



Friends and Family Test Feedback January 2021

Voted Extremely Likely or Likely to recommend because:-

Phoenix (Chesterton Lane)

- Since I joined this fantastic surgery all my experiences bar none have been highly positive. Dr Alison Nichol is an 'Ace' doctor.
- I asked if I could bring my daughter to my appointment as it was too early for her to go to school and was told there wasn't enough room for her wheelchair and it would not be appropriate for her to see me in the appointment. I felt upset that it was assumed she wouldn't be able to attend, she's 13 and I know she would have enjoyed seeing me with a nurse. It would help her with her own anxiety when receiving treatment in health settings. Please don't assume anything about disabled people.
- Really friendly service and welcoming. Thank you!
- Quick, efficient and pleasant service. Can't fault it.
- Easy flu jab efficient system and didn't hurt a bit
- Efficient safe and quick
- Efficient smiley service. Friendly staff.
- Every time myself my daughter or my partner come to surgery we always get the best advise help and treatment. Being a part of our surgery makes us, as a family, feel at ease
- Excellent and a very efficient service. Felt extremely safe and was a simple process
- Excellent service, very efficient
- Extremely well organised, no wait, in and out in under 5 minutes - brilliant service, hope Covid vaccinations are as well run
- Fast, efficient and VERY friendly service. Nurse Helen was perfect
- Friendly, efficient and professional.
- Great experience, super organisation and lovely staff. Thank you!
- Hazel, the receptionist was very helpful, welcoming and helpful.
- I am always treated with a great deal of respect. The surgery staff always listen to worries and show genuine concern.
- I chose 1 as the service was excellent
- I felt the flu immunisation clinic was very well organised, efficiently run and there was little to no waiting time given the challenges GP surgeries are facing.
- I rated very good because I was treated by an amazing doctor and nurse. I felt safe and cared for though out my time at the surgery.
- I selected 1 because my appointment was on time, the nurse I saw for my blood test was very friendly and I didn't feel a thing. She chose a finer needle because I'm on blood thinners. Thank you for such a great service
- I was seen very quickly, the nurse was nice, and informative re what she was doing, and further treatment.
- Incredibly well organised, almost military precision (but thankfully friendlier!), Appointment went exactly on time, was on my way home within 4 mins of entering the building. Thank you - that must've taken a lot of planning, and the administration and nurses administering the flu jab were all brilliant.
- It was fast efficient and friendly



- It was run like a military operation very quick and professional. The staff were great and put me at ease. As always great services from the Phoenix Surgery.
- It was run like a well oiled machine and the staff were really helpful and happy.
- It was so well organised and really quick
- It was very efficient and friendly as always!
- It was very well organised
- On time, efficient, pleasant.
- Polite staff, clear procedure and quick turn around
- Polite, friendly and efficient staff working under difficult circumstances. Thank you.
- Precise instructions given when booking, excellent management of arrival process (thank you for staff who had to bundle up against the cold to allow door to remain open for safe access & ventilation) multiple staff delivering flu jabs, efficient yet kind interactions.
- Punctual and well organised
- Quick and easy.
- Quick, efficient and friendly service.
- Quick, efficient and polite staff
- Quick, efficient, felt safe
- Service well organized, friendly and delivered care required
- Slick process. Polite and efficient teamwork.
- So happy changed to phoenix practice, reception staff are outstanding so pleasant and helpful, never had dr's with reception so friendly, phone call back from Dr very understanding and kind, blood test today excellent very professional. Thank you.
- Thank you to all your staff today for a very well organised experience.
- The phlebotomist I dealt with was charming, very understanding and re-assuring when she was unable to draw blood due to a problem in finding a suitable vein. She arranged a new appointment immediately to suit my duties.
- The Receptionist was welcoming and the Nurse was too and very professional. Thank you.
- The set up for the flu jab was very smooth and efficient.

- The surgery is without a doubt the best in Cirencester. My Dr is wonderful, so supportive and always has the time to help in any way he can. I saw Dr Nichols yesterday and Lyn the nurse, I had got myself worked up about having my coil changed, they put me at ease and were lovely. Many thanks as always
- Very efficient friendly and put me at ease, also lovely smiles, a smile goes a long way XXX
- Very efficiently done at the surgery, shame I didn't get the jab in October/November at the start of flu season.
- Very helpful receptionist on initial phone call. Very accommodating. Speedy consultation on appointment.
- Very helpful, friendly and polite
- Very organised & very quick & staff were fantastic with all the added pressure their under. THANK YOU X
- Very prompt, caring and efficient service hence the highest rating.
- Very slick set up for flu jab... in and out in a couple of minutes. Very impressed.
- Very well organised, efficient and friendly staff. Thank you.
- Very well organised, lovely staff. Couldn't fault the experience. Thank you.



