



Friends and Family Feedback February 2024

Voted Extremely Likely or Likely to recommend because:-

Cirencester

- We managed to get an appointment straight away! Answer the phone!. We normally drive up to the surgery, because we are " number 17 in the queue!".
- Prompt and quick!
- Check in was easy
- Dr Sethi really helpful for my daughter - left feeling re-assured and daughter clearly happier. He went beyond expected offering medication for skin complaint - a condition that we had not gone to see him about
- The nurse was very kind. She was unable to give me my flu jab as I was not 65 even though I'd be having it the last 3yrs! Called me and told me to not make a wasted journey!
- I had to wait for doctor to decide not to do a phone call before a face to face. As I had things needing looked at, it wasted time waiting till I was allowed to get a face to face. Takes too long to get an appointment. Doctor was good when I saw him.
- Very good doctors
- Good no complaints
- I came to have my knees looked at and that's exactly what was done nothing more . I appreciate the country is overrun with people and time is short for a Doctor but having not been to see a doctor for some time and a new doctor to me it was short and sweet nothing like seeing say Dr Simpson years ago where he actually had some interest in how you were really and your general health asking questions on things previously looked at. I've got a few things on the go which are what they are after years of hard work along with other things on the go which you just put up with because again it's just life and age the same for everybody so after mentioning these on initial meeting and maybe wanting some feedback on them it was a waste of time saying them as no comment was offered it was like you are only here for the knee let's get you out and gone. I know it's easy to pass comment and prob not fair as it's a changing bonkers world and let's face it who'd want to be a Doctor nowadays so big credit to all health professionals but I got to say if you can go through life and get in the coffin without too much health issues then it's a brilliant result.
- Great except left alone in room on ECG without explanation of how long it would take.



- No real criticism .But I did ask for the information leaflet on this injection I think this should be a must as the leaflet did confirm that the symptoms I have had are fairly common , so whilst I still feel groggy at least I feel that there is a high likely hood that my symptoms were probably connected to the injection.
- Link didn't work on phone, check on screen not working.
- More appropriate appointments available at South Cerney it's ok having other places we can go I appreciate that but when you need to be seen f2f these days it's because your fairly off your feet so driving elsewhere or getting someone to do this is just another issue I could do without when I could walk to my local surgery.
- My only gripe is how long it takes to get through by phone tbh - 15mins on several occasions with a small child is difficult. Phone reception seemingly under resourced or make it easier online.
- Receptionist was in training; she was very pleasant and friendly

- I was very happy with my visit. Dr that I saw was trainee but very good and put me at ease with the issue that I had Not really anything that could have been done better. Happy with my appointment.
- Cheerfully and professionally dealt with.
- They were all warm and polite very good.
- I went for a blood test and the nurse was nice and friendly and it didn't hurt a bit!
- Prompt. Nurse was knowledgable and discussed further with me.

- Tina very kindly helped me with my ear.
- Doctor was very professional.
- Receptionist always meets you with a welcoming smile and my Doctor makes me feel relaxed and comfortable I'm happy and so fortunate to be a patient.
- I came for a driving medical which was on time.
- The Nurse I saw was very friendly and polite and gave me a lot of interesting information reference my diabetes
- Efficient and friendly. All excellent for me.
- All very straight forward and timely. Excellent care from the nurse. Very happy. Thank you.
- Nurse was perfect.
- Very efficient, on time for appointment, very thorough.
- Appointment on time and speedily carried out blood test.
- Very nice nurse,seen on time.
- Very gracious over my turning up at the wrong time for my blood tests.The receptionist at the desk was very useful.
- The nurse that I was seeing was 100%, I can't thank her enough.



- The phone system that you have at the surgery is absolutely ridiculous you left on hold for ages. I don't know how you're going to sort this out but please do as I was on the phone for over an hour trying to get through in the end I give up and went to see the receptionist at the desk, she was absolutely marvellous
- Nurse very nice and efficient
- Quick, efficient and extremely friendly.
- Appointment was on time. Dealt with very efficiently. Reception staff provided a great welcome.
- All went very smoothly.
- Friendly staff brilliant service None
- My appointment was on time.
- Very polite and helpful.
- Appointment on time, helpful staff.
- Great team polite and so helpful.
- Didn't wait long, doctor very helpful and pleasant.
- Dr Khalid aware of my illness and was able to give me the information I needed.
- Sorry PHONES!
- Appointment arranged for day after telephone consult, was seen on time, doctor had plenty of time for me and answered all my questions, follow up blood test was done straight after the consult. Couldn't fault anything.
- Nothing could be done better, it was perfect.
- My appt was prompt and the lady practitioner whom I saw impressed me with her listening to what I said and her attentive yet professional and practical response.
- I haven't always been as impressed as I was yesterday but credit where it's due and on this occasion nothing actually could have been improved so gold star!...and thank you.
- Was seen quickly and Ellie was superb. She was thorough, professional and very kind. Please thank her.
- A visit to the practice nurse, very pleased.
- June, the receptionist couldn't have done anything more to help me. She was most kind.
- Nothing could have bettered my visit at all
- Ten out of ten. Thank you.
- Staff very professional and caring.
- Excellent advice for future home treatment.
- Nothing could have done any better.
- Appt on time, efficient carried out, friendly atmosphere...reception very professional and helpful.
- Thank you
- Dealt with quickly, politely and professionally.
- Prompt appt.
- Kind and careful.



