring. I felt safe to be able to share what was going on.
- Good service as usual, very efficient and cheerful.
- Very efficient process. waiting was less then 2 minutes
- In and out very quick.
- Appointment on time. Great care.
- Appt kept on time by very professional nurse. Polite and courteous. A pleasant experience
- "Lovely Receptionist, very helpful.
- Doctors examination was respectful and kind."
- The asthma nurse is the best I've seen.
- Nurse was great professional and friendly. Five stars
- The receptionist and the nurse were very helpful and friendly
- Pleasant staff everything done ok.
- Friendly, professional, & thorough.
- Excellent service. Saw very sociable nurse on time as booked.
- On time and painless injection. Very happy!
- Doctor fitted me in quickly.
- Quick, efficient, polite and caring for my personal situation."
- My referral was quickly sorted.
- Very friendly knowledgeable HCA.
- Nurse was very supportive
- Very efficient phlebotomist.



- Nice welcome at reception. I was seen promptly. The nurse was very nice and kind and caring. Procedure was executed competently.
- Easy to book, on time
- No problems
- Quick referral
- Thorough follow up, no delays in monitoring . Doctors kind , sympathetic, and proactive with treatment plan .
- Excellent treatment.
- My Doctor as always, is very caring, thorough and listens. An excellent GP to have!
- Quick and professional appointment.
- Appointment I had was very good.
- Quick, efficient, kind. Always feel heard.
- Very friendly and professional care and attention.
- Seen promptly no waiting around once I checked in
- Very quick response to my request for an appointment. Seen the same day.
- Thorough review and good forward progress.
- Looked after very well.
- Always been treated very well.
- All staff kind and efficient.
- So kind and caring , took her time and went beyond her job role
- Quick, efficient and friendly
- Perfect as always, very positive experience.
- Very attentive, very thorough, very knowledgeable and reassuring. Thank you.
- Helpful receptionist and very good nurse.
- Seen at the time of appointment and felt listened too.
- Appointment exactly on time.
- Very caring treatment.
- The treatment was good. The staff were understanding and supportive.
- On time and very helpful . Took time to explain queries . Very encouraging.
- Professional and informative.
- Very prompt and courteous.
- All good.
- Helpful and thorough consultation.
- Appointment was on time.
- "I have had a few bad experiences with blood tests in the past. When I visited this time it was over and done in no time the nurse was brilliant and showed confidence which was reassuring right from the start.
- I can honestly say this time was brilliant and equally as good.
- My thanks to that nurse.
- The nurse I saw was lovely.
- Lovely, very helpful, and very efficient. The receptionist was also really kind and helpful and made it very easy to register as a temporary patient and get an appointment all in the same day!
- Excellent advice.
- Very good and helpful.



- Arrived early and was seen straight away and booked in by a very pleasant and cheerful receptionist.
- She was very good and quick.
- Very short wait.
- Friendly efficient and informative visit.
- Very friendly staff.
- My Doctor was amazing as always.
- Listened and was so caring.
- Had a blood test minimal fuss.
- On time ,very friendly.
- Very nice and caring nurse.
- The receptionist was pleasant & polite. The surgery was clean & tidy.
- Everything was efficient and friendly.
- Very quick response.
- Very pleased waiting time was quick.
- Excellent service.
- My appointment was right on time I was called through for my appointment.
- The nurse was excellent giving me a blood test.
- Efficient and polite.
- Been with the practice for years always excellent.
- My nurse was amazing and made me feel totally at ease.
- The staff I encountered were professional and generally on time.
- My Doctor explained things in a straight forward and understandable manner.
- Fast service but automated check in was non functional.
- I was seen by a GP on time and received treatment.
- Punctual quick and efficient
- Taken early. Fast, efficient vaccinations .
- Polite, efficient and very helpful staff all round.
- The receptionist and nurse were very friendly and helpful.
- As always the staff were excellent.
- Exceptionally treatment nurse went out of their way to treat my husband .
- Very informative.
- Nurse was lovely.
- Appointment was on time, lovely nurse, very thorough consultation, felt like she had time to listen, overall like it used to be a very long time ago.
- As always the staff are friendly and welcoming. I had an appointment with the asthma nurse who was very helpful and supportive. I have moved throughout the country over the years and the doctors and the staff at Phoenix Surgery are without a doubt the best in terms of professionalism, support and friendliness.
- I was able to park easily.
- Excellent service as always!
- Very quick and very helpful.
- Excellent treatment.
- I received good treatment at my appointment.
- Very professional and courteous.
- Seen on time and treated okay.



- First class professional service.
- I came to the surgery to have my dressing changed, the nurse & doctor who saw me were fantastic.
- The nurse was very polite and listened to everything I had to say which was nice as I know how busy you are at the surgery and learnt a few things about my asthma and eczema.
- On time quick and easy.
- Wonder staff-helpful and supportive.
- As always First Class service.
- Incredibly efficient and "nice" experience considering it was to give a blood sample and I don't like needles. Thanks to the nurse.
- I was seen nearly on time and my appointment ran overtime by quite a bit. The doctor was charming and very helpful.
- The nurse was very helpful and patient. She reassured us and gave us good information.
- Excellent Reception and consultation.
- Dr Hill and the team are always so professional, knowledgeable and reassuring.
- Dr. Maxted has always been there for us as a family. He is professional, thorough, considerate and hugely helpful. Surgery staff generally are friendly and understanding.
- I was seen very quickly.
- Medical queries were answered satisfactorily.
- I have been quite ill and Ellie gave me a thorough examination. I'm doing the right things and it was comforting knowing that. Thank you Phoenix, as usual excellent service from everyone.
- Checked in sat down and then within minutes I was seen by the nurse.
- Hadn't made an appointment but the receptionist saw that I needed to see someone that afternoon.
- I had not expected to see anyone as I only went for a blood test everyone was so lovely and caring I can't praise this surgery enough.
- Prompt, Courteous and efficient. Good communication and reminders. A very good service at the Phoenix.
- People are very helpful.
- Quietly efficient.
- Dr Vernon perfect as ever and on time
- Friendly staff and very short waiting time.
- My appointment was on time. The nurse was very nice, helpful and answered all my questions.
- Excellent!
- Able to see someone face to face, short wait time and very personable staff.
- Quick and efficient.
- Getting the appointment I needed was straightforward. Once I arrived check in was easy. The Dr was very helpful and gave me useful advice to manage my condition. Thank you.
- Nurse Carole was great.
- Easy to book, arrived early and was seen straight away by a very nice nurse.



- I attended for an injection which was well administered very efficiently by the Nurse.
- Staff were brilliant and helpful.
- Staff were friendly and helpful.
- Simple, prearranged blood test. On time, speedy and exactly as expected. Professional.
- Very efficient and diagnosis was good.
- On time to see nurse no waiting.
- I cannot compliment this surgery highly enough. Everyone you encounter is helpful, friendly and efficient. I think the checking in system is great, I had only just sat down when I was called in . I have had the need to use the surgery twice recently and both times it was equally efficient and my problem was resolved. I get reminders and follow through via text and I am 100% confident in this practice Thank you.
- Was seen very quickly.
- Wasn't kept waiting nurse very quick and efficient.
- The appointment was on time, staff were lovely.
- Appointment on time. Friendly and efficient nurse.
- Doctor was super friendly.
- Saw Dr. Maxted about an ongoing problem and was reassured, as always.
- I called to enquire about having some extra tests done on top of what I was already being tested for the following day as I wasn't feeling very well. The receptionist was very helpful and understanding. She booked me in for a phone call with the duty doctor on the same day that I called and when the doctor rang, she was also very understanding and also felt I needed the extra tests. The nurse who took my bloods was lovely too. Everyone was very helpful and kind and I can't thank the staff enough for all their help.
- On time -got the help I needed.
- Very good relationship/communication skills by the nurse who carried out the ECG and blood test. She also gave advice on vaccinations, which I followed up on.
- Seen very promptly and courtesy.
- Lovely atmosphere at reception. Attentive, caring and understanding doctor. Could not ask for more.
- Seen straight away. Nurse was very nice.
- Very friendly staff. Excellent service.
- Always friendly, helpful & very efficient
- Tammi was very efficient and reassuring to me. She even gave my 3yr old granddaughter 2 stickers which made her day!
- The staff on duty were excellent.
- Efficient caring and understanding.
- Always well looked after at this practice.
- Caring, excellent experience from making the initial call, follow up the same day etc. I am very appreciative. The nurse who listened to my chest was excellent. Thank you!
- Very polite and explained things well.
- Efficient and pleasant



- Nice nurse did my blood test.
- Blood test-check in was quick. Appointment was early because of prior patient late arrival. Nurse tried to answer supplementary question about skin condition but when unable recommend pharmacist route as well as option to email my GP. Took pharmacist route and got medication that day.
- Easy to book blood test. Seen quickly.
- The Dr/medical advisor we saw was brilliant with my little boy and was quick to diagnose and prescribe a solution.
- Saw Doctor with a little delay- staff very helpful as was on crutches.
- Pleasant, helpful while still being professional.
- The nurse was lovely and understanding
- The reception staff were extremely helpful and informative. Nurse Marion treated me with respect and nothing was too much trouble. My injection was given with ease and not even felt.
- Friendly welcome.
- Dr Vernon was very helpful, saw me quickly as realised how poorly I was.
- Had excellent service like I have every time.
- The doctor I saw was very good, very attentive and listened to everything I was saying.
- I went in on time and the nurse I saw was very informative about my condition. I didn't feel as if I was being rushed through my appointment.
- As always all the staff were so helpful and excellent in the service they provided me with.
- Nurse was tentative and efficient
- Nurse Hayley very easy to communicate with, thank you.
- I was seen to quickly and was well informed.
- Pleasant efficient nurse and helpful reception staff.
- It took me longer to walk to the GP surgery than it took to complete the blood test (under 5 mins)
- On time, very polite, made me feel at ease. Was able to confirm the next appointment date indicating a very joined up approach to patient care.
- Very informative, nurse very good at explaining treatment
- I met Helen, lovely friendly nurse. Very through and caring.
- Blood test. On time. Efficiently executed.
- The doctor explained everything well and was very reassuring.
- Doctor was extremely helpful and caring. He explained everything very well. He contacted me as soon as he got my blood results and made me an appointment at the surgery a couple of hours later to investigate further.
- Speedy check-in. Friendly & knowledgeable staff.
- Dr Vernon and Nurse were lovely & made me feel relaxed about the procedure which went very well. Thank you!
- Was seen by Dr Chi. Very impressed, not only did he show genuine empathy, he was fully informed re my medical history having obviously read my medical notes before seeing me. A pity he is not a permanent placement but feel honoured and grateful to have been seen and advised by him.
- Pleasantly and efficiently carried out, with explanation and 'next steps'.



