



Friends and Family Test Feedback June 2021

Voted Extremely Likely or Likely to recommend because:-

Cirencester

- Excellent service, Dr Hill and his supporting nurse were friendly, quick and efficient. Dr Hill was careful to explain the procedure and did a reassuringly confident job. No complaints at all.
- Fantastic service, very quick and friendly. Also nurse was personable and reassuring, didn't feel nervous or uncomfortable and she explained the procedure very well which calmed me
- Friendly, helpful service. Had detailed discussion with Steve Whyte about symptoms, likely cause, and treatment plan. Very happy with my consult. Thank you
- Good prompt and thorough examination with good follow up.
- I was seen fairly soon after my appointment time and had no concerns
- Nurses at phoenix all wonderful not sure doctors exist!
- On time and efficient
- Quick and easy to book an appointment. Safe and quick appointment.
- The care taken with my Husband's problem, is exceptional. Nurse Teresa is a lovely, caring nurse.
- The nurse (Carol) is always really good and often sees me before time if I arrive early
- The wait was minimal, the covid-safe measures were all in place, and the nurse was brilliant. She was very friendly and made me feel comfortable and at ease, and had time to answer my questions. A great experience.
- You Dr Khalid is simply exceptional, because he actually listens, is very respectful and takes action in consultation with me and with joint agreement, no arrogance or impatience, no dismissive attitude, this is not just me many patients have spoken glowingly of him. Unfortunately I have experienced the opposite multiple times with Phoenix, which makes this experience even more commendable. Dr Khalid saved my life in 2018 on first acquaintance with my symptoms where my previous doctor allowed the symptoms to not be addressed for most of a year, despite repeated reporting to him, I was told there was nothing to worry about, it turned out to be severe heart failure. I therefore worry about patients having diagnosis missed, I say this as constructive feedback, I give my score as 1 due to Dr Khalid not because of Phoenix which has failed me since 1992. I think you should do more comprehensive surveys on diagnosis and bedside manner, as the manner can intimidate the patient or allow the patient to feel free to share, health can be complicated and making assumptions through a predetermined view of a patient is very dangerous.
- The nurse was wonderful. Unfortunately on phone last week Dr said would put all info in place for blood test but not there. Nurse asked some questions and then got Dr Hill who was there to do the necessary so that my test could be done. She was good and thank you Dr Hill. Hope that answer ok.
- I was treated very well by all departments who seem to work together perfectly. I have recently had a procedure done and follow up care (and new meds) by our practice has been faultless and stress free.
- Good access to GP advice and support, with prompt responses, great to be able to send a GP message Online, and attach a photo! GP and nurses and reception staff are always friendly -please don't Underestimate the difference this makes! Thank you!



South Cerney

- Dr Maxted was professional, kind and patient when treating my father who has dementia.
- Friendly and in time as always
- Nurse Carol was so gentle and considerate. Very helpful too
- Reception were very efficient and also polite as I was late for my appointment.
I had bloods taken, also very pleasant and efficient. I am very pleased with the practice as a new patient

Kemble

None

RAU

None

Tetbury

- Dr Douglas was very understanding, with a brilliant sense of humour
- I find that under the conditions we are in staff are doing great.
- I have always been helped very nicely by your staff.
- I was seen very promptly and Dr Vernon was very understanding and professional and made me feel I mattered as a person.
- Lovely nurse very thorough, also blood pressure taken weight check. I went about ears but these were added to appointment. Very quick and efficient as I always find.
- No problem or delay. Good parking. Quiet.
- On time, polite, efficient.
- Quick and short wait only
- The grade should have been 3. The service from the MSK FCP was excellent. Unfortunately, the speed of referral from the GP was very poor. I had to ask the hospital to chase the matter up before I received an X-ray appointment. Not good enough.
- The nurse was brilliant very kind and understanding faultless
- The nurse was lovely
- The receptionist was very friendly and helpful when I had to do a personal check in rather than machine check in. Good timing for appointment and Doctor was very assuring
- The surgery was well set out/clean. Nurse Helen was amazing. Pleasant, polite and great expertise Blood taken with zero pain!
- Very good service in out 5 minutes
- Both nurses very friendly and make you feel at ease! So relaxed didn't feel the needle going in for blood test Andy needles are not my best friend! Receptionist very friendly too ! All in all a lovely visit and all three an asset to you .



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

- Dr told me to take a photo of the eye which was impossible. You weren't prepared to see me. I paid privately to get seen and have acute blepharitis. Which has been going on since 2019. You wouldn't have been able to diagnose this with a photograph.

Website None

By Text / Email None