- On time and professional.
 - Appointment was one time, completed quickly. Blood nurse had good manner.
 - Doctor very attentive took time to listen and offered advice
 - Dealt with swiftly and professionally
 - Appointment same day. Perfectly on time. Perfectly diagnosed. Totally reassured.
 - Very friendly and helpful.
 - Nothing - all was good.
 - Friendly receptionist, super nurse who tried so hard to sort me out!
 - Saw Dr.Hill later that day, excellent consultation, so friendly and kind. I am so grateful to be a patient at this practice.
 - Staff are great and efficient.
 - First of all I'd like to thank the staff at the reception desk. She was very helpful. Also the gentleman that helped me get my online account. I cannot thank them enough.
 - The asthma nurse called Tina was very professional and she helped me an awful lot. I can't thank the surgery enough for this visit.
 - You're all doing fine, there's nothing I can put down to improve anything.
 - Nurse was friendly.
 - Receptionist was very helpful as I explained it was my first visit. Doctor was friendly and explained everything to me.
 - Promptly seen.
 - Had my b12 jab by first class nurse.
 - Staff professional and helpful.
 - Staff pleasant and helpful.
 - Courteous and efficient.
 - Very helpful & happy.
 - I had a very good session with the nurse taking my blood, painless, and all type 2 diabetes test. She was excellent, put me at ease completely. The receptionist was efficient and went beyond what I had asked for. All in all, it was very good.
 - Seen promptly and on time, kind staff.
 - Online check in and self check is not working.
 - Another suggestion to consider: we attended for Mum and Baby check and jabs, it would be helpful if there was an area to sort/dress/breastfeed not in the main waiting room/in the consultation rooms. It may allow clinicians to carry on with their surgeries without feeling they needed to rush patients. Very satisfied thank you
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- Very supportive and clear care.
 - Efficient nurse who explained well.
 - Clinician very thorough.
 - Nothing re this visit
 - Easy check in, promptly seen. All very good.



- Nurse listened attentively. Asked if I was happy to change medication.
- Minor surgery to remove skin lesion done by Dr Hill and nurse Teresa who were both very kind and gentle.
- Nothing to improve.
- On time appointment, straightforward and helpful.
- On time very nice nurse really happy and efficient, didn't feel a thing.
- You are always welcomed with a smile and treated with efficiently and respect by all members of the team.
- Only there to give a blood sample, but very quick, professional & polite.
- Quick and on time. Maybe a bit more bedside manner. There was no chat. Was a little bit odd.
- Always very well organised.
- Staff very efficient and knowledgeable.
- Prompt and friendly
- Everyone was very helpful and friendly.
- Nurse was amazing.
- The lady who assessed me was very friendly, and that is good because you feel at ease. She was very thorough and explained the problem to me in a way that was very clear. EXCELLENT. Perhaps update your magazine rack.
- I was seen on time.
- Saw my own doctor who knows my history and arranged follow-up tests before referral to consultant. Very efficient and nice.
- Dr Maxted telephone & visit. Good.
- The very friendly nurse used her initiative and was extremely helpful.
- I met with Doctor who checked my notes for background info and tests, given I am a new patient, then physically checked me over. Helped me to understand my situation and made a plan to get better. Friendly and efficient.
- Check in, maybe have an app to check in on our phone.
- Prompt friendly and efficient.
- Staff were friendly and informative.
- Prompt, friendly and professional, as always.
- Your Parking is becoming difficult
- From reception to talking to the dr or nurse the consultation process works very well. I felt I had the care I needed in a timely manner. Many thanks to you all.
- The two members of the team who took care of me during my visit were friendly and supportive, so I could not of asked for a better visit
There was nothing that could have improved the visit
- Routine hormone injection. Actually saw the nurse a few minutes early!



- Short wait and dealt with very effectively and efficiently by Nurse Carole.
 - Doctor was really lovely! She made me feel at ease. I am relieved that my symptoms are being looked into.
 - There is nothing I can think of. Efficient.
 - Option to communicate with written messages rather than chat so not constrained by available times.
 - Had a mini op - all very efficient.
 - Very efficient and friendly I
 - don't think you could do anything different it was great.
 - Nurse was professionally, friendly and put me at ease.
 - Appointment was on time - which was really appreciated as had 3 children with me. All very efficient, helped by there being no current asthma issues so was a routine check.
 - Great to see a doctor and with no waiting.
 - Nothing but car parking always a problem needs a re-think.
 - Nurse listened and discussed the options for future treatment
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- Very helpful.
 - Vanessa went through my health check with me and was very helpful and informative.
 - Efficient , friendly and polite.
 - Receptionist was very helpful and my doctor was very understanding and put me at ease.
 - Efficient. Polite. Took time in explaining possible treatments.
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- As always, Dr Vernon was excellent.
 - Everyone are nice.
 - Lovely staff on the phone, polite and caring. Quick examination on arrival, Ellie was great.
 - Seen on time. Not rushed. Vanessa was very good, engaging and informative. Results and actions required were clearly explained.
 - I had a pleasant and helpful visit to talk through the results of my well woman blood tests last year.
 - Knowing how very busy GPs are now it was reassuring that my doctor was able to see me. No as all the tests and referrals are being dealt with.
 - Very nice lady.
 - Efficient booking in self service, on time, delightful Phlebotomist with a clear name tag, Carla.
 - Very quick and nurse was absolutely lovely.
 - I arrived 5 mins early booked in and before I could sit down the nurse out for me.
 - Great service. Service could not have been better.
 - Dr. Maxted was very caring and understanding. I did not feel rushed and I felt he listened to everything I said. I was very happy with how



my problem was dealt with. I would have liked to have seen a doctor sooner, of course.

- Helpful and friendly.
- Making booking appointments easier.
- I called in the morning and was seen in the afternoon.
- Maybe just guided the trainee doctor when doing an examination.