- My appointment was on time. Friendly, relaxed and informative, with clear helpful instructions on how to improve my health.
- My B12 injection was performed quickly & professionally.
- Efficient and professional
- Check up was good and well explained.
- Efficient and friendly
- Everything went well. Computer was working. Appointment was on time. Dr. I had never seen before. Very helpful, very pleasant. Nothing to complain about at all. Nothing to improve on either.
- I lovely kind and efficient paramedic.
- Very friendly and helpful reception staff.
- Ellie was brilliant with our daughter and very reassuring.
- The doctor I saw. Asked how he could help and listened to my story. And hopefully his suggestions will help. We will see outcome soon I hope.
- Staff were very friendly when entering and the lady I see was very professional and kind. Made me feel very comfortable.
- Ellie was absolutely lovely. Extremely thorough and made me feel heard.
- She was very knowledgeable and helped me in any way she could.
- Didn't have to wait, the doctor answered my concerns professionally and politely.
- Staff are very friendly and helpful.
- Marian the nurse was super nice and I wasn't waiting long for my appointment
- Nurse was friendly, efficient and informative
- Easy check in, short wait to be seen. Very nice and friendly nurse. Great experience of the GP practice as always.
- Provided with information re condition. Discussed options re treatment follow up appointment made.
- Excellent as always
- Doctor was helpful and friendly.
- The doctor was a Locum. Very pleasant, knowledgeable and showed concern. Within an hour I had already had a phone call from Cirencester Hospital to organise an X-ray.
- Helpful and friendly help
- Tammy was very helpful. Reassured that my long term cough is not a problem.
- Met the GP as planned and had a helpful consultation. The receptionist was also helpful. A satisfactory visit.
- Although it was a paid for visit for a DVLA upgrade, it was handled in a professional and friendly manner. Everything my family have come to expect from the Practice.
- Ellie amazing. Very quick service considering how busy the surgery is.
- Thank you! I'm back to work tomorrow, already
- Seen on time
- Very professional nurse and sympathetic towards me. Very pleased
- Lovely respiratory nurse who took the time to listen and try to work out what was wrong
- I found my Doctor very good. We put a plan together for my treatment and the Doctor was very understanding and he listened .
- Checked myself in ,didn't wait long ,did what needed doing



- Both Lyn and Venessa very professional
- Dr Allen phoned me to discuss a blood test (all good) I mentioned another possible problem and Dr Allen squeezed me in at 11.45 the same day.
- Professional, efficient nurse for my blood test which had had to be rearranged due to faulty bottle for ESR test.
- Excellent service as always
- Kind and professional
- Not rushed, very informative and reassuring
- Appointment was on time
- Very good appointment was on time and the nurse was very friendly and kind.
- Came for blood test very pleasant nurse
- Efficient, welcoming and so nice to be face to face.
- Seen ahead of time and everything explained very clearly
- For a health check. Everything clearly explained, time taken and not rushed, options offered if required. Post meeting follow up offered if required. All very positive and helpful.
- My appointment was on time and the nurse (Vanessa) was friendly.
- Quick check in on the screen in the hall, the lady on reception greeted me, I was seen on time by a lovely nurse, really informative appointment (health check). Thank you!
- Treated swiftly and efficiently by practice nurse
- Excellent doctor. Very thorough.
- The nurse was lovely. I was a bit late, and they were very understanding
- Seen on time and the doctor actively listened to my concerns.
- The consultation was very thorough, a lovely caring doctor. The care at Phoenix surgery I've found is always very good.
- Appointment was fulfilled on time. Procedure was quick and efficient.
- Friendly staff
- Very attentive consultation
- Efficient nurse (from Italy) took 2 containers of blood from my right arm.
- Dr Maxsted is excellent and understanding
- Tammy is always so kind and patient with our toddlers. She is attentive and thorough in her approach in finding out what is the problem.
- Pleased to be able to speak with my GP Doctor Khalid who listened intently to my concerns. And reassured me of any problems I may have.
- I was treated with the utmost respect for which I am very grateful.
- I was also made aware I could receive a vaccination for pneumonia also for shingles which I have now booked through the receptionist who was absolutely amazing as I have always found her to be on past visits.
- Excellent care, very efficient.
- Procedure I had was speedy & excellent.
- Dr Henry Allen is excellent
- I was seen quickly and all staff were very polite.
- All went well
- Speedy and effective



- We arrived slightly early, and Carol started the appointment early. She's very good at ear syringing, and very good with my mum.
- 1st time visit. Immediately, pleasantly received and blood test efficient.
- In and out very quick and really nice people
- Excellent service on time no waiting kind and courteous nurse
- I was seen early and the phlebotomist added another test which I had brought along
- Always very understanding for my dislike of needles.
- Only attended for a hormone injection. Provided on time and efficiently.
- It was quick and easy to make the appointment, I waited a very short time and was seen.
- On time, very helpful and efficient. Treatment went well.
- Friendly and competent staff
- Appointment on time, information given clear, alternative treatment offered , follow up instructions clear, information followed on phone immediately.
- Prompt and professional treatment
- Excellent seen on time and very pleasant polite and very helpful from the receptionist to the nurse. Well done keep it up.
- Dr Allen is excellent at listening and then following up with referrals or treatment.
- Text reminders excellent to keep me on track.
- Letter to explain procedure prior to day very helpful
- Cheerful and professional welcome at reception
- Seen by the doctor absolutely on time
- Very professional doctor, nurse and trainee nurse who did the utmost to ensure I was comfortable and understood what was happening throughout the procedure.
- Clear instruction and reassurance about what might occur after the procedure, Thank you
- Both the welcome received by the receptionist and the thoroughness of Dr Maxted's examination were excellent.
- Dr Vernon did a thorough review of everything.
- Prompt app time plenty of good information about problem.
- Seen promptly by a very pleasant nurse. I was made comfortable, everything was clearly explained. Very speedy and efficient care.
- Appointment with nurse on time. Very good vaccination experience for me.
- Nurse was lovely
- Rapido and friendly.
- My blood test appointment was on time and very efficient. A vein was found on the first attempt whereas it's usually difficult to find one!
- Dr Maxted was very helpful and understanding.
- Professional nurse, taking the time to explain what needed to be done
- The touch screen sign-in didn't allow me to sign-in for some reason, but the person on reception was friendly and polite. I was seen on time and my consultation with Dr Chi was informative and reassuring.
- Seen earlier than appointment time and handled professionally.
- I was very pleased to have a professional person monitoring me.
- Blood test done as expected, then needed to book another appointment for something else, seen an hour later!



- Had a blood test, nurse very good and friendly.
- Dr. Maxted is such a star...wonderful in ALL ways!
- Seen and treated within a few hours of doctors phone call.
- The link wouldn't let me check in so joined the queue which was very long. There were people being rude to staff and they handled it so well and polite!
- On time service
- Greeted by phlebotomist who was kind and gentle.
- Pleasant and professional staff.
- Treatment was very efficient and on time.
- Arrived 15 minutes early for a blood test and was seen immediately.
- From a phoning in to receiving treatment the whole process was perfect. I had time during the consultation to ask questions and I felt that the time available was good. Excellent care from the Dr. Really appreciate it. Thank you.
- Blood samples taken by Carla she is very good at her job thank you
- I was seen by a doctor in good time. Doctor took time to explain what was happening and I was referred for an X-ray immediately. I was well treated.
- Blood test was done with no problem whatsoever and in a very friendly manner.
- Have never not been able to speak with a doctor or nurse that day. Lovely staff
- Quick, efficient and friendly
- My appointment was on time and the nurse was so helpful and professional.
- Trainee nurse was very good.
- Excellent care and communication during my visit to the Senior nurse this morning - minimal waiting time
- Very pleasant consultation
- Did not have to wait long
- Staff were very friendly
- Seen on time, very friendly staff
- I find that the quality of care I receive is perfect.
- Not too difficult getting appointments either.
- Kind and helpful consultation, so good to see clinician face to face
- My daughter was phoned quickly by an urgent care practitioner and seen on the day. She was very friendly and helpful. We are lucky to have such a service!
- I saw Theresa for an annual carers health check and she was absolutely lovely.
- All very good. Thank you, you are a blessing to the community!
- Prompt and very helpful
- On time no fuss, very helpful.
- On time and courteous.
- Easy check in. Appointment on time. The doctor is excellent.
- Excellent service by all staff
- Surgery is run like an efficient family business with great customer care.
- I attended for an Asthma check up. Check in was great, I was seen on time and the nurse was great
- I saw Tammy the paramedic who was professional, thorough and made me feel at ease
- Privacy and dignity respected
- I needed an urgent blood test and they were able to fit me in



