



Friends and Family Test Feedback October 2020

Voted Extremely Likely or Likely to recommend because:-

Phoenix (Chesterton Lane)

- All went according to plan
- Always efficient and caring
- Appointment was on time. The safety measures were reassuring. The staff were very pleasant.
- Because I am 82 years old I was not kept hanging about straight in jab and out again. I have been with surgery since 1957 and service is still as good today as it was then. well done everybody and thankyou
- Booked flu jab was on time seamless & painless
- Easy booking and efficient vaccination service.
- Everything was well organised and went quickly. All staff pleasant
- Everything was well organised. Reception staff really welcoming and professional and nurse Helen so gentle. Timing was superb, in and out in 5 mins.
- Excellent organisation, safety was obviously paramount, speedy but friendly, inspired confidence!
- Excellent system for my flu jab. Quick and efficient and safe Covid conditions.
- Flu jabs well organised and quick.
- Friendly staff Clean waiting area lovely nurse no waiting around felt safe
- Friendly, yet professional and efficient
- Have always get 100 % service at this Surgery always helpful and friendly
- I arrived 3 minutes ahead of appointment time, was sent in to the surgery and then in to nurse. Briskly dealt with and was out again in under 5 mins. Excellent
- I was seen on time, the explanation of the procedure was clear and concise. The actual process was very straightforward and with minimal discomfort.
- I was treated as an individual with respect. My appointment was on time. Everyone shows genuine care and concern. Nothing is too much trouble.
- It was quick, friendly and efficient
- It was SO organised... I was early but that was no problem.. The staff were amazing. I was in and out. I'm terrified of injections and totally put at ease. They had a great sense of humour which was refreshing.
- My appointment was 9.06 I arrived at 8.55 my details were taken I waited in line for 10 mins I was seen to on time and was back at home by 9.20. Very well organised .
- On time and friendly
- On time, prompt efficient service
- Organised quick and safe
- Plenty of cheery staff, no hanging round in a queue in the rain. Well organised. Thank you.
- Quick and efficient service Pleasant staff
- Quickly done. Pleasant helpful staff
- Really very impressed by the speed, efficiency and overall organisation. Thank you for the care and thought taken.
- Service very quick, well organised and efficient.
- Smart and efficient service
- So well organised very efficiently organised and I felt quite safe
- Straight in, no waiting, friendly and efficient.



- The nurse was very kind & helpful.
 - The service was extremely efficient
 - The staff were friendly, appointment was very straight forward.
 - The staff were very efficient and the process quickly administered.
 - The whole system was very well organised and everyone was friendly, polite and respectful.
 - Very caring and efficient.
 - Very efficient
 - Very efficient
 - Very efficient and well thought out, five nurses working flat out.
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- Very good appointment availability, Patient Access system allows easy access to making appointments and ordering medication. Responsive and helpful practice and staff.
 - Very good arrangement on arrival and the whole operation is very efficient
 - Very organised. Prompt and speedy. Felt Covid safe.
 - Very quick, very efficient and safe carrying out of flu vaccination process.
 - Very well organised and efficient service for the flu vaccine
 - Very well organised and quick appointment.
 - Very well organised flu jab service. NHS at its best. Thank you ?
 - very well organised flu jab session. Staff very helpful. All good.
 - Very well organised, efficient and friendly service when we arrived at Phoenix for our flu injections today. Thank you to everyone.
 - Well organised. Friendly and efficient nurse. (flu vaccine)
 - Well planned, great service I was in and out within 2 minutes.
 - As I was going into waiting room as directed I met someone coming out into reception
 - Not very good as appointment was late.
 - The nurse and doctor on ground were supportive and explained the procedure earlier before my appointment.

South Cerney

- The nurse was polite and very efficient job done in under 5 minutes

Kemble

- Efficient, quick and friendly
- Good service efficiently delivered by polite staff and Doctors
- Prompt efficient service, in and out in minutes, adequate safety measures on site.
- Very quick and efficient.
- Very quick and efficient.