- All my queries were answered and medication provided if necessary.
- The receptionist was efficient and helpful. All fine!
- Nurse was friendly efficient and informative
- Was seen exactly at the appointment time. Ellie was interested in my issue and I found her very personable and informative.
- On time.
- I must say the needle insertion for my blood test by the phlebotomist was the most pleasant I've ever had. I give blood regularly so I am exposed to this procedure on a regular basis. Excellent.
- My appointment with a nurse was on time. She was friendly, informative and had a professional manner.
- As from past visits all staff I encountered were very polite, respectful, cheerful & professional.
- Appointment on time and nurse very gentle and efficient and a good conversationist. Very satisfied.
- The nurse was very kind and went above and beyond for me.
- Dr Nichol is always very thorough and has extensive knowledge about everything. Wish we could make face to face appointments without call first that's all.
- I was seen promptly and listened to appropriately examined and referred to a specialist. My doctor was also engaging with me about recent events in my life with a warm and empathic manner. It was perfect.
- Doctor was punctual and even after my appointment I was upset and reception staff took kindness and offered me a seat and drink.
Thankyou
- I saw Marion, nurse, she was very kind, caring and professional.

- Spot on time. Very helpful conversation with diabetic nurse. Knowledgeable person.
- The nurse was super lovely and gave me some good advice.
- Excellent response and treatment, really listened.
- Very nice doctor and very good service.
- Dr Nichol was very positive and business-like in facilitating an onwards referral.
- The staff were very helpful.
- Experience very good.
- Very helpful in sorting out additional information.



- Seen ahead of time. Very professional and efficient. Thank you. The link to my log in on arrival failed!
- I find my doctor to be very patient and understanding. Never makes my appointment feel rushed. Parking is an issue. With so many staff now using the car park.
- Saw nurse - very efficient, knowledgeable, helpful - lovely manner.
- My experience was really good.
- I was called in to my appointment on time. Very nice nurse.
- Midwife was lovely and the student nurse took time to check if I was okay and baby credit to you.
- Saw my doctor on time and he resolved my problem I had to phone to leave my doctor a message on my return home. I spent two periods of half an hour on the phone only to be cut off both times. I had to drive back to the surgery to leave the message. This has happened before so I always go into the surgery if urgent.
- Service 100 percent.
- Very friendly.
- The appointment was really good and I had time to discuss my issues. I felt cared for and was given excellent advice for the future. Thank you.
- Very pleasant staff.
- I'm well impressed by how quick and easy everything was. The factor was very comforting and polite. Thank you!
- No problem and nurse very nice.
- It was just a blood test the nurse was wonderful in every way.
- The nurse was lovely and kind to my children and very helpful with suggestions. I could check in one child but not the other, may have been a time issue
- The nurse performing the procedure was very efficient and by engaging in conversation made the experience almost a pleasure.
- Always a great service, staff are all amazing, so friendly and helpful.
- No hanging about and Carla was very pleasant and informative.
- Easy to check in. Seen very promptly. Felt listened to in my consultation with the GP.
- Nurse syringed my ear quickly and efficiently.
- Everyone is very helpful & reassuring.
- Very efficient and friendly.
- No rush, and very friendly and informative visit.
- Waiting area needs facelift if funds allow.



- Very helpful at the desk and lovely nurse. I was early and seen immediately. Was seen quickly and was treated considerately.
- Just helpful reception staff who listened and did their very best for me. And a lovely doctor who was extremely kind and honest
- Friendly caring nurse.
- I am very happy with the appointment
- I checked myself in easily and I was seen promptly by a friendly nurse. The whole experience was relaxed and easy.
- Efficient and very pleasant and professional staff. Thankyou!
- Efficient and friendly.
- On time and nurse very pleasant. No all was fine.
- Excellent experience - kind and informative
- Prompt, very pleasant nurse who took blood very professionally with barely a scratch felt.
- Nurse and Doctor excellent.
- Tests carried out on time quickly by charming nurse.
- The asthma nurse was very good at explaining everything and very friendly. Visit handled with professionalism. A very good appt.
- Teresa is always friendly and helpful when I have my injections.
- Would have been nice to have had some form of heating in the nurse's room.
- I was looked after very well by Dr Nicol and the nurse who was with her.
- I first contacted the surgery yesterday and got an appointment to see Dr Allen on the same day. He organised a number of tests for me and I am now awaiting results. I think that is excellent service. Thank you.
- I did have to wait on the phone for half an hour before I got to speak to a receptionist. I am not sure how one might be able to improve that part of the service. I think it is because there is a huge influx of calls first thing in the morning.
- Helpful receptionist and friendly. Friendly nurse happy to answer questions and provide advice.
- My checking in online hadn't worked so the nurse didn't know I had been on time and was waiting. Luckily she phoned me and discovered I was there! I would rather check in conventionally and will do so next time!
- My appointment went well. Satisfied with the outcome.
- Nothing could have been done better.
- Friendly and understanding. Nothing
- Nurse Lynn was very helpful. Greatly appreciated!
- Respiratory nurse very good. Thanks.
- Dr Vernon Always very helpful and understanding. Always had productive appointments with her.



- In reception had to go to back in doing so banged my arm on the corner of the timber panels tore the skin back, so back in. To nurse to have dressed.
- The corner needs something over it so not as sharp. As above
- Excellent service by everybody at every stage.... Absolutely amazing staff.
- I had my asthma review the asthma nurse was thorough pleasant she did her job well.
- Didn't feel anything it was all very satisfactory
- Nurse was very nice and cheerful.