- It was very efficient and I was very happy with the way I was treated.
- I had an appointment to see the asthma nurse. The appointment was on time & was thorough.
- Very nice doctor
- I came to have a couple of moles looked at and was reassured by the doctor
- Health check giving me excellent information
- Explained everything very well
- Always have excellent service.
- Very quick and efficient
- Very nice experience to put me at ease and a very nice polite Doctor
- I brought my baby in to have his 8 week checks and vaccinations. All the staff were very helpful, professional and reassuring. I felt more at ease, having been given advice on how to look after Jack and things to look out for, after he had his jabs.
- Nurse took blood sample most professionally.
- The nurse I saw named Lucy, was very professional, kind and caring. She put me at ease with her gentle manner.
- Very good service
- On time, quick, efficient & very friendly
- I was seen very quickly and the receptionist was helpful and friendly.
- Very efficient nurse who did my asthma review. It was great to have a face to face appointment again.
- Booking in was easier via the login screen, I was called in for my appointment on time, and the lady who took my blood sample was very polite, courteous and friendly.
- The nurse was excellent, she was aware of my personal circumstances and administered the injection with the minimum of fuss.
- Appointment was on time. Nurse was very professional.
- Always friendly and helpful and professional
- Best as always
- Seen very promptly, diagnosed and prescription given
- Fast and efficient blood test.
- Seen on time and competently
- Dr Vernon was simply excellent
- The nurse practitioner we saw was very good with our 9 month old, kept everything very fun and entertaining for her so she didn't get scared
- Always good
- Seen on time by a very pleasant member of staff.
- Carla is a truly professional nurse, polite , caring and she carried out the procedure effortlessly without me experiencing pain.
- It all went to time and very nice nurse doing the blood test
- On time and efficient
- Short wait for flu jab
- Prompt appointment, easy check in, friendly staff
- Friendly
- I was seen quickly and my problem was taken seriously.
- My immense thanks to the asthma nurse for time and advice.



- Everyone is helpful, caring and attentive, but most of all highly professional.
- Had a very bad experience at another doctors and changed to Phoenix, so pleased I did, they were calm reassuring and very good at what they do I cannot speak highly enough of my experience! Thank you ladies!
- My doctor is so nice.
- They were very friendly
- Excellent consultation and almost on time.
- Tina was lovely & spent time talking & reassuring me .
- My experience with appointments at the surgery Dr and respiratory nurses have been extremely good to date.
- Always very friendly and efficient. On time appointment and caring doctor and staff.
- Listened to by doctor who was very considerate and helpful
- Ellie checked my 2 year old daughter and was very helpful and professional.
- Thank you.
- Very caring professional and efficient

## **South Cerney**

- Everything ran smoothly
- Everything good
- Your surgery hours do still not accommodate the working person,
- I have to lose over an hour as there are no early evening appointments.
- Extend your appointments to 6.30 in the evenings.
- Listened carefully to question and gave good answer and took action
- Wonderful team
- The surgery was very quiet and I was attended to very quickly.
- The nurse was very welcoming, put me at ease and completed my blood test quickly and painlessly.
- Parking at the surgery was a problem.
- South Cerney ones and they are always friendly and I'm looked after so well.
- It was all great
- On time. Pain free. Very nice lady
- I arrived early and was seen early. Carla was very friendly.
- Carla was wonderful. Thank you
- Excellent blood test, no bruising, kind, professional practitioner.
- Appointment on time, many thanks.
- Nothing, it was excellent.
- Always polite and respectful and feel better for seeing GP
- Nothing I can think of
- Reception and treatment both very good. Nothing only problem there is parking!!
- GP called me back to follow up from contact dermatitis rash. He was so kind and patient with
- The phlebotomist was kind, courteous and conducted the test quickly and efficiently
- Excellent.
- Was seen very quickly for my blood test and everything was friendly and efficient
- Appointment right on time
- The receptionist was polite and my appointment was on time.



- Re introduce early evening appointments to make it easier for patients at work.
- On time, friendly, not rushed.
- The nurse I saw was delightful, friendly , informative and professional.
- Welcoming nurse
- Visit for blood test which was excellent.
- Efficient friendly phlebotomist.
- Theresa did what she had to do warmly and efficiently
- The atmosphere of the surgery is excellent.
- Very cheerful and welcoming reception.
- Throughout my needs were dealt with efficiently and quickly.
- Doctor in attendance equally very good too. Thank you all for making my visit so good.
- Carla is lovely! And an excellent phlebotomist. Thank you Carla
- I was greeted cheerily at reception, had a few minutes wait as I was early.
- The nurse doing the blood test was very pleasant and so very efficient. Perfect experience.
- Efficient and quick, a caring nurse.
- Easy to book, good friendly service
- Lovely considerate nurse, very Professional and caring.
- Nothing, I was very pleased with my appointment visit.
- From entrance to leaving the staff could not do enough.
- Greeted with a smile from all and wished well when it came to leaving.
- My first visit to any of the surgeries and I'm so pleased to be a patient of Phoenix group!
- Everything was as expected
- Look at the notes and use the correct pronouns!
- I had a blood test. The lady was very professional
- Friendly professional service.
- As always very professional and Friendly.
- Seen very quickly!
- Carla the nurse was excellent
- Nurse very caring
- Punctual and friendly service.
- Phlebotomist, efficient, friendly & professional
- Clinician very kind and all went well with consultation.
- Very nice staff. No long waiting times really good service.
- Prompt service. Very pleasant staff
- Prompt, helpful, unhurried, friendly.
- Great diabetes nurse
- All good
- Excellent session
- Tina friendly, and informative.
- A pleasant nurse who made me feel very relaxed while she did the procedure, she chatted to help me relax. Maybe one of the least uncomfortable blood tests ever.
- The phlebotomist was excellent
- Quick and the practitioner was very nice.
- It was all good apart from friendly hello replaced by check-in screen.  
But lovely practitioner.



- Very quick and lovely lady we saw.
- Less of a wait time for the appointment but can't be helped
- Comfortable waiting room. Seen promptly and not rushed through my visit.
- Very nice, friendly and helpful nurse who listened to what I had to say.
- Served well and the nurse taking my blood was painless!
- All good
- Helen is the only one who can take my blood tests with the others I have to keep going back.
- Professional and friendly
- Always prompt with appointments- staff very pleasant
- Very little waiting time, nurse was very pleasant and professional
- Welcoming members of staff , seen at appointment time,blood test done and advisory information
- Whole visit excellent thank you
- Good, as always.
- Lovely, helpful lady.
- Visited the surgery for a bill of test. I was seen on time. Very efficient service.
- Nothing needs to be improved
- No waiting, friendly staff.
- Cara is excellent at taking blood.
- On time and friendly
- Easy auto book in, friendly receptionist and nurse
- Not that I can think of 😊
- Seen on time and treated by a warm and friendly nurse
- Excellent
- Dr Sergio saw me very quickly and was professional and friendly.
- Polite and able to answer any questions.
- On time
- Nurse was lovely and told me what my blood test was for. I like that.
- Virtually no waiting time straight in blood taken and out in less than 10mins.
- Warm welcoming. Appointment on time.
- Went to the surgery for a doctor requested blood test and found it a pleasant experience.
- The appointment was for a blood test; it was on time and taken efficiently.
- I had met Carla before and she is very nice, friendly and professional.
- Saw doctor within 24 hours, diagnosis and treatment excellent.
- The surgery entrance and check in was very efficient.
- Carla had taken my bloods within seconds and I didn't even feel it.
- The whole visit was dealt with in 5 minutes. Excellent.
- Appointment with asthma nurse, on time.
- Nurse knowledgeable and helpful. Informed me if the prescription delivery service.
- As always everyone in the practice are friendly, approachable, understanding and effective – what else could I want!
- Professional consultation and test managed as anticipated with no hassle – good atmosphere of all staff working together
- Nothing -all good thank you
- Blood taken by on time and efficiently



- Nurse so friendly and welcoming. All OK.
- In and out in less than five minutes for blood test
- Perfect
- Blood test
- It was very easy to make the appointment and I was seen on time. Excellent service.
- Seen very quickly and efficiently. Given good advice.
- Dr Sethi was caring and attentive as always
- Staff helpful and professional, all went smoothly.
- Was seen promptly
- Minimal waiting, prompt consultation
- Efficient polite and helpful.
- All is good Thank You
- Excellent and friendly service provided by the nurse for my regular INR test.
- Check-in machine not working.
- Prompt and efficient.
- No waiting time and nice nurse.
- A brilliant service.
- Teresia the nurse I see is very good and always very pleasant.
- Face to face contact with competent and confident clinician.
- Nothing all was good -thank you.
- Seen on time by a friendly efficient nurse who made me feel at ease
- Nothing, all was excellent.
- On time and friendly.
- Excellent friendly and knowledgeable staff.
- Excellent, efficient
- Very efficient
- Helen is brilliant!
- Very efficient registration system as was the practitioner doing my blood test.
- Carla was very welcoming and very competent.
- The lady was so pleasant and knowledgeable and explained everything couldn't be more perfect
- Seen promptly, all very professional and friendly
- Excellent service from admin and professional staff.
- Professional and helpful staff.
- No wait - saw doctor on time.
- All very good
- Dr Khalid is just amazing. So caring and so thorough.
- Quick and easy
- All good
- I was seen promptly and kindly treated by all the staff.
- Asthma nurse very informative and helpful.
- Quick and efficient and friendly
- Very happy - efficient and professional
- Was given an appointment on the same day as I called the surgery and seen on time.
- Was for injection with nurse appointment on time in and out quickly