- Vg gd because we were offered a choice of times (on this one morning) for us both. Someone was ready with a list to ensure we went in at the time set & there were 4 staff ready to give flu jabs so it was a quick process.
- Was all well organized and quick
- Well organised and efficiently performed
- Yes, excellent nurse
- Give top marks for my treatment this am at Phoenix surgery, Chesterton, Cirencester. RECEPTION helpful and sensible at letting me enter into Waiting room. NURSE - excellent and efficient - took my blood from left arm, with aid of tourniquet - painlessly. 10/10. Much better treatment than Phoenix surgery in Kemble

South Cerney

- Brilliant practice, Quick response , appointments on the day. Doctors, receptionist and staffs are very professional and helpful. Thank you so much .
- Friendly and efficient, I felt safe, excellent service, thank you
- Quick and safe appointment. Kind staff. Covid secure
- Super quick, efficient and helpful as always. ?NHS

Kemble None

RAU None

Tetbury

- The blood nurse was lovely.
- Although I had to ring the practice 3 times the service and treatment was excellent
- Appointment on time. Polite friendly professional nurse.
- Because the nurse was very friendly and helpful, as was the receptionist when I first arrived at the surgery.
- Because the whole process was very slick, fast, friendly and efficient
- Efficient and well organised. Cheerful too despite Covid limitations
- Elaine is great and knows I hate injections etc. The surgery in my opinion gives very good service right now.
- Fast, efficient and friendly service
- Great service, straight in surgery, nurse was very helpful, explained everything.
- I felt completely relaxed and safe as the surgery was almost empty. I went in 2 minutes before my appointment time, was greeted by a friendly face, my jab was prompt and I was straight out again. I spent less than 5 minutes inside. A really fantastic system.
- I have always been satisfied with the way you have attended to me especially after the stroke I had, Dr Cardew was great help to me. I am so grateful.
- I was made to feel at ease during my blood test, which took longer than planned due to my veins being difficult.
- I was only in the surgery for less than 10 minutes and the staff were very nice and friendly.
- I was very anxious about the flu jab and the lovely nurse put me at ease .
- Informative about blood tests and covid vaccine
- It was easy to book. No queuing. Easy check in. Clear and succinct explanation. Efficient process. One way system
- It was nice and friendly on my first visit. I was made to feel very comfortable by all members of staff there. A big thank you.



- I've just had a flu vaccine. Excellent booking in experience. Good appointment slot management. Good use of technology to manage reminders and feedback. In surgery the whole process was executed efficiently and safely to plan. A great rehearsal for the upcoming covid vaccine program.
- Kind and thorough
- Michelle is warm, welcoming, reassuring and a credit to the practice. Thank you Michelle
- Nurse was polite and efficient and it all went well
- Procedures fully explained on entry - feeling Covid secure. Efficient and friendly. From the moment I joined the practice I have found the practice, especially including frequent contact with the dispensary and all the onward referrals to Gloucestershire NHS, to be brilliant! Far more efficient and accessible than my previous experience in Hampshire.
- Quick and jab didn't hurt!
- Quick efficient and pleasant blood test by nurse
- Safe, efficient, timely and friendly service
- The nurse Rachel was very good & she helped me stay calm through my blood test as I have a very bad needle phobia
- The nurse who gave us our flu jabs was very informative over the jab before giving it to us. Also of what may happen after the jab.
- The receptionist and the nurse were both very courteous, professional and efficient.
- The whole system works well, the treatment I have received has been excellent, thank you.
- V quick, one way system, in and out in less than 5 mins
- Very well organised, felt very safe, on time and very friendly staff. Thank you
- Very well organised, quick and friendly
- Well organised & attention paid to covid safe restrictions. No waiting or crowded areas.
- Well organized, ran like clockwork. In-jab-out, couldn't be easier or better.
 - Friendly nurse, very personable and happy to talk whilst working. Dealt calmly and patiently whilst taking a tricky sample - not always something I've experienced elsewhere! Would have been better but for unclear instructions about where to wait for appointment - some additional or clearer signage or instructions would be helpful!
 - I came in for an invasive procedure and was put at ease, a little, but all over now
 - Very poor service from Receptionist for my appointment at 8 am this morning. Not helpful at all. Disappointed. Nurse Elaine was lovely

BY Text or Email (Surgery Not Known)

- Great service. 1 on the scale. Thanks.
- Blood test today very good
- very good. In and out in 5 minutes, prompt service, safe environment. Thank you!
- excellent service
- Excellent very slick appointment. Safe and a good experience. Thanks
- My treatment was excellent
- Flu jab. Fantastic!!! Thank you. Wonderful nurse
- Flu jab. Excellent service, brilliantly organised . Many thanks
- Very good service thanks
- Very good. Friendly, efficient and I felt safe
- I give it 1. No problems at all as usual
- All fine, limited parking close to the surgery though



Website

- Always friendly and helpful if they say they are going to call you they always do. The help and the support you receive when you are unwell is excellent. Thank you

Voted Unlikely or Extremely Unlikely to recommend because:

Phoenix

- I arrived 3 minutes late for a blood test to be told I had missed my "slot". Whilst I understand the need for not having too many people in the waiting room I have always had to wait at least 10 minutes in the waiting area. The reception person obviously likes her power at the moment. I now have to wait until 11 February for my blood test. Outrageous

South Cerney None

Kemble None

RAU None

Tetbury None

By Website None

By Text / Email None

Voted Neither because:

- Clinical treatment was good. Dissemination of information to the patient is not good. Feel like I'm kept guessing about the overall process and always have to ask what the next step is. Everyone is doing really well with social distancing. Keep up the good work