South Cerney

- Efficient service in both the booking process and my visit
- No further comments
- Carla the Phlebotomist was lovely.
- So friendly and efficient. Put me at ease. No parking available.
- Difficult to find alternative parking. I live in Cirencester.
- If I was able to book an appointment in Cirencester I would have walked there.
- Helpful staff. Left letter for GP and had promise it be given.
- Look forward to hearing next step. Nurse very nice. Overall many thanks.
- The nurse was unable to take my blood!
- The staff were delightful and well versed in their job, it is that my veins that are the problem not the staff.
- My Doctor is excellent Dr and spends time getting to root of your health problems and is very kind ,compassionate, and caring towards me whenever I've needed to see him .very understanding and the surgery n his patients would I'm sure agree we are very lucky to have him.
- Just when the receptionist either answers the phone or speaks to a patient face to face be more mindful n compassionate to the patient needs that they maybe not be able to speak clearly or concisely due to there condition or mental well being .
- Polite nurse, explained the result.
- Fast efficient service.
- Fairly prompt but felt very thorough. Dr Sethi had a lovely manner to put you at ease.
- Have just moved to the village and it is so nice to be greeted with a smile by the friendly, helpful receptionists when attending the surgery. The doctor made me feel at ease and took time to listen to me.
- Efficient check in on screen. A very short wait. Nurse very kind and swift.
- Easy chat. Told me what to expect re results etc. All good. Hardest thing was getting through initially to make an appointment.
- Rang 4/5 times to find I was 15th-25th in the queue and did not have time to waste waiting for 20 mins to speak to someone so gave up until



I had the opportunity to try again.

- So frustrating and delayed getting an appointment by about 3 wks. When you can actually see someone it's all good but it does feel like there is a mountain to climb to get to that point!
- Positive appointment. The practitioner made me feel at ease and treated me with respect and kindness.
- Appointment was for a blood test. Completed on time and the nurse was pleasant and helpful.
- My doctor is Dr Hill, he's always been amazing to me. Very friendly and understanding with any problems I have.
- Seen on time
- Courteous staff.
- The blood test with Carla was efficient & pleasant.
- On time Staff helpful
- Very friendly. Very efficient.
- Appointment was on time and quick
- Very efficient and friendly service, addressed my additional enquiry
- Alison was brilliant- really kind and caring. Appointment was quick, room nice and warm.
- Prompt, professional, friendly service thank you.
- The staff are very approachable, friendly and helpful.
- The receptionist was very helpful when I phoned in the morning to ask if I needed to fast before my blood test. When I had the blood taken, Carla was fantastic. Very cheerful and reassuring.
- Very punctual appointment on time.
- The nurse I saw couldn't have been more helpful.
- Everything fine.
- Kind caring and efficient clinician.
- Nothing can be improved.
- The receptionist was very friendly and helpful, and the nurse I saw was lovely.
- Prompt appointment and helpful nurse and receptionist.
- Helpful, polite and on time.
- Polite and helpful reception personnel and nurses.
- Straight in and saw the nurse who was very helpful.
- Everything done professionally.
- Tina the nurse was so knowledgeable and helpful.
- Very efficient - no waiting. Much appreciate being to be able to be seen at South Cerney surgery. Polite and helpful receptionists.
- Would be even more accessible with an automatic outside door into the surgery.
- On time.
- The Nurse was delightful and caring, and on time, and answered all my questions fully.
- Excellent.
- Efficient check in. Phlebotomist very professional, polite and welcoming.



- Appointment on time and very polite nurse. All very good.
- If it all works, don't change it.

- Appointment ran on time. Staff friendly. Nicer waiting room, very dark and dingy.
- Very nice staff and on time.
- Always helpful did not have to wait long for appointment.
- Update the furniture, maybe have a radio in the background whilst you are waiting to take away the time.
- It was very good
- Quick and efficient. Nice manner.
- Dr very thorough
- Polite receptionist, and a wonderful, kind, caring, patient nurse.
- I arrived a little early but was seen very quickly.
- I was seen on time and Dr Hill was very kind and thoughtful.
- Very friendly lady and caring.
- Spoke to a doctor I have never spoken to before and found her
- most sympathetic and helpful.
- Excellent care by clinician I see for weekly INR test.
- Nothing to add thank you.
- On time, lovely friendly phlebotomist.
- Went into the appointment very quickly and staff very nice and welcoming.
- As always friendly and so helpful and appointment on time.
- On time and friendly reception. It works well.
- This visit was prompt and seamless. My previous visit was not. I was given a blood appointment and a telephone appointment for one and two weeks hence. This was ok as it finally concluded an original message saying I needed the blood test. I had replied that same day to be told that it could not be found and that I would be called back, which never happened.
- I was told that a knee telephone appointment was not priority because it dated back. Consequently the appointment was made for 7 weeks hence as instructed to a trainee by her senior. I'm happy to say that in fact it was discussed with me by my doctor.
- Bright and warm welcome from the nurse.
- Prompt and efficient treatment.
- Appt on time.
- Blood test very expertly done Nothing
- Helpful and pleasant staff. Punctual and quick appointment.
- My experience at South Cerney was good. Receptionist checked me in.
- Waiting room was nice. Doctor was very pleasant and thorough.
- Sent me a link for self referral.
- Everything at south cerney was perfect.
- Blood taken carefully and efficiently.
- Quick, efficient, friendly!
- Blood test was exactly on time. Appointment was only a few minutes but