- All was good
- Staff friendly and helpful even when things are difficult.
- Efficient and effective help from staff
- Got me booked in quite quickly.
- Reception staff couldn't be more helpful when asking about blood pressure usage.
- Doctor was equally as thorough and explicit.
- I visited your surgery to have a blood test.
- I tend to get a bit nervous about having injections/blood tests as I'm not a huge fan of needles.
- The phlebotomists who took my blood yesterday were absolutely fantastic.
- The only way I could be happier with how it went is if there was a way to test my blood without needles. Outstanding!
- Answered everything I needed.
- Very helpful and understanding nurse.
- Efficient, practical, friendly. All was good as it was
- Friendly helpful staff.
- All on time and pleasant staff.
- Very efficient Seriously improve answering the phone when patients try to book appointments.
- Friendly staff and they where they can
- Excellent care during appointment.
- Quick, efficient and worked.
- I was well pleased with the way everything went.
- Didn't have to wait and the nurse was brilliant.
- Nothing could have gone better.
- Dr Khaled is a credit to the profession. His help and support have been invaluable.
- The nurse took my blood without any pain, made me feel at ease and was fabulous.
- The receptionist was very helpful about unrelated eye infection, quickly organising an urgent care appointment. The phlebotomist was also very thorough.
- Friendly and professional. It as all excellent
- Teresa was friendly caring as always.
- Nothing as always excellent.
- On time and very efficient
- Nurse Carla is fantastic, I was there for a blood test. She is so patient and caring.
- Quick efficient service
- Was seen as soon as I walked in,
- The blood test that I went for was administered by a pleasant and professional nurse
- All very good
- 10 out of 10
- Well done NHS
- 10 out of 10
- Was seen promptly, treated courteously and professionally.
- No waiting and very nice nurse
- Painless blood test
- Nurse was excellent
- Everything was fine and there was no waiting



- Quick and efficient
- Very helpful staff and courteous.
- Very pleasant and helpful staff. Prompt appointment.
- Phoenix Surgeries at both South Cerney and Cirencester are outstanding.
- No matter which surgery is visited care and support is great.
- Efficient and professional
- Nurse and colleagues were very friendly.
- On time. Excellent nurse and receptionist.
- Always a good experience
- Visited South Cerney Surgery for a blood test.
- Was seen by I think it was Carla, who took my bloods with no problems.
- She was a very efficient and pleasant lady. Nothing that I can think of.
- A visit to South Cerney Surgery is always stress free.
- Very prompt time keeping. A very lovely nurse, gentle and professional.
- It's so convenient and helpful to have a village located branch of the surgery in South Cerney
- I was 5 mins early and was called in straight away I was in and out in 5 mins.
- Efficient and very helpful
- Good.
- Hardly any wait time which I was very impressed with.
- Very good, thank you. You are a blessing to the community
- Had good visit with respiratory nurse very friendly and good listener.
- Easy check in, appointment on time. My blood was taken with ease by Carla.
- A very calm atmosphere.
- Efficient and on time.
- Appointment in time. Nurse made me feel at ease.
- Perfect
- Lovely, efficient, helpful staff. Thanks very much
- The diabetic nurse asked me how I was feeling and helped me to make an appointment.
- Just a simple blood test.
- Everything spot on.
- Efficiency and friendliness
- It was as good as it gets!
- Quick and efficient.
- My appointment was on time and the nurse was absolutely lovely
- and so were the ladies on reception.
- No delays and staff efficient and courteous.
- Great staff and always do their best to help.
- All was good - thank you!
- Improve the phone answering, frustrating to get near the end of the queue and get cut off!
- Emergency blood test with Helen.
- Quick and easy.
- Nurse was very caring and thoughtful
- Nice receptionist and staff. Got seen quickly. Felt relaxed
- I had a blood test prior to hospital. The nurse was excellent and friendly.



- Nothing could have been better.
- Everyone is always very helpful
- Seen very promptly by a very courteous and gentle Nurse.
- Nothing, everything perfect.
- Have more early evening appointments available, not all of us can only make the daytime ones.
- Prompt appointment, nurse very efficient It was all fine
- Everyone was super helpful and friendly.

## **RAU**

- Alice is a caring and lovely nurse
- Maybe have the door unlocked instead.
- Lovely staff!

- **Kemble**

- Kemble Surgery is a gem, excellent service from receptionist and doctor.
- Service was wonderful but appointment was 20 mins late. Explain if things are running late.
- My appointment was for a blood test, 2 files, and the usual phlebotomist was instructing a student nurse who appeared very nervous. The nurse did a good job with the first file but had difficulty with the second. I didn't suffer any pain and was truly happy to be the guinea pig for the student, who was lovely.
- I am sure she will have benefited from the experience
- Lovely lady took my blood, quite and peaceful surroundings very helpful receptionist .
- Very helpful
- Sian is very efficient. She has researched my prescription without instigation from myself and found I need a blood test .
- Thank you Kemble surgery.
- We are lucky to have such an efficient and effective team that work very hard and deserve maximum praise.
- Appointment went without a problem.
- Efficient, kind , professional
- I didn't have to wait and the phlebotomist was very gentle
- Attended for a blood test. Everything ran smoothly.
- On time and efficient; friendly service
- All very good, thanks
- The team are always very polite helpful and understanding
- I am very happy, health is hugely important and you care.
- Wry friendly receptionist and not long to wait
- Attentive and professional. Thank you
- Timeously done, a pleasant friendly visit staff were super



- Efficient, painless, relaxed, blood sample
- As always Kemble Surgery and all their staff were brilliant. Nothing!!
- Friendly and efficient
- The nurse was very pleasant and efficiently carried out the blood test
- Friendly and efficient.
- Prompt and very helpful appointment with Dr, polite and helpful receptionist.
- Dr Maxsted told me what the problem is with my shoulder and recommended physio.
- Dr Allen took time not only to examine my problem but also to ask thorough questions.
- Seen on time and dealt with very efficiently.
- Receptionist excellent with cheery and professional welcome . Phlebologist very efficient and caring great and painless taking if blood and dressing of wound.
- Brilliant as ever.
- I was pleased to receive a reminder of my appointment via messaging on my phone and Surgery nice warm tidy and clean with plenty of useful information available.
- Everything was punctual and running to time.
- Prompt friendly helpful service.
- Signage for the surgery outside could be improved to make it easier to find"
- A lovely receptionist, also a very helpful doctor.
- Dr Maxstead treated me with respect and dignity.
- Very grateful for his support and understanding.
- Amazing help from the pharmacist with my medications.
- Dr Vernon is always very supportive and thorough.
- Speedy appointment and excellent treatment from Dr Vernon
- Attentive and not rushed.
- Appointment on time. Friendly receptionist and GP.
- The reception staff at Kemble are extremely efficient and always welcoming and helpful.
- Also the nurses doing the bloods were very friendly "
- Staff very friendly and extremely professional.
- Maybe later appointments if possible.
- Friendly receptionist and nurse, on time appointment in a clean and pleasant environment
- Blood test appt - seen on time. Friendly nurse and receptionist.
- I went straight in upon arrival , no waiting as everything was on schedule .
- Lollie is excellent and took my blood sample in seconds , painlessly and without pain.
- Theresa is always very attentive and explained the opening times and prescription issuing for the Christmas period.



## Tetbury

- Felt welcomed, given time to discuss my concerns- If today's appointment is anything to go by, then nothing to improve on!
- All ok so far .
- Nursing staff were very caring but the surgery itself looks drab, tired and uninviting.
- They gave me time to explain about how I'm feeling and immediately they knew exactly what was wrong with me.
- All sorted within the day.
- I have autism and the Dr sent me a link to book the appointment myself instead of phoning, which was the absolute best thing and saved me lots of stressing and putting it off.
- She was very patient during the consultation and answered my Questions and was reassuring.
- She gave me space to go home and think about the things we had discussed.
- I had a blood test and a flu jab the nurse was lovely it went very smoothly and I was seen on time.
- Blood test- Nurse was lovely and did a great job
- Both members of staff that I came into contact with were both polite and professional.
- The girls in both pharmacies have been very good to me and very helpful.
- The nurse was lovely and very informative and caring with my little girl.
- Nurse was knowledgeable about the vaccine and its possible side effects.
- Vanessa was very helpful and thorough.
- They have gone above and beyond for me since my open heart surgery.
- Dr. McMyn listened to everything I had to say and didn't rush me at all.
- Nothing on this visit.
- Was seen on time for appt.
- Thorough consultation with information.
- Dr Angus gave me an injection successfully
- Both doctors that I have seen recently have been incredible and have done everything to help me.
- Seen promptly and advice given.
- Very efficient.
- Doctor was very thorough and didn't rush me at all.
- I got the service I would expect.
- Always good.
- Blood test-in and out on time
- Always good service for blood tests.
- Went in on time , always friendly and helpful.
- Staff were polite, place was clean and generally efficient.
- It was good overall but the check-in console wasn't working.
- Had the console working
- Check in and wait times were good. The appointment itself felt quite rushed.
- But staff were lovely and were doing their best for everyone.
- All good.