RAU None



Tetbury

- A wonderful nurse.
- All straightforward, virtually straight into the nurse, and injection given no problem, thank you
- Always get good service at Tetbury surgery.
- Appointment was on time and I was nervous and the nurse was very calming... Gave a sense of experience
- Bang on time, quick cheerful and efficient. Perfect in every way?
- Dealt with efficiently and professionally. Pleasant manner and any side effects were explained without having to question this
- Efficient and friendly staff. The nurse was very informative and hardly felt anything, very competent well done
- Extremely efficient check in, nurse waiting for me - all done in less than 3 minutes! Thanks
- Fast, friendly and efficient.
- Friendly and very efficient service.
- Good signage - no waiting and straight to nurse who was extremely pleasant - all done and rig bid the diff foot (copied as received - not sure what is meant....GE)
- Great service
- I am so lucky to have Phoenix as my surgery. I am usually seen in Kemble. Thank you.
- I chose it because everyone was very pleasant and efficient.
- I was called in to my appointment on time, given good information and dealt with efficiently. Very good customer service.
- I was seen relatively promptly
- It all worked well
- It ran like clockwork thanks to the lovely staff.
- It was very safe, well planned and the practice nurse was extremely good. Very good all round
- Masks were worn by all, check in was immediate as was the inoculation. All done in a matter of minutes!!!
- On time, v efficient.
- Prompt attention from nurse and doctor.
- Quick flu jab, efficient, friendly, professional.
- Seen early, professional & prompt treatment.
- Straight in straight out!!
- The nurse was terrific.
- The whole experience was slick & efficient from start to finish, thank you.
- There was no excess waiting and my wife and I had our vaccinations very soon after arriving.
- Very quick and easy. All prepared. Excellent service!
- Very well organised flu clinic.
- Very well organized
- Warm welcome, very efficient, felt safe thank you.
- Was met at the door this morning & ushered straight in for my flu jab (no wait at all!) Great, thank you!!
- Was replying to message from surgery requesting my opinion on excellence of service I received!
- Well organised and easy! In and out very quickly and felt safe!
- Whole experience went smoothly so perfect
- Went into app on time and was in and out. Nurse very pleasant.
- Went into my app on time and nurse very efficient.



BY Text or Email (Surgery Not Known)

- I felt the service today was excellent.
- Very good- thank you
- You did really well today
- Very well organised procedure no waiting..... felt very comfortable. Well done nurses and all concerned.
- I voted one because it was all very organised and on time
- Excellent, very smooth, no waiting at all.
- Extremely well organised, we were in and out within minutes. No waiting
- I would definitely recommend a '1' rating. Systems works excellently.
- Excellent service at Romney House Tetbury
- A really excellently organised, safe, efficient and friendly service thank you
- Very good so 1.
- My blood test today was carried out to the very high standard that I have come to expect from Phoenix. My only concern is the supply problem that Roche is experiencing with the supply of reagents due to problems in the move to a new distribution warehouse and will seriously affect testing at the labs (sent 7/10/20..GE).
- Very good and efficient service
- I would give a number 1.5 due to my having to wait 15 minutes which was unavoidable due to computer problems regarding previous patient. The nurse was friendly, chatty, professional and great at taking bloods with no problems, just a little scratch
- My recent visit to Phoenix Surgery for a Blood Test etc. etc. I have to say that since I was registered with Top Class Phoenix Health Group everything you have done for me as a patient has been absolutely fantastic.
- Very Good, thank you
- I forgot my appointment, but they managed to squeeze me in, so helpful! Thank you
- Having had my flu jab this morning it was an excellent experience very well executed and everyone was brilliant so I give you a 1. Thank you
- Nurse Helen excellent
- Very good - informed of pneumonia vaccine I'm eligible for too which I'll book in for in 2 weeks time
- Very good
- Good experience. Blood test quick and efficient.
- Very good. Efficient and easy to access - Elaine as professional and friendly as ever.
- Flu vaccination - Dealt with professionally and efficiently. Pleasant manner and any possible side effects explained without having to ask any questions.
- Flu jab Excellent service on time and precise. Thank you Phoenix,
- Flu jab Very quick and efficient.
- Today's experience was fantastic congrats phoenix you always perform well many thanks
- Flu jab Brilliant and well organised.
- Extremely efficient
- Flu jab good services
- Experience this morning excellent.
- Appreciated effort that went into organising but number of people milling around outside (at least 15) was much larger than I anticipated. Maybe ask people to bring A4 sized paper with their time clearly displayed. Could then see how far down we are. Too crowded in treatment room to treat people at the same time. Particularly to self distance through the exit. Friends of mine say their practice hired a much larger space such as a hall with multiple entries and exits and well ventilated. Also reported virtually no queues. I nearly left because of the number of people waiting.

Website None



Voted Unlikely or Extremely Unlikely to recommend because:

Phoenix

- One of the worst blood tests I've had (and I've had loads). It really hurt, nurse couldn't get all phials filled and I now have to go back again to complete test. Can't get another appointment for 2 weeks!

South Cerney

- I did not appreciate someone (a male member of staff maybe, no explanation was given) opening the door whilst I was being attended to by the nurse and immediately start talking to the nurse and also exposing me being attended to to anyone that may happen to view from the corridor. In addition when I arrived and told the receptionist I had a 9.30 appt, she spoke loud enough for the other member of the public in the waiting room to hear her say 'flu?' Lack of privacy both times and unacceptable. However, on the plus side the nurse I saw was very nice and really friendly.
- Nurse and receptionist @ South Cerney surgery were lovely. I am not complaining about them. But nurse had turned up @ my house earlier because she had been told I am house bound. I am not & never have been.
- Complaint was logged

Kemble None

RAU None

Tetbury None

By Website None

By Text / Email

- The nurse was not up to the usual standard. However, the receptionist was very helpful.

Voted Neither because:

None