- I'm fully aware of time.
- I also talked about another issue to receptionist. She was very professional and efficient.
- I forgot to give in my B.P. readings. Maybe a reminder from the nurse?
- Lovely lady who took my blood test.
- Nothing it was that good.
- Everyone very friendly and efficient. Seen on time, very good.
- Considerate, helpful and caring.
- Prompt, professional and very helpful.
- I came for blood tests. My appointment was on time and over and done with speedily. Friendly staff.
- Efficient and quick, nurse was polite and helpful.
- All tests and blood test done very well no pain do very efficient thank you.
- Had a new inhaler offered and its use explained.
- Useful appointment as the nurse also explained that the eczema I get on the back of the head is very common for people with asthma.
- Very helpful and informative. Also friendly.
- Concise and calm.
- Great staff.
- Knowledgeable workforce.
- Wonderful surgery.
- Keep to schedule, but that's like asking to live on mars in this current climate, therefore probably an unrealistic request.
- Great team - great experience.
- Very punctual and efficient service.
- Simple blood test. Nurse was very good and I was in and out very quickly.
- Very friendly as was Kemble where I visited the previous day.
- All staff were excellent! Face to face patient analysis is much better than trying to diagnose over the phone.
- Friendly and efficient :-)
- Nice people and on time.
- On time appointment, no delays.
- Had very little wait probably less than 5 minutes.
- Able to fit in extra blood for diabetic review no problem.
- No waiting around.
- Went straight in.
- Very quick blood test carried out by a friendly nurse.
- I didn't have to wait very long, the nurse was lovely and answered questions I needed to know.
- 2 appointments with Dr and nurse Dr very good referring me ,blood test with nurse again very good, also receptionist extremely helpful changing blood test appointment to follow Dr appointment, A1 thank you.
- The reception staff were excellent.
- I saw the nurse on time who was welcoming friendly and efficient.
- I was very happy with everything no problems whatsoever.
- The surgery staff are all delightful and always very helpful. The issue is the



- phone call appointments system.
- We now drive to the surgery to make appointments as it's quicker and more effective than phoning. Also I don't understand how it can take
 - 10 days to get a phone call from the doctor when a follow up face to face meeting which isn't urgent has availability the next day.
 - Very friendly and polite staff
 - On time, no issues
 - Timely, helpful Nothing on this occasion
 - My appointment was on time. I was out in 5 minutes. Excellent.
 - Quite surgery despite building work, seen on time and back out within
 - 10 minutes, No queue.
 - Appointment on time and very pleasant.
 - Kind competent health professional.
 - Attended to quickly by reception and nurse.
 - You could not have done better.
 - Receptionist v helpful and nurse friendly gentle and efficient.
 - Receptionist was extremely helpful and very pleasant.
 - The nurse who took my blood was very careful and considerate. Thank you.
 - I don't feel anything could have been done better.
 - GP listened and understood my health concerns helped me to make decisions and take advice. I was very satisfied with my appointment.
 - It was fast and efficient.
 - I was early but they said I hopefully would be seen quickly. I was and everyone was very nice.
 - Very polite and I was put at ease straight away.
 - And came away happy.
 - Nothing it was a good experience.
 - Theresa is brilliant.
 - Polite welcome. Helpful receptionists. Nurse very understanding and friendly.



Tetbury

- Car parking bad, nursing staff very good. Receptionist not welcoming.
- It would be nice to be greeted with a friendly face and a good morning,
- Nurse called me in by my first name but it wasn't my appointment, I was the only one
- in the waiting room at the time.
- Overall my appointment went well.
- Auto check in worked and I was seen promptly by very nice phlebotomist.
- Only change premises and provide appropriate parking.
- Nurse was very nice and had a chat with me!
- Turned up. Was seen on time. Staff were friendly.
- The visit was good.
- Poor parking but overall a good experience.
- The service was good. Being on time.
- I have been in contact with my doctor and arranged blood test and blood pressure – then received a text re Long Term Condition Review. Didn't seem to be coordinated.
- I saw Dr.Cardew who I like very much she is very approachable, helpful and reassuring.
- Entirely satisfied with the Surgery.
- Yesterday I went in for a blood test...lovely nurse listened to me and managed to get me an appointment on the day. Previously...I have not actually seen a doctor face to face since last April even with my ongoing problem! Phone calls are NOT the same!
- The paramedic, Luke, was professional in his approach and referred to the duty doctor to confirm his findings and proposed actions. Also friendly and helpful.
- My problem is with the follow-up to my appointment. I have been asked to book a telephone appointment to discuss something with a doctor.
- However due to my job I cannot do a telephone appointment. The link tells me
- I will have to accept a call at any time during a 4 hour time window. My work environment includes a complete ban on mobile phones, watches, and jewellery amongst other personal belongings. I can only be contacted via an emergency number in case of a family emergency. It is not in a private place where I can discuss medical matters. Due to the rules put in place by the surgery I will not be making an appointment with a doctor. This phone call only system makes it very difficult to make any medical appointments at the surgery so I don't consider the surgery when it comes to seeking any medical advice.
- The nurse who I saw was professional and reassuring.
- The receptionist was rather abrupt.
- Very kind nurse.
- My experience with Helen was lovely and she made me very comfortable.
- Parking was difficult because the only free spaces were reserved for doctors or disabled.

- Easy to schedule and very efficient visit.
- Very charming nurse very cheerful and most efficient. All handled very efficiently.
- Went for blood test and was seen on time with a lovely nurse .



- Need to see someone about skin problem and Dr Emma fitted me in I was well looked after.
- On time, friendly and helpful staff.
- The nursing staff are all so friendly and efficient, which makes for the feeling of being in Safe Hands.
- The Nurse was brilliant very thorough and gave me the answers to my problems.
- A quick appointment, friendly staff and I'm very grateful for a well run, efficient service.
- Thank you all. Nothing I can think of.
- I went to have my fortnightly appointment, but I also had a bad wound on my hand and the nurse put a proper dressing on it.
- Nurse was very accommodating and saw my wife and me together when my wife's appointment was booked for a further half hour ahead of my time.
- It was very good because there was no delay in having my blood test done and the nurse was pleasant and courteous.
- Nothing really, except a more comfortable surgery, but for the moment it seems nothing can be done about it.
- Was attending for spirometers test, seen and attended to with care and respect by nurse.
- Nothing really only thing is beyond your control is parking.
- I was very nervous going in but I came out a lot happier.
- I visited for a blood test, very pleased. No everything was fine.
- Seen ahead of time, easy, painless procedure. Very friendly nurse, Marion.
- Came for test, absolutely first class service!
- I was having an ongoing problem and managed to get an appointment and seen within 3hrs which was amazing.
- Interaction with the doctor was excellent. Appointment was 15 minutes late.
- Nurse Emily made me feel very comfortable, thank you
- Very helpful staff and doctors
- In and out in 5 minutes. Brilliant no waiting.
- Attended immediately. Thoroughly professional job.
- Met my own doctor who was thorough and dealt with filling out forms in a speedy manner. Very happy with my experience.
- Friendly and professional service.
- Nursing staff. I.e. For injections etc always very pleasant and helpful.
- Receptionist seems to have a more pleasant attitude in recent times.
- One of the most important things is to be greeted by a smiling pleasant receptionist.
- No issues whatsoever.
- Nothing! No waiting time, no rush during appointment, clean facilities etc
- Helpful staff and very friendly.
- Dr Angus was as usual prompt, helpful with injection.
- I had a blood test the nurse was superb.
- The nurse was wonderful, friendly, chatty, put me at ease and very professional.
- Saw Doctor Angus and he was so kind and helpful which is what is needed when you don't feel well.
- I saw the nurse promptly and she was kind and efficient.