- I was seen on time and staff member was friendly and efficient.
- Friendly nurse.
- It was only for blood test, but as always the nurse was very good!
- If only the rest of the Phoenix system worked as well, if it was left to Tetbury feel it would be all good! "Get the rest of the system working together!"
- Good as usual with doctor face to face.
- Prompt and efficient Not on this occasion
- Nurse went through Asthma health check informative and helpful
- The Team , reception and Blood Nurse , were so helpful and kind
- All good
- Quick and friendly service
- Met a nurse who took blood. On time, efficient and friendly.
- Surgery nurse very pleasant and diligent immunization with a smile
- Nice staff, efficient and caring.
- Prompt efficient service from pleasant staff.
- Efficient service and good communication. Kind nurse. Was very pleased.
- I have regular INR blood tests done by Elaine Dove and she is amazing!
- So lovely and caring whilst remaining professional .
- She always makes her patients feel special and not just another number.
- In my opinion she is a real asset to the surgery.
- Short wait time. Nurse is efficient, charming and friendly. She cheered up my day.
- Nurse Lucy is very professional and reassuring.
- Only had to wait 15 mins, doctor was very nice , he didn't rush me, and thoughtful.
- Dr Cardew took time and trouble to listen to me. I felt desperate. She gave me hope and belief that I will beat this terrible moment in my life. I have seen and talked to a number of other members of the practice and everyone has shown patience and enormous kindness and professionalism. My husband is equally grateful for your help. This includes the reception staff who are unfailingly cheerful and efficient and are an exceptional example of how this important part of a practice should be run.
- Eye contact and personal attention warm and clear.
- I felt cared for and had the full attention of all staff that I met the care provider
- for my wife it has filled me with confidence for our future with you all
- Very approachable and pleasant nurse for diabetes check
- As always, very caring and helpful.
- Very professional and kind
- Nurse Johnson was very pleasant, efficient and helpful.
- Elaine was once again excellent and proficient in taking blood sample from me, as finding veins on me can at times be very difficult.
- Nothing, very efficient service from auto booking in to appointment time spot on.
- Just a blood test but the two staff I met were very friendly - beyond just doing the job.
- Friendly professional service.
- Everything was seamless from check in to being seen.
- Helpful receptionist and friendly phlebotomist. Only had to wait 5 minutes.
- Seen quickly. Dr was very personable and thorough. Follow up was efficient and as promised.
- Visit went smoothly and on scheduled time.



- Just went for blood test-on time and the nurse was lovely.
- Maybe a coffee and a slice of cake...no honest it was great.
- All on time. Well executed blood test.
- "I was early, this was recognised and I was the next available spot, I and out very quickly.
- Seen on time, treated courteously.
- The nurse was so patient and made sure my ears were cleared. Nothing
- Pleasant surgery-good staff
- Very friendly, on time felt at ease keeping doing what you are doing.
- Was seen on the dot.
- Marion, my asthma nurse, was excellent and thorough.
- I haven't had a face-to-face visit for an asthma review since probably before the pandemic.
- She very kindly addressed my concerns which have been ongoing.
- Went for blood test had a lovely nurse.
- Staff were polite. Appointment was on-time.
- Very efficient and nurse practitioner skilful and friendly
- Efficient
- The doctor I saw was not my usual one. She was excellent. Very knowledgeable and showed a genuine interest in my condition, no hurry to get me out.
- I was seen very promptly and the staff were friendly and informative.
- Polite, friendly staff, and efficient service.
- The lady paramedic was amazing, as she saw me and took my temperature, my blood pressure my oxygen levels and tested my chest and found
- I had a chest infection and prescribed antibiotics
- Not this time as she was very good and I felt as though she listened to me
- The doctor was very caring and helpful
- Quickly seen.
- Giving information about other things that are important and can help me in the future
- It's like we are all family
- Elaine has been so supportive and compassionate throughout the fortnightly blood tests.
- She's been really lovely.
- The doctor was so considerate, kind and very thorough.
- All of which helped to settle my 86 year old mind as to my problems.
- Kind nurse
- I went to see the midwife Emma and she's always brilliant.
- Reception staff was very friendly.
- The nurse was very friendly and easy to talk to and also very helpful.
- No delay. Blood taking was very quick. Nurse was friendly and put me well at ease.
- Quick and compassionate on reception.
- Quick, thorough, friendly and professional nurse.
- Pleasant receptionist. Excellent doctor.
- After concerns of my child's chest infection may have still been there after antibiotics
- I was seen on the day for her to be checked and the doctor was fantastic with my child (2 years old). Totally satisfied.
- I got everything answered that I had gone to see doctor about.
- Right on time
- Excellent service.



- Did not have to wait. Nurse very attentive and pleasant. Answered my questions.
- No hassle, nurse first class.
- Had a problem with some former surgery, called the practice and was seen in an hour, good to know it's there when you really need it.
- Procedure carried out with great skill and precision.
- Friendly doctor who made me feel at ease. All this and carried out exactly on time.
- Very impressive.
- Could not fault it.
- Emily is a very caring nurse treats you as a person.
- Nurse Elaine was amazing. So reassuring and helpful.
- Quick easy and on time
- Excellent nurse managed to get blood test from very difficult veins.
- On time delivered with a smile and care.
- Prompt delivered with a smile and good humour.
- Lovely nurse, put me at ease.
- Very efficient
- Lovely friendly receptionist & nurse. Felt welcomed & safe.
- Appointment available when required for long term health check Very efficient
- Appointment was on time
- Nurse Emma pleasant and efficient
- Saw nurse on time to take bloods she was very polite and professional.
- No waiting, seem promptly all good
- Elaine was very efficient as always.
- Prompt service and helpful staff.
- On time, efficient service
- Just fine as it is
- We were seen by a general practitioner who as always was very helpful with his advice.
- A thorough check of my son who was the patient. Friendly approach to a child also. No issues. We have seen Luke. It was our second time we've seen Luke and he was brilliant.
- Very professional and explains everything couldn't wish for anything or anybody better.
- On time, very pleasant nurse.
- Post total knee replacement wound review with Emily
- Waiting area chairs, more with arms to help those needing to push up.
- Very professional and kind throughout.
- Only had bloods taken but as normal Elaine was exceptional. Thankyou
- No waiting.
- Seen very promptly and very kind, reassuring, professional care practitioner.
- Can't fault my visit. Very pleased.
- On time, friendly and efficient service
- All went efficiently as it should have.
- Always very friendly from the front desk to the nurse
- On time, efficient, professional.
- Elaine took the bloods - very efficient and..... no pain!
- Nurse was lovely, very reassuring and professional
- Doctor made me feel really relaxed, answered all my questions and didn't make me



- feel silly for asking.
- The nurse was friendly and polite.
- On time and quick
- Helpful receptionist
- No waiting
- My blood test was taken very quick pain free and Elaine was lovely and kind.
- Blood test requested by BRI at short notice, surgery very helpful.
- I'm very grateful for the support.
- NHS could do better with their computing systems between areas.
- That however, is not the fault of this surgery!
- Dr Woodward was very welcoming and showed empathy with my situation.
- It is so much better to see doctor in person than talking on the phone.
- Friendly attentive staff. Doctor Woodward was very helpful.
- I was seen very promptly and Nurse Lucy was lovely, understanding and reassuring.
- I felt better just for seeing her. Thank you.
- I was seen promptly and efficiently by an approachable member of staff.
- Dr Woodward was extremely pleasant helpful and understanding.
- Made it easier to make an appointment - found one of the receptionists unhelpful
- The doctor advised me about my health in an understanding manner and she told me what I should do next and she has a helping mind.
- On time- efficient -friendly -Excellent!
- On time, business like efficient.
- Elaine, the nurse who did my blood test was very kind and efficient. Didn't have to wait long for my appointment.
- Make to feel welcomed and helped with my anxiety with needles.
- Very helpful nurse who had read our notes before hand. Efficient and friendlyNothing
- Very polite and helpful
- I think you are all wonderful, I've recently joined the surgery and I'm very impressed, you all do a fantastic job! THANK YOU!
- "Nurse welcomed and gave a now regular
- Injection and PSA reading. Short and effective use.
- Prompt, helpful and cheerful, felt very positive.
- After the automated book in I wasn't sure where to go, I guessed and walked to where the nurses were based last time I came to the surgery, I was then met by a very good nurse and from then things were excellent.
- Prompt service
- There isn't a lot to say, I saw the Doctor on time, he was professional and understanding of my problem.
- Everything was fine no problem.
- Considering the NHS is very stretched
- Appointment on time
- Good advice given.
- Elaine is an excellent nurse, who always makes you feel at ease whatever you are having done.
- On time and very friendly.
- My nurse Emily is the best thank you.



- Reception well signed and receptionist helpful.
- Follow up on results
- Attentive and professional. Thank you
- Quick, easy.
- Quick efficient friendly informative.
- Everything on time.
- Blood test carried out quickly and efficiently as ever
- Was seen at correct time. The nurse was so efficient and friendly. A really quick blood test!
- Routine blood test but conducted on time, speedily and by a very engaging nurse.
- As usual perfect
- Two different receptionists, both very friendly, helpful and respectful.
- Came for blood test. I was called within seconds of signing in.
- Friendly staff Parking awful.
- Appointment was on time. In and out in minutes. Very happy patient..
- Friendly staff. Nurse put me at ease for my procedure.
- Nothing. All good
- I had a timed appointment, saw the doctor who was aware of the reason for my visit and quickly arranged for one of the reception team to follow it up with a date to see a hospital consultant. I couldn't have asked for more!
- Very smooth, speedy and efficient service. Not a lot really. I'm now a happy patient who is already benefiting from a drug which seems to be providing extremely effective treatment. All within days.
- Friendly and pleasant receptionist and kind nurse.
- Excellent service as always. Friendly and efficient, and on time.
- Seen on time. Very pleasant nurse
- Quick appointment with nurse and very helpful front of house. On this occasion nothing
- Appointment on time. Very pleasant and efficient nurse.
- Seen on time by happy friendly efficient doctor. Procedure explained fully and carried out as planned.
- Doctor was fully up to date with my notes and conversed with understanding and compassion.
- Nothing on the day.
- Everyone was pleasant, I didn't have to wait long, the Doctor was very good, explaining the ins and outs of the injection I was having and performed the said injection very well.
- Access into the door at the rear with a rollator isn't the easiest.
- Efficient, no delay, everything prepared and ready to take the blood sample.
- Cirencester would have been more convenient - 100 yard walk rather than a 10 Mile drive.
- I had to wait a little beyond my appointment time - but Dr McMyn (Emma) gave me an examination and asked questions before providing a suitable treatment plan.
- Her manner was warm and was friendly but professional throughout – just as one would want.
- You should reinstall the computer/message screen telling waiting patients when to go to their consultation room, so that the doctor does not have to come and fetch us – unless if they want the exercise!
- Blood test on time very efficient.
- After the initial phone call, I saw my doctor the same day



