



# Friends and Family Test Feedback July 2021

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

### **Cirencester**

- Carol was really kind and reassuring and answered all of my questions. Made the whole experience easier
- Cheerful helpful staff
- Dr Hill is fantastic, a super hero who goes above and beyond. Receptionist this morning was also extremely helpful and understood my situation. Thanks
- Excellent, rapid service. From initial phone consultation to surgery visit on the same day. Steve very knowledgeable and explained everything very clearly.
- Helpful and friendly receptionist, considerate, friendly and professional nurse.
- I was put at ease when having my blood test
- Lovely professional and personable nurse - on time and everyone helpful. Thank you!
- Mr Lister really listened and explained things very well. Put me at ease and helped me relax Whilst putting the pins in my feet!
- Quite simply the best GP & best surgery I have ever had
- The Dr. Was brilliant- efficient, friendly and got on with the job- I would choose him every time, thoroughly sensible and understanding - I would recommend him to everyone
- Pleasant staff, easy to find, and on time.

### **South Cerney**

- Efficient, pleasant and kind. Great to be able to go locally.
- The speed of reaction and efficiency of appointments as well as the care and manner of the consultation. Dr Sethi as always seems unhurried in a busy life and clear in direction. As always many thanks in these COVID times not only for this but also for the highly efficient vaccine system. Put me down as another very well done.
- Receptionist was very polite & helpful. Nurse was very efficient & approachable as usual.
- Very helpful and prompt
- Very kind, efficient and friendly nurse. Especially as I am not keen on needles.

### **Kemble**

- Doctor was very attentive to my problem's and I didn't feel that I was wasting her time. It was good to have face to face contact.
- I was seen immediately by caring staff and did not feel at risk at all. Safe environment and looked after well



## **Tetbury**

- "a.m. received phone call from charming Dr Douglas. Discussed best way to proceed with pain control for my arthritis. Have collected tablets and will follow agreed plan for the next month. Lunchtime BP taken by Nurse (Anne) discussed general health and though I thought had been given shingles vaccine by Dr Sabrin (Fairford Surgery ) Nurse could not find it on computer. Very happy with treatment by all staff at Tetbury Surgery. Good practice shown by all, Appointment on time and friendly efficient service
- Because Dr Woodward is great and service at reception was very helpful smooth and efficient
- Because the service is always excellent. The staff polite, kind and caring.
- Efficient but not rushed, professional but caring.
- Friendly customer service upon arrival at reception, appointment was nearly on time (slightly late) and friendly doctor that was very informative and professional. The building is very tired though and needs refreshing
- Helpful and friendly booking. Appointment in decent time. Quiet surgery. No waiting. Wonderful experienced, caring and thoughtful nurse.
- I always receive very good care for many years
- "I'm quite anxious when needles are involved but the nurse was very caring, understanding & reassuring.
- I was seen too on time, the appointment was swift, maybe I should have said 1 in the review"
- It was my first time at the surgery and they were really helpful, answered all my questions and the blood nurse was excellent
- It was my honest opinion and I am happy to be on your patient list
- My appointment was on time and the nurse was quick and efficient.
- On time, prompt, rapid, courteous, professional, expert service.
- Smear test with nurse. Seen within 5 mins. Nurse confirmed my medical and explained results timescale.
- Nurse relaxed and engaged me during the brief chat. I've had many smear tests, plus lletz,so usually I try to relax the nurse/GP. I'm therefore grateful to, and impressed by, this talented nurse- she is a star.
- Procedure was quick and painless-10 out of 10."
- Seen on time. Fantastic nurse - friendly, reassuring and efficient.
- Very professional and kid nurse

## **RAU**

None

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

None



**Website**

None

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

**Cirencester**

**South Cerney**

**Kemble**

None

**RAU**

None

**Tetbury**

**Website**

None

**By Text / Email**

None



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

**Website**      None

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

**Cirencester**

**South Cerney**

**Kemble**      None

**RAU**      None

**Tetbury**

**Website**      None

**By Text / Email**      None