- First visit as a new patient. So far, so good.
- Prompt, efficient service.
- Good care and prompt blood test with helpful nurse, now await results many thanks also to Dr Khalid for his advice and support. All good thanks.
- Dr Angus is very good.
- Very friendly and helpful staff.
- Doctor was very supportive
- Despite me being inadvertently late for my appointment the staff in reception couldn't have been more helpful. They realised I was stressed & quickly rearranged my appointment for later the same day. I was even more surprised when one of the receptionist ran after me in the car park to say the nurse was able to squeeze me in straightaway, before her next appointment. The nurse, too, was understanding & non judgmental & sorted me out without delay! A huge thank you to them all!
- I received exactly what I needed.
- I went for a blood test for diabetes, the nurse I saw was very kind and considerate.
- Efficient and friendly as always.
- My appointment was on time and the nurse I saw was efficient and kind.
- Elaine was very good and my appointment was on time.
- On time and efficient.
- Really appreciated how the doctor explained what was going on and showed me on the screen. I felt confident with the follow-on appointments needed.
- Excellent appointment to redress wound and give advice.
- I always find the nursing staff pleasant and helpful. All fine on my visit anyway.
- Very helpful receptionist and Dr Angus was wonderful.
- Very pleased with the service thank you.
- Polite greeting on entry to the Surgery, Dr very professional, knowledgeable, excellent interpersonal skills and solution - focussed.
- Softer chairs would be helpful for those of us with back or hip problems.
- Appointment on time Nurse precise knowledgeable and helpful.
- More chairs with arms for senior citizens.
- Everything on time I was dealt with most efficiently.
- Promptly seen at correct time. Very personable and efficient nurse.
- Able to book up 3 monthly appointment same day as visit which saves a lot of hassle for me trying to book a time slot.
- Dr allowed more than enough time to discuss my problems and explanations were given in very clear terms.
- Electronic check in. All went exactly as appointment. No problem.
- Appointment as scheduled. Couldn't have done any better.
- Friendly staff, prompt. Caring nurse.
- Given a quicker review appointment, having to wait 6 weeks.
- Staff very good and helpful.
- A blood test with Elaine the nurse who was very professional and friendly as always very happy with my treatment.
- Expert nurse, clear advice.
- Seen on time. Nurse very friendly and relaxed. Also, kindly offered to give me this job in future at any time if I did not have to go to Cheltenham for other reasons.



- Offered to provide the drug via a prescription from a Practice GP. This saves me having to arrange it to be sent or collected from Cheltenham. Very reassuring and helpful.
- I personally have never had any issues with the surgery apart from the fact that it's still very difficult to see a doctor face to face. Hopefully this will improve in the future.
- Receptionist I dealt with was really helpful! The nurse who saw me was very friendly and managed to get my blood ok. So I am very happy with the service.
- Treat you like a person.
- Very Good friendly service
- Had a blood test and the nurse at Tetbury surgery was excellent with her and made the whole experience very stress free.
- Dr Angus Mc was a brilliant. He answered all my questions and resolved my health issues.
- Nothing all perfect
- Elaine, the nurse, was friendly and very efficient.
- Kind, considerate, explained what was going to happen. Excellent.
- I only waited a few minutes for my injection by a friendly and efficient nurse.
- Tetbury surgery is very good, but we need a new one with adequate car parking.
- Appointment was on time & Lucy was very good.
- Dealt with on time.
- Reception always welcoming and helpful. Friendly professional nurse.
- Friendly, relaxed, supportive.
- Nurse Lucy was excellent on Friday.
- Nurse Lucy was kind and professional.
- Great service from nurse.
- Greeted with a smile from Receptionist. Taken on time by nurse.
- Careful and thorough examination carried out.
- Couldn't fault Tetbury surgery today, receptionist very helpful, and seen on time.
- Dr Heil was thorough and helpful, also had a text after to confirm about meds ect.
- Was seen on time, efficient, helpful and kind nurse.
- Couldn't have been better 😊
- The practitioner was kind, caring and thorough. Very reassuring with clear course of action and detail on when to return if needed.
- Very fast and efficient.
- The nurse was friendly and professional.
- Elaine always takes blood painlessly and has a great bedside manner.
- Nurse was very pleasant, I was seen on time and a good experience.
- Went for a blood test. Excellent service as always.
- INR check and blood taken, all good!
- Excellent staff and nurses, very good experience.
- My appointment was on time, and the nurse I saw was very efficient and polite.
- Efficient, thorough, kind care.
- Went in for a blood test, on time quick appointment.
- On time, very polite and welcoming staff. Super easy to get an appointment
- The nurse was excellent and very helpful All was quick and efficient.