- I was very impressed with the work that I have had in the past Emily looked after me.
- I felt listened to and was not rushed in the appointment.  
I was very impressed with the nurse she explained everything in a clear and concise manner she certainly gave me confidence in the treatment that was available, excellent.
- Nothing it was perfect
- Quickly and efficiently dealt with. I could not have asked for more. Excellent thank you
- Find everyone there very friendly and very helpful. Treatment good.
- Everything for me, satisfactory. Fortunately I need only seldom visits.
- Having had a telephone appointment in the first instance it was excellent to be seen by the same doctor.
- Got a disabled space. Nice and quiet when I went. In and out quickly.
- As ever the back door is a pain to navigate with a walker. Roll on new building!
- All very good
- All on time for a blood test
- The person I spoke to was understanding of the situation and was helpful in making a new appointment which is to take place in Tetbury. Thank you.
- Staff were very kind and helpful. Our appointment was an urgent one and they arranged that for us very quickly.
- Always is good service at Tetbury Nothing
- Better signs outside for surgery entrance at the back and car parking.
- Luckily we knew someone who had been there!
- Tammy was great listened to me and was concerned.
- Appointment on time and ecg carried out expertly.
- I went to the surgery to have a couple of sutures removed and the nurse that removed them was very friendly and I didn't feel a thing.
- The nurse noticed that I hadn't had my Flu jab yet and offered me one as I am a registered carer.
- It was easy to check in and a warm welcome from the reception desk. I had been seated in the waiting room for less than a minute before my name was called and my appointment for the shingles jab was under way. To my surprise I was also offered the vaccination against Pneumonia which I accepted, very efficient.
- Nothing could have been better.
- Appointment for a blood test was on time and didn't take long. The clinician was very polite.
- An urgent blood test done there after it was cancelled at S.Cerney as no ESB tube.
- So, obliging and caring.
- Interested in my problem, and gave good advice.
- No, spot on.
- I'm there every week. No complaints x
- Saw the nurse to check a sore on my toe. She has been keeping an eye on it for several weeks and it has now healed. The initial appointment was instantaneous....  
I walked in to ask for an appointment and was sent straight down! I haven't had to wait at any appointments and the nurse has been supportive and reassuring.
- On time - excellent consultation - not rushed, thorough and reassuring.
- As far as I was concerned - nothing
- Cheerful receptionist! A delight.



- Lovely nurse and talked me through the procedure.
- I have always found Tetbury surgery helpful. First class
- I was seen by Tammy who was so lovely, very thorough, attentive and engaging.
- Made me feel at ease and I felt better for just speaking to her. I have ongoing issues but
- Tammy discussed options and next steps. She is a wonderful asset to the surgery.
- It was quick, efficient and everything was explained well.
- Nothing, it was all good.
- Was treated with great care and given information.
- Efficient, didn't have to wait long to see doctor. All good thank you
- I was early and the nurse saw me before time and I was out a few minutes before time 👍
- Seen straight away and had two injections instead of one which saved making another journey
- 👍 Nothing could have been done better it was perfect.
- I visited for a blood test. I was seen on time and the blood was taken by a very polite
- knowledgeable nurse.
- Appointment same day . Took bloods etc on time amazing service.
- All perfect
- Prompt and efficient help
- On time, professional, friendly - first class Nothing
- The nurse and the receptionist were very helpful and helped to track down an appointment. that should have been made for me but it turns out it was not made, this is a mistake at your end.
- Quick appointment and on time. Friendly practitioner.
- Very friendly and professional throughout
- Appointment on time and the nurse I saw for a typhoid injection was extremely kind
- and informative.
- Would appreciate not having to say DOB loudly to receptionist. I have noticed other people
- uncomfortable with this.
- Quick and efficient blood test. No complaints.
- Lucy (nurse) was excellent. I now request her to do any jabs/other for my baby daughter.
- Bloods taken from tiny veins brilliantly! My medication will be available to collect for
- going on holiday! I have a desperately needed Dr. Phone call booked for Monday. 3 lovely ladies ensured I had 3 positive outcomes. Thank you.
- As usual everything was perfect and on time.
- Phlebotomist was really friendly and so efficient- I was in and out in minutes.
- Easy and efficient
- Excellent service from reception and phlebotomy
- On time -very friendly, efficient and went the extra mile to provide me with a prescription.
- which was extra to the blood test I was there for.
- I was seen promptly & before my appointment time.
- Appointment was on time. Staff member was polite, efficient and informative.
- information on noticeboards.
- The nurse we saw, Marion was lovely. She was very patient with my son and explained Everything well. Please pass on my thanks to her and ensure she gets the positive recognition she deserves.



- Dr, Angus so understanding with my condition ,He was so helpful as always.
- Very lucky to have Dr, whom I can speak to with out any hesitation.
- Making appointment easier. Having receptionist who is more understanding and helpful.
- Although I was waiting in the queue on the phone for over 30 mins, Tammy called me back within about half an hour and invited me to the surgery.
- Excellent experience throughout.
- From reception to treatment it could not be faulted
- Great service. Please don't change anything.
- I was seen quickly and given good advice with follow-up actions
- All good!
- I am 33 weeks pregnant and had to bring my 5 year old with me to Phoenix yesterday. I was 10 mins late to my blood test appointment, so the receptionist asked me to reschedule for half an hour's time (the nurse's next listed availability). Within two minutes of sitting down with my son, the nurse appeared and said that she could squeeze me in right away. I was so grateful not to have to wait around and apologised to the nurse repeatedly for my lateness. She was so kind, reassuring and efficient. Overall this was a great experience at Phoenix Tetbury! So much care given don't know how I would have got through last year without the support and care.
- Elaine was excellant at taking blood sample. She also noted that my records showed that a further test was required and appointment was made. This was very efficient and would have saved time at your end and mine. Many thanks.
- Friendly and professional; more than happy to answer questions/concerns I had.
- Phone call with doctor next morning and bloods taken same morning.
- The nurse was extremely efficient and pleasant
- Professional efficient friendly
- Seen on time with friendly nurse.
- Was seen on time by a very pleasant member of staff.
- Within 24 hours I had seen the Paramedic Jamie, (Thurs) had a call and appointment with Dr Angus (Fri).
- I was seen promptly by nurse Payne, who was so helpful and considerate - she was very kind and reassuring. I was very satisfied with my in-person appointment however,
- All brilliant!
- Went for a blood test with the nurse who is lovely ,I have seen her a couple of times before and still the same welcoming, friendly & makes you feel at ease...also went to reception to make a further appointment, also very nice although not seen her before, was friendly and efficient, Happy with the service.
- Treated really well by member of staff.
- Was pleased to get an appointment as the condition had changed - diagnosed and new pills given.
- Also an appointment with urologist booked.
- On time appointment followed by comprehensive consultation
- Always polite and efficient - very happy experiences. Really appreciate Dr Woodward's care (and the Diabetic nurses) especially around my diabetes I can't think of anything so far.
- Friendly and efficiency
- Staff listen, are helpful & the surgery is welcoming.
- Stop Doctors diagnosis over a telephone.. face to face as it was before the covid pandemic.



- The nurse was extremely pleasant and professional.
- Prompt appointment with phlebotomist. All staff very polite and helpful.
- Seen promptly on time for blood test
- I didn't have to wait long and the nurse was good
- Reception staff very polite and helpful, appointment was early which is always a plus
- Once I got to surgery and saw the Doctor McMynn's, she took time and organised the required treatment. Thank you.
- Everyone is complaining about the delays when wanting to see a doctor, as a patient it is very frustrating.
- Appointment pretty much on time. Nurse very professional and explained results
- All good. On time, nice nurse etc
- All my INR appointments have been really good and I expect future ones to be the same so asking me each time for my opinion seems a bit pointless.
- The doctor I saw, Dr Emma was so thorough and kind and patient with me on my first visit this practice, she made time for me and excellent
- Issued a face to face appt within a few days, seen on time, Doctor gave clear advice and was caring and kind.
- I always find the staff to be very friendly & personal. I'm not just a number here.
- The only thing I'd like to see changed is the ability to have an "in person" consultation with a doctor upon becoming a new patient, or at least on a first consultation for an issue... then phone consultations afterwards. I've still yet to meet my doctor face-to-face and I find this somewhat disconcerting. Thank you.
- Elaine is very competent, professional and friendly.
- When making the appointment the surgery could have informed me who was undertaking the procedure.
- They were fantastic fitting us in and diagnosing and prescribing. Dr Angus always makes us feel so liked after and confident... he is fantastic
- Efficient staff, great doctor that really helped me. Not really your fault but parking could be easier !
- Appointment was on time and didn't take long to finish and was done very well.
- All staff members were helpful,friendly + kind .
- Nothing else...I was seen promptly + put at ease...thank you.
- Straightforward blood test
- Punctual, Polite, Efficient
- Friendly and helpful advice.
- No problems with surgery, and Dr Angus was very helpful/informative as usual.
- Annual Asthma review with nurse Marion who I found very helpful.
- "Dr Woodward was very helpful and examined my knee which has been causing me a lot of pain over the last few weeks! My over all experience with Dr Woodward was very reassuring and helpful in which it has put my mind at rest! I will definitely recommend Phoenix Surgery Tetbury to anybody that's looking for a new doctors practice.
- My experience was very satisfactory all the staff are helpful and friendly.
- Nurse very nice and efficient
- All good
- Very thorough Asthma check.



