



# Friends and Family Test Feedback November 2020

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

### **Phoenix (Chesterton Lane)**

- Always professional and friendly
- As always they are all informative each and every one of the staff which makes current circumstances so helpful when in a time of need
- Because that is how I felt about the service.
- Very pleased with the kindness of receptionist and GPS at the surgery. Very understanding.
- Extremely efficient and well organised.
- Fast and efficient service.
  
- Flu jab efficiently administered in a covid safe environment. Thankyou
- Friendly and professional manner, all questions answered, additional advise given
- Friendly and welcoming. The process for covid 19 restrictions throughout the surgery was well highlighted and easy to follow.
- Friendly staff and the nurse that did my flu jab.
- Good timely service
- I chose 1 in survey because Phoenix are consistently courteous, clear in their notifications & punctual with appointments. All staff & doctors, nurses are very efficient. We are so lucky to have the Phoenix Practice here in Cirencester!
- I felt safe, and my nurse was really kind and comforting as I'm nervous of needles
- Informative and caring
- It was very swift and I felt safe with the Covid regulations
- It was well organised, very quick and I felt secure with the one way enter and exit system, as well as the nurses donned in visors, masks, apron and gloves.
- It's the only way I can.
- Just another successful day at the Phoenix Surgery
- Professional service by all in these difficult times.
- Quick and efficient blood test.
- Quick and no fuss.
- Really friendly and helpful - fantastic service from the nurse
- Super quick well organised procedure. Thank you it is appreciated.
- The nurse was lovely and very helpful despite an uncomfortable procedure.
- The reason for my response was that the appointment was made quickly after seeing the doctor and the nurse was really friendly and put me at ease. She had a good sense of humour and I felt relaxed.
- Very efficient
- Very efficient and well organised flu vaccination. Very friendly as ever.
- Very efficient service
- Very efficient!
- Very efficient.
- Very friendly, efficient and safe.
- Very impressed with the efficiency of the set up this morning. Thank you for all you do
- Very quick and efficient service, was literally in and out in minutes



- Very well organised with, as normal, very friendly staff.
- Very well run operation with caring staff
- Welcoming and friendly, excellent organisation, and I felt safe, thank you
- Well organised, efficient and friendly.
- When I visited the practice everything is different because of covid but the practice was well pictured and laid out. The nurse was very polite and professional. Made the visit more at ease and felt safe and happy
  
- Although the nurses and reception staff were exceptional as always, having to queue outside in the drizzle was not great

### **South Cerney**

- As usual staff are very helpful and friendly. Thank you
- Because the Nurse Helen was kind, helpful, considerate and generally a really nice person. Having a smear isn't always a pleasant experience!
- Helen was very warm and friendly and put me at ease. She was also very gentle and did not hurt me when inserting needle. Sorry if got name wrong!
- Lisa South Cerney, all handled so well and in such challenging times. All the best.
- Very well organised and always follow up on things of concern

### **Kemble**

- As on previous message because I am very grateful for the care from all Phoenix staff.
- Efficient process and very friendly staff.

**RAU**            None

### **Tetbury**

- 1 Elaine the nurse was as usual very caring, 2, pharmacist also,
- A fantastic service, computers had been down before my appointment but no effect on mine, in and out, lovely nurse
- Dr Hill was friendly, efficient, responsive to questions and concerns and thorough in his approach.
- Efficient yet welcoming and friendly.
- Excellent communication via text beforehand, with appointment information and also what to do regarding Covid-19. Helpful staff on the day and the nurse was lovely. Put my mind at ease for my blood test after a previous bad experience. I've replied with this response as a thank you as well for everything the NHS does. Positives are very much needed during the current circumstances
- I was impressed by the friendly way I was greeted and treated during my brief visit. Sister was courteous, apologising for keeping me waiting (which was just 10 minutes). I feel comfortable with all the information given to me. Thank you for welcoming me to NHS.
- Jane is very pleasant and helpful and doesn't rush the appointment. She answers all my pregnancy questions and is reassuring.
- Run like clockwork, very happy
- The kindness and care shown by all staff
- The nurse was friendly and had answers to all of my questions and concerns. Keep up the good work.
- The nurse was very efficient but caring. I have awkward veins but she managed painlessly and with a very good bedside manner.
- Timing of the flu injection was spot on



- Very organised service, safe and comfortable atmosphere
- Very quick & efficient - lovely nurse who explained everything as this was my 1st Flu jab - COVID system worked well - receptionist was welcoming & smiley - thank you
- Welcoming, prompt and reassuring staff.
- As I've never been to Tetbury Phoenix before, it wasn't easy to find, very difficult to park, so much signage outside the actual surgery it was information overload! However the receptionist who met me as I entered was polite and gave clear direction, and the nurse was very good.

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

- Excellent - in and out! Worked very well. Thank you
- Invited in earlier than our appointment time for flu jab. Straight in to the nurse who explained clearly the options . Kind friendly & very efficient. Thank u team!!
- Outstanding!! So efficient, 8.48 appointment, arrived 8.47 called in 8.48, directed to Nurse Lisa. Very lovely efficient friendly, done & dusted back in the car by 8.51!! Wow. Thank you.
- Very slick operation
- Service was very good
- Very good
- Very good service thank you
- excellent as always
- Excellent! But wasn't able to have my pneumonia jab.
- Our recent appointment was excellent and we give - 1 - for our treatment for our flu jab.
- Flu injection very efficient and kind nurses
- Definitely very quick and organised. Thank you
- Very good excellent service very prompt and friendly
- My experience was fantastic well organised many thanks to all the staff at the surgery
- Very good rapid service
- Excellent, impressive set up! Trust the same excellent service will be similar for the, hopefully soon, covid19 vaccine!
- A great experience having flu jab. Very well organised felt very safe all staff pleasant. Would mark a one for excellent. Well done. Thank you

### **Website**

- Every visit to the surgery has been a most pleasant one and again visiting yesterday I enjoyed my visit and am extremely pleased that you do not have any 'dragons' on the reception desk.

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

#### **Phoenix**

- Phlebotomist could not take blood and had difficulty making another appointment. Having to return to surgery for another attempted blood test after major surgery is difficult and painful for me

**South Cerney** None

**Kemble** None

**RAU** None

**Tetbury** None

**By Website** None

### **By Text / Email**

**Voted Neither because:** None