- On time and a lovely doctor.
- Seen on time and nurse very friendly.
- Friendly, fast and efficient.
- My appointment with the phlebotomist was on time and quick for several blood tests
- Service good.
- I arrived a few minutes early, was called in, my expectation was checked, jab done and I was out. Straightforward, easily booked the series of six jabs required and staff were all amiable. Thank you for a fantastic service.
- Parking is the only problem we ever have, looking forward to the new site where we anticipate it will be easier!
- Kind and caring.
- Quick, no waiting, clear advice.
- Surgery is well run, no-one else waiting so I was seen very quickly.
- They were on time and polite Nothing
- Efficient, friendly appointment where the ESP listened to our issues and gave treatment as needed. Answer the phones quicker.
- Very friendly nurse.
- Quick, polite, informative and very efficient.
- My appt was on time. I didn't feel rushed and felt pleased with the consultation
- Phlebotomy appt. Seen on time. Pleasant lady.
- No bruising. So very satisfied.
- Nurse was very nice and helpful.
- It would be nice to have a chance to see a doctor sometimes.
- Really pleasant and helpful.
- Lucy is very pleasant to chat to and thorough with her information. She has done my sons immunisations on both occasions and so very kind considering the tears!
- Quick and professional
- Prompt attention and quick appointment. Nothing today.
- Went for a blood test and as usual Mrs Dove was very helpful and excellent attitude.
- Congratulations and thank you.
- Extremely helpful and understanding.
- Advice about parking would have been appreciated as new to area.
- As always. Elaine was most efficient and caring. I have great confidence in her decisions.
- Visit 2 of 6 for jab, as always the surgery staff are great and appointments straightforward and on time. Even got parking in the car park.
- Prompt and appointment quickly available.
- Our nurse was great, putting at ease before his vaccinations.
- The nurses seeing to me were very friendly and supportive.
- Seen at appointment time. Nurse explained everything to me and advised as necessary.
- The wait was short and the nurse was wonderful.
- The nurse I saw was very nice and she listened to me...I don't think you could of done anything better.
- Compassionate, caring and professional, as ever. Thank you.
- Nothing is too much trouble for Dr Angus McMyn. And he gives impression you have



- all his time and attention - even when he's probably very busy!
- Professional and pleasant treatment. Care taken to solve the issue.
 - The nurse was lovely and patient with me and sorted my issue.
 - I went in on time, the nurse was very kind and the blood test was done quickly and efficiently.
 - My appointment was with the diabetic nurse and she could not have been more helpful.
 - Nothing
 - Appointment on time, diabetic nurse informative and efficient.
 - Polite and helpful receptionist and GP.
 - I could not get through on phone to book the appointment and I did not have much credit (pay as you go mobile) so I had to come in to the surgery to book , which was annoying.
 - The nurse was very good, polite, efficient and excellent
 - Blood test on time quick and efficient.
 - Nothing, but almost impossible to get through to the surgery by phone. Cuts out having waited 20 mins in queue.
 - Nurse who took my blood was very professional, got blood first time. Appointment on time.
 - Answered all my questions.
 - I attended for a wound check and was extremely anxious about having stitches removed. The nurse who looked after me was so lovely and made the whole experience manageable. Huge thanks to her!
 - Nothing my experience could not have been better despite my anxiety
 - The lady who took my blood was really efficient and put me at ease.
 - Couldn't praise the nurse more for putting me at ease. I hate needles.
 - Time efficient caring blood appointment
 - Reception polite, nurse exceptional.
 - Nurse booked to do blood test still with a patient so nurse due to start another list in next room called me in as had a few spare minutes - great example of team work, thank you. Nothing!
 - Brilliant treatment and care. On time , even early and such a lovely nurse.
 - Blood test- No improvement needed.
 - Marion the asthma nurse was very pleasant and informative. She listened to my questions and gave practical suggestions regarding my medication and how to use it to the best effect.
 - The receptionist - Lisa, was very kind and thoughtful. Also, the respiratory nurse – Marion was very informative about my illness, and was caring and understanding.
 - Kind, professional and punctual staff.
 - Efficient and on time.
 - Nurse on time and great with me for my blood test
 - Very professional and friendly staff. Offer face to face appointments again.
 - Was seen immediately (early) and the two nurses were incredibly kind and lovely.
 - My blood test with Anne went well No comment to make
 - The nurse was so helpful, kind and patient. Got to ask all questions I wanted and got good responses. Everything was on point.
 - It was a blood appointment, very easy and straightforward.



- Very quick no waiting. Very pleasant nurse.
- I am needle phobic and the nurse was amazing . Reception were also very welcoming
- Nothing I am so pleased with my first visit to the surgery.
- On time and very friendly.
- Pleasant friendly and efficient staff - only problem with Tetbury surgery is lack of car parking.
- Saw Dr Angus who was excellent. Listened to me and gave me plenty of time.
- Seen on time
- Trying to get through on the phone is almost impossible.
- Helpful. Courteous Staff. Treated with respect
- Wonderful professional, knowledgeable and helpful.
- On time- Nice nurse.
- Only booked on Friday and got a Monday appointment.
- The nurse was so helpful.
- Made me feel so much better. Thank you.
- Called in on time and efficient service.
- Lovely nurse. Made me feel relaxed even in the weird scenario that is a smear test. She's an asset to the surgery.
- Booking appointments is impossible when working 9-5. I often ring up in my 45 min lunch break, and am on hold for that entire time, have to go back to work and put the phone down. The system also crashes and loses your place in the queue. I've given up ringing and now only walk into the surgery, which I can't do very often so I actually avoid going to the doctors for things I probably should do, just because it's too hard to get an appointment.
- Very punctual, friendly and efficient.
- Faultless and cheerful.
- Staff very good.
- I strongly feel that ALL test results belong to the patient and are part of blood tests etc should be provided negative OR positive.
- A 'no news is good news' system is NOT acceptable and unfair to the patient.
- Very helpful. On time. Caring.
- Professional, friendly and compassionate care, as always.
- Practice nurse was very open and helpful in exploring issues beyond the routine check.
- Very quick to get an appointment in person the same day as the phone consultation.
- Doctor was very professional and thorough.
- A quicker first phone appointment would have been even better.
- Always so efficient from check in to the actual appointment to check out.
- Nurse and Front desk receptionist friendly and helpful.
- Greeted by receptionist clear directions to waiting room. Appointment on time.
- Excellent!
- Tammy the nurse was very thorough and sympathetic.
- I went for blood tests and was seen straight away at my appointment time and the nurse was professional friendly and efficient.
- Always excellent care.
- Was easy to book. Reminder of my appointment was sent, which is good.
- Lovely reception from Lisa?? on the front desk and friendly on-time test from Helen,