- Staff very friendly and helpful
- Slightly quicker apt from the phone call
- Friendly and informative nurse. Seen on time
- Elaine was great professionally and good fun
- I had B12 injection all the staff were very good
- Excellent, the reception system worked well. The lady on Reception was very helpful with information and helping me book some other appointments.
- The Nurse taking blood samples was very friendly, warm and so good at taking the samples.
- Very professional; more than happy to answer any questions about my treatment
- The service was excellent went above and beyond to make sure it was a comfortable experience
- The Asthma Nurse was on time, very professional which made the appointment a pleasure.
- Marion reassured me that the Inhaler, that I use, was effective.
- Professional service
- On entry the receptionist was very pleasant. I had a blood test and the nurse was cheerful and efficient
- Nothing, this visit
- Very prompt and efficient
- Very politely received at Reception and then excellent appointment with Nurse Anne
- I was seen promptly and my problem was sorted. Nothing
- Not had a single problem or bad experience seeing the midwife, a nurse or GP The phones – long long long wait
- My appointment was with the nurse who was professional & friendly very happy thank you Phoenix surgery Tetbury.
- On time. Pleasant Nurse.
- Efficient blood take. Minimal bruising.
- Efficient no wait
- Had a blood test am difficult to get blood from but the staff were friendly put me at ease as it was no trouble I was worried about other patients following me as my appt went over but was told this was fine and I was not to worry.
- I felt listened to and nothing was too much trouble
- I have complicated health issues and was asked if I was ok with everything....and any issues they are always there.
- The only criticism I have ATM is that phoning the surgery is an issue you can be on the phone on hold for nearly an hour or more.....I do use their online form if it us not urgent.
- Efficient, caring service...thank you.
- No waiting, nurse was warm friendly and efficient.
- You might make it easier to see a doctor
- Nurse was lovely
- Nice people doing good things - all that's needed ..
- The nurse was good and helpful
- Timely, efficient and informative
- Each appointment has been efficient and I haven't had to wait at all.
- All the staff have been friendly, professional and the whole experience just very good!
- Thank you 😊



- Prompt, efficient and friendly
- Very good nurse
- Prompt, efficient attention thank you.
- Everything was excellent thank you.
- Nothing could have been better
- Reception and clinical care excellent
- Nice doctor who gave understandable information about my stepfather's condition
- I saw Dr Emma she was very helpful and made me feel at ease.
- In my fairly long assoc with Tet surgery I have always a pleasant welcome. Thankyou
- Practice nurse very helpful with Asthma review.
- Treated kindly and efficiently.
- Easy and straight forward.
- Nurse very pleasant, kind and efficient.
- Very good experience having blood taken. Very skilful
- The appointment system was efficient. I was seen very quickly.
- The respiratory nurse that I saw was knowledgeable, helpful, efficient and very friendly.
- As a new patient to the surgery I didn't realise that I should have checked in by machine and so queued at reception. A notice telling people
- what to do that would have been helpful, especially as the machine was not directly adjacent to the reception desk.
- Nurse was excellent in finding a vein that normally has been hard to locate
- All my treatment is excellent
- In and out in 10 mins, nurse was polite and friendly.
- I went to your receptionist with a Problem that she dealt with has expected. Polite efficient.
- What more could one want well done Phoenix Tetbury.
- The practice nurse I saw was excellent, very reassuring and put me at ease
- Seen promptly and dealt with in a pleasant friendly way .
- The receptionist was very caring and helpful. The nurse (Marion) was very caring and understanding when she did a lung function test for me. Can't think of anything
- Quick, efficient and pleasant
- I had a smear test and was anxious about it . The nurse was so kind and gentle and put me at ease. Thank you
- Efficient, pleasant, didn't wait long
- On time (early actually) appt. and Dr W explained clearly and really helped me understand where I am and what next. The whole experience was professional and excellent quality.
- Give Dr Woodward better room heating ? :)
- Further treatment arranged immediately but reassurance given
- Outstanding, fast and efficient service in an appointment I had a lot of anxiety about.
- Always good because I get looked after and this visit special because I was able to see my doctor
- Nurse was earlier that my stated time and very friendly
- Visit for blood sample, on time and very pleasant.
- Very pleasant visit straight in had what I needed done and out None
- Seen on time, without a wait.
- The staff were very friendly and helpful



- They helped me with everything I required
- Calm efficient staff . Doctor explained procedure and effected it well
- Nothing on this occasion
- Very polite doctor, explained well, good clinical knowledge
- Dr Woodward goes over and above to ensure that all issues are discussed and addressed.
- He is so kind and genuinely caring.
- Very sympathetic nurse Emily.
- It was lovely meeting Hayley who was professional, kind and helpful. Knowledgeable.
- Always friendly at the front desk, no matter how busy.
- Lots of information very kind made me more relaxed thank you
- It was good to have a face to face meeting, I felt more able to describe my symptoms during the meeting.
- On time and very professional
- Nurses fantastic
- I came in for a smear test w/Lucy Payne. This was not my first one in this surgery.
- Lucy was so amazing and knowledgeable, made me feel at ease and explained the process and Q possible outcomes. She was the best nurse I've ever met at the surgery. Thank you Lucy.
- I came in for blood tests. My nurse was really lovely and efficient, all done quickly and in a stress free space. Thank you - no complaints!
- Quick, efficient and attentive
- Check in was quick and easy. I was early but I didn't have to wait long. The nurse was kind and very professional
- Very caring and helpful phlebotomist
- The phlebotomist was very efficient helpful and pleasant.
- Appointment took place on time and the nurse was polite and professional throughout
- Very efficient, professional and friendly nurse
- Seen on time. Staff very pleasant and helpful
- My experience was very good. Only problem was parking.
- Lovely nurse. Friendly and efficient.
- Clear information. Supportive. Reassuring. Patient.
- Nurse unhurried, knowledgeable and efficient, and explained everything clearly.
- More time available to discuss mental health.
- Receptionist and nurse were both welcoming and helpful.
- Nothing needed improvement.
- I came for a blood test. Very quick, friendly and no pain. Also no waiting.
- I was so grateful to the receptionist for getting me a blood test at short notice and the professional service of the nurse, I felt really looked after.
- No waiting, nurse very pleasant
- My appointment was on time. Nurse was friendly.
- Very professional and efficient throughout.
- Dr McMyn was very helpful and understanding.
- The nurse was welcoming and reassuring. She was efficient and thorough.
- Nothing that I can think of
- Just a good all round 2 visitss
- Nurse was excellent, very efficient and friendly.



- Doctor Angus is friendly and nice and helped me with my issue.
- People in the dispensary and on reception are helpful and polite too.
- A nurses appointment to clean out my ears. I've never had the procedure before and she was so helpful. She explained the reasons for the wax build up and the procedure. She had such a lovely personality. A pleasure to deal with and a real asset to the surgery.
- Seen quickly, friendly doctor
- I was seen by the nurse straight away and the receptionist was very helpful afterwards.
- Efficient, welcoming and on time. Thank you
- Elaine was very welcoming, professional and can insert a needle painlessly.
- All was excellent as far as I experienced.
- Nurse was lovely, made the 1 year jabs a lot easier. No hanging around, was seen very promptly.
- Really informative too.
- Running on time, friendly staff, everything was very clean.
- It was a blood test, all went well and no hitches.
- Friendly and very informative
- Lovely nurse and seen quickly, very gentle with my sons 1 year jabs.
- Very pleasant and easy
- I was seen on time by a very pleasant and I formative nurse
- Lucy was great! She was quick with the jabs and very friendly, she made us feel at ease
- Nurse Lucy was really helpful and efficient, many thanks
- Had face to face meeting with my Doctor.
- All was good All ran smoothly and problem solved, Thank you.
- Reception efficient. Nurse fantastic.
- Staff were very helpful
- All good
- Very helpful
- Fitting me in for ablood test at short notice
- Receptionist lovely ! Louise I think !
- Much more friendly than some I have encountered.
- Nurse who I saw was also friendly, polite and professional
- Very efficient and on time
- Both nurses and receptionist very friendly and helpful, all running to time.
- Put me at ease straight away as I was quite nervous. Even gave me a cafe recommendation which was lovely!
- Blood test Elaine was friendly and did a great job Nothing
- Friendly and efficient
- Any questions I had were answered...I was dealt with a smile and never felt at all rushed
- Dr Emma made me feel at ease with a difficult subject.
- Very efficient procedure
- Didn't have to wait.
- Blood test no problems
- Seen very quickly, good examination.
- Perfect visit with Nurse Elaine. Seen on time, painless blood test very easy appt. Well done Nurse Elaine.



