



Friends and Family Test Feedback June 2022

Voted Extremely Likely or Likely to recommend because:-

Cirencester

- Very friendly staff. Seen very quickly. Dr Vernon was lovely.
- No waiting, efficient service.
- The nurse was very friendly and made me feel at ease
- Brilliant always friend and helpful
- Efficient and very pleasant Dr
- "From welcome by the receptionist, to being able to take my own B. P in the waiting room and the on time excellent service by Dr Hill
- Who showed pleasant, informed and professional advice, I cannot see how my treatment could be improved.
- Good, cheerful service on time
- Blood test on time and efficient and friendly
- Friendly and helpful reception and nurse spot on time. Very efficient and helpful.
- The appointment was on time, and I felt I was being given time by the nurse
- Easy to check in and was seen on time
- Appointment was on time nurse very efficient and caring
- Hardly any waiting time before being called in to have my blood taken which was over and done with very quickly and with no discomfort at all.
- Well-tended to by very helpful diabetic's nurse.
- Fantastic service nice people
- I was seen that day by Steven White who was extremely understanding of my situation. He was lovely
- Dr Hill was very understanding "
- Dr Nichols knowledge and help is brilliant.
- Saw Dr Khalid on time and found him pleasant and helpful
- Dr Hill is a true professional. He always takes the time to listen and communication is key. He is empathetic, attentive, and friendly I have high praise for our family Doctor.
- Dr Sethi
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South Cerney

- Prompt on time service.
- I got an appointment that day for my daughter and she was seen by such a lovely nurse.
- Quick easy friendly
- On time with a professional caring service.
- From my initial contact everything went really well from me "tele-consult" to my appointment with Dr Hill was prompt, explicit & caring. The outcome was dealt with promptly.
- Quick efficient useful feedback



- Delightful nurse who had an excellent manner. Bloods taken easily despite me having 'floppy veins'!! Receptionist was also very helpful to me and also the rather elderly lady who was before me. Folk criticize the NHS in these difficult times but I can only praise the care I received yesterday.
- Punctual and everyone very courteous.
- "Was pleased to see a Doctor
- Very flexible and welcoming always cheerful and greeted with a lovely smile. Blood test and blood pressure test always very efficient and caring nice and friendly and warm atmosphere Zoe and Teressa are always joyful and can have a laugh with both but most professional.
- Never fail to be impressed by excellent communication.

Kemble

- Quick
- Clean, Friendly staff. Little waiting for appointments
- Very friendly and efficient. I was greeted by name at reception and the little chat during the actual test kept me at my ease. I have social phobia and it was my first visit to Kemble surgery.
- A reassuring experience.

Tetbury

- I didn't feel rushed in my consultation and Dr Woodward was excellent discussing my symptoms and treatment
- Cannot fault the attention I received once at the surgery.
- Always friendly and helpful, and you never feel like you're being rushed
- I was seen on time and nurse was friendly and professional
- Pleasant, quick and efficient.
- Everybody was very pleasant and efficient
- I was seen promptly lovely lady
- My bloods were taken promptly and efficiently and next appointment made
- On time. Friendly staff.
- Everything as planned. P
- "Doctor answered all my questions and suggested solutions.
- Very short waiting time. "
- I met a lady, Mel, that I knew at a previous Dispensary. Mel and her colleague sorted out our request. Also the lady on reception arranged an appointment, with Dr. Nichol.
- A pleasure to do business with your surgery and dispensary.
- Appointment on time. Person who took the blood was excellent and very experienced
- Very easy to book in and waiting time was very short



- Friendly and efficient as always

RAU

None

BY Text or Email (Surgery Not Known)

None

Website

None

Voted Unlikely or Extremely Unlikely to recommend because:

Cirencester

- I don't like discussing with a receptionist why I would like to see a doctor
- Phlebotomist refused to take one of my blood samples for Cholesterol as the doctor's request said it was to check following commencement of Statin regime and I had not started the course. I had trusted that this sample was to check my new basal cholesterol levels following lifestyle changes as discussed with Dr Vernon.

South Cerney

- Not being able to have face to face appointments to see our GP is shameful

Kemble

None

RAU

None

Tetbury



None

Website

None

By Text / Email

None