## **BY Text or Email (Surgery Not Known)**

None

### **Website**

None

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

### **Cirencester**

- The Doctor confirmed I had flea bites from my dog all over me so prescribed strong Anti allergy tablets but I am in quite a lot of distress as they sting itch & are so uncomfortable, I haven't slept for quite a few nights. I asked if he could prescribe something to rub in, he said yes then couldn't remember what it was called, I explained that he said sorry he just couldn't remember so suggested I just look for a cream in chemist. Felt let down.
- Appointment. Was for a hormone injection booked 6 months before but could not proceed because the injection was not available.
- The service to register online was out of action and so was the monitor on the wall. although I registered on it correctly (as confirmed later by the lady at the desk) it didn't work. I sat in the waiting room for 50mins and then asked at the desk if things were running late. There was no record of my registration. So I have an appointment for next Monday. Please take this as information only, there is no angst intended!"
- Vaccinations & the nurse was horrible. She could have distracted my with child toys , but no it was straight to it.
- Waited 1.5 for my appt. There was an emergency at the surgery. It made the situation understandable it just would have been nice to have been kept informed. There were staff not dealing with emergency that could have helped more.
- Calling reception for myself and my kids all are very ill, after 30 minutes of explaining about symptoms and they say pharmacy will call you after 2 hours I got phone call and asking what is wrong I did say what is wrong ,he say that I need to go hospital which I know that so what about my GP ?when went to Cirencester hospital asked why I did not go to my GP. All I could say was getting worse and worse so whatever I say , I waited there for 10 minutes because there was a queue, after that I went to the waiting room and sat for another 5-6 minutes, the doctor came out and said that my time had passed, so that I should make an appointment for another time. I said that this is not my fault that my time ran out because I arrived at the hospital on time. They told me to wait, I read with my 3rd child for 30 minutes, after that the doctor called me and told me to make an appointment another time
- I would like to give you feedback on my experience with the Cirencester surgery- January I've had a chest infection and was prescribed antibiotics on 22 December:



I asked when my local pharmacy in Fairford would receive the prescription and was told by 3pm. At 3:30 I called my pharmacy but was told they had not received anything from the surgery. I called a couple of more times to check and the last time was at 4:45pm when they still had not received the prescription. During Friday, I started to feel worse during the day, my breathing got more difficult and the chest feeling tighter. I then called the surgery at 4:46pm and sat in a phone queue. At 5:30pm I was still in the phone queue, not able to speak to anyone.

As you can probably imagine, this situation was now seriously causing my stress and anxiety knowing it's Friday night, and it's much harder to access help over the weekend. I therefore decided to drive to the surgery in Cirencester from Fairford to hopefully get hold of my prescription - what else was I to do?

I stayed on the phone, waiting in the queue, and I was still on the phone when I got to the surgery 20 min later at 5:47pm. I spoke with the receptionist, and explained what had been going on. She told me that no one picks up the phones after 5pm! Why do you not make that clear when someone calls? I sat in your phone queue for an hour, desperately hoping to speak with someone about the situation, and in the end had to get in my car and drive to the surgery. The receptionist had a look on your system and said that a doctor had not signed off the prescription, and therefore it had not been released to the pharmacy. She printed it and managed to get someone to sign it there and then, which was very helpful of course. I would like to ask, what would have happened had I not been able to get my prescription on Friday?

My chest infection would most likely have been considerably worse at this point.

- I would also like to point out the amount of time I spent on all of this on Friday, please note I work full time.
  - Initial call to the surgery in the morning to get an appointment: 22 minutes.
  - Visit to surgery for a 12:15pm appointment: 1 hour
  - Calling my pharmacy, chasing up the prescription on Friday afternoon:
    - 3 phone calls, spending time on each of them getting advice on what to do etc:
    - 20 min in total.
  - Calling the Cirencester surgery for 1 hour between 4:46pm and 5:47pm, desperately trying to get hold of someone to help me.
  - Drove to the surgery from Fairford: 20 min x2.

All in all, I spent over 3 1/2 hours on Friday just trying to get the medicines I need to clear my chest infection. On top of the time spent, the stress and anxiety of the situation, whilst I'm also not feeling well at all, was very unpleasant and I believe totally unnecessary, had the process worked.

I therefore please ask you to review this feedback and take necessary steps to improve the service provided to your patients.

- My first appointment with the nurse was incredibly helpful and very reassuring and she wanted to make sure that I had further advice and booked me an appointment with the doctor the next day. However, this then was not the case the next day. I felt that the doctor was very dismissive and blunt when asking questions. I didn't get a proper examination and was felt very offput. I was told he would have a



proper look but didn't. When told it was all psychological I wasn't then given any advice with how to deal with this. Walked away from the appointment very upset and annoyed. Nurse was great couldn't fault her. Better service and to do what was promised.

- I was scheduled a same day phonecall back no one bothered to follow it through and
- ring me back don't book same day phone bookings if you don't follow through with it.
- Pleasant nurse but worse experience
- Experienced nurse on the procedure as have had this previous & no pain
- Doctor keeps making mistakes, I've gone to 2 appointments now that were either not needed or mis organised. This means I've waited over a month to have a blood test that I didn't need, after the first one was done incorrectly. I've missed out on at least a days' worth of work and have spent more money on bus fare with no purpose. I thought I'd at least get an apology from Doctor himself, but instead he sent the poor receptionist. I will be getting another GP.

Given me the correct instructions and not wasting my time repeatedly.

Nothing wrong with receptionists or phlebotomists, my issue lies with my GP.

- I was booked in for an ECG by I had identified a couple of days earlier as having AF. The nurse doing the procedure did not shave my hairy chest but instead put micropore tape on a few of the contacts but they weren't really attaching. When she took the test I had asked for a copy to give to my consultant and I saw that the procedure had not recorded anything. I pointed this out to her and she dismissed me and said she would pass to my GP. I said she needed to do it again as it told us nothing. She said she wouldn't and told me to go. I phoned the surgery to complain but was told to put it in writing. She was not professional and seemed very uninterested and not at all what I would expect from the Phoenix. I have been with you for a very long time and have always been treated in an excellent manner . This nurse was not up to your standards. Very disappointing. I use a Kardia machine at home and it is not recording that Everything is ok. Really not happy.

## **South Cerney**

- I went in for a cholesterol blood check, but unfortunately the nurse couldn't find a suitable vein to take the sample, due she said, to me being under- hydrated. I wasn't advised about the need to have drunk a lot of water beforehand. I will do so for the rebooked appointment, but we have both wasted time here which is a shame.
- The wait to be seen by a medical practitioner for any medical problem at the Phoenix Group of surgeries is unacceptable. In common with practices up and down the UK, Phoenix Group has used systems and processes put in place when Covid, understandably, changed 'normal practice' to put in place barriers to have a face to face meeting with a doctor or nurse. Look at good practice and procedure prior to 2019/20 and reintroduce as many as possible, the best way to weed out time wasters is to introduce a nominal charge for appointments.
  - I needed clips removing following knee replacement surgery. There were no appointments available for dated recommended by surgeon . The date offered was overdue. As a result the wound was swollen and clips embedded. The nurse wasn't capable or happy about removing them so abandoned it suggesting I go back to Cheltenham general hospital following a phone call to the wound clinic.



She proceeded to redress the now partially open weeping wound with 3 dressings that were far too small, overlapping them and sticking adhesive side to open wound because there wasn't a dressing large enough to cover the 6 "wound entirely.

I couldn't believe what she was proposing to do and commented that she must be joking and that the pharmacy next door had dressings large enough. 5 hours later I returned home from CGH with the clips removed wearing the appropriate dressing that covered the wound. Unfortunately delay in removing the clips has left to complications in the healing of my wound.

## **Kemble**

## **RAU**

## **Tetbury**

- The receptionists are rude and try to give medical advice.
- My appointment was for 8.30am both the front and back door locked until 8.27am understand there has to be an opening time but don't give 8.30 appointments if the door locked!!! It's cold and damp should not be expected to stand in the cold... never any parking so can't even sit in your car to keep warm . Tetbury sure isn't as good and it was before Phoenix took over. Also been trying to see / speak to travel nurse since September.. told you have to pay for travel injections so go somewhere else ... then no calendar can't book you in ... then now it's changed fill in a form and nurse speak to you in a week.... 2 weeks later still waiting. Phoenix is a joke
- Phoenix Tetbury assessed my mother but appear reluctant to discuss their findings with me or Glos. Adult Care who also requested an update. When I contacted the surgery I was told that "somebody might contact me" - they didn't. At second attempt to obtain the outcome I was given the number of Glos. Adult Care, the same people who are also attempting to seek perfectly reasonable information from the practice.
- The reception was very unwelcoming, the nurse seemed very unbothered by anything I asked or said. The blood test gave me an uncomfortable bruise which I have not had before.
- Was instructed by doctor to book an appointment for blood test, however doctor did not complete relevant paperwork needed for me to be able to have a blood test. The nurse who was orchestrating the blood test had to get the doctor to complete the paper work which delayed my appointment which may have had a knock on effect to other appointments/patients. Luckily the nurse was able to facilitate that and I was able to have my blood taken in the end.
- Was 5 minutes late and got refused to have my bloods done but last time I visited I had to wait 45 minutes to be seen, there is a duty of care to see people who have problems/issues, the surgery was empty also while I was there fully understand if it was full.
- Have the phones available before the opening times as I tried to call to say I'd be



late but the phones don't work and my appointment was at the opening time and maybe have appointments start 5 minutes after the opening time to give people and staff time to sort themselves

- The telephone consultation does not work, it is impossible to diagnose or assist over the phone with a photograph.
- Get rid of telephone consultations and also being told “that’s not the way it works” is not good when requesting to actually see a doctor after failed attempts to diagnose issues over the phone.
- Impossible to get an appointment, reception staff are rude, doctors don’t listen properly
- Resolve issues listed above. Allow patients to see a doctor. Train reception staff to be polite to patients.
- Telephone appointment booked for 9.30. At time of booking I stated that mobile does not get signal in half the house and to please use the house telephone number. This was missed and a message left of my mobile whilst it was out of service. I called the surgery back and was told that the gp would try again. I have stayed in all day and at this point in time (4pm) no call.
- Face to face appointment would have been far more efficient and effective.
- Allowed a face to face appointment.

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

**Website**      None

**By Text / Email** None