- faultless service, thank you 😊
- Prompt friendly service
 - Saw the nurse a very professional lady, very cheery and nice.
 - Vanessa was punctual, welcoming, informative and non judgemental. She put me at ease about my results for the NHS health check.
 - Everyone so kind and helpful was even able to pick up my prescription.
 - Nice approachable nurse practitioner.
 - Machine to check in didn't work.
 - There is a certificate pinned on the board right where you wait at reception with Dr Gerald and Dr Swanborough listed as the certificate holders, seems kind of out of date.
 - Respectful and knowledgeable staff. Offered face to face appointment same day
 - The nurse and doctor were very good, explaining about my leg, and were very caring
 - Reassuring and kind.
 - Seen on time. Asthma nurse was very welcoming and reassuring. Had a good discussion of my asthma.
 - Opened the outer doors a little earlier!
 - Very efficient and lovely nurse
 - When you actually get to see a Professional medical person it is very good!
 - I had a blood test, the nurse was very chatty & made me feel at ease.
 - Quick appointment and felt listened to. Good response.
 - Phone call queuing system sometimes just rings and not sure what is happening.
 - Saw the nurse for a blood test.
 - Your telephone system is stressful to use.



Kemble

- I was there to have blood taken. This proved difficult and a little distressing as my other arm was tried. The receptionist was very helpful in halting to make me an appointment for the follow up health check.
- Always helpful staff.
- Doctor very pleasant and reassuring
- I was seen on time. A chaperone was present (not at my request). Staff member in formal medical attire. Looked professional. When I arrived I was not asked by receptionist as to who I was. She was talking to some at the counter.
- Hand sanitiser to be made available.
- On time lovely nurses and very quick
- Usual professional and friendly service.
- Very informative / didn't feel rushed / relaxed atmosphere.
- Quite location and seen straight away.
- Dr Allen was very kind, thorough, and I felt he was interested in the whole of my situation .
- Thank you. Nothing at all
- Always a pleasant experience
- The nurses were very pleasant and professional and put me at my ease.
- I had a blood sample taken which was straightforward.
- They were excellent. And we had a good chat while the blood flowed into the bottle!
- First class, friendly professional service.
- I was seen promptly by 2 cheerful nurses.
- The receptionist didn't appear very happy but on the other hand I did not know what kind of day she had had up to that time.
- It fulfilled my expectations.
- Property is a bit run down.
- Appointment was on time. Informed, helpful and friendly staff.
- Everyone was friendly, chatty, and no trouble at all.
- So quick I didn't realise the blood test has done
- Was a little bit of waiting but not bad.
- Appointment on time and efficient.
- Dr Vernon very helpful pharmacy immediate response
- Nothing apart from Phoenix booking system this took 2x40 minute calls
- I was a little earlier and the doctor saw me before my actual appointment time not much earlier though maybe few minutes before.
- Right on time more than pleasant staff and very professional.
- All good and quick!
- Very kind and caring.
- Friendly, kind and reassuring.
- Very old toilet, battled to flush it and an old smell to it.
- On time very easy to talk to
- I need blood tests and the earliest one anywhere is 2 weeks away. which means 3 weeks by the time the results come through.



- As always Dr Vernon was very helpful and understanding
- I was treated with respect and nothing was too much trouble.
- Very good.
- Your staff are so friendly & professional.
- I was seen on time for my blood test, was able to book another appointment at the same time and to pick up my prescription.
- Professional, friendly and patient staff - Theresa the receptionist/dispenser is amazing Lolly and another lady whose name I don't know I'm afraid (phlebotomists) were great as it took 5 attempts to get my blood out and I expect we ran over my appointment time and made the rest of the list late - sorry!
- Very pleasant ladies taking my blood.
- Nothing 11/10.
- Kemble surgery works very well for me. The receptionists are very helpful and always pleasant to deal with. I have established a good relationship with my
- GP and the level of service overall is outstanding.
- Came for a blood test which in fact wasn't booked on the system only on my phone! So fitted one in, very helpful! Prescription delivery service is excellent, thank you!



RAU

- Great care!
- Had a blood test, was very fast and simple
- Can't really think of anything.



Voted Unlikely or Extremely Unlikely to recommend because:

Cirencester

- I didn't feel I got a full explanation of my condition from the doctor. I'm not sure what I need to do going forward & was told I'll just need to live with this now. I feel I want it fully explained so I can understand what has happened. More information about what I need to do and what my options are going forward. I would like to speak to a specialist in women's health as I am still very confused and feeling very low.
- I wasn't very happy with the experience I had. Please may I see someone else next time.
- I arrived for my routine blood test but was told it couldn't be done as there were no Blood tests loaded on your database under my name. I used to have blood forms sent to me so I had a greater degree of control over such things. I also used to have access to my test results but can no longer access them.
- Just felt like the doctor didn't have a clue or try to explain anything about anything. What I came for and has given me anxiety, doctor could of maybe interacted a bit more.



South Cerney

- I was a couple of minutes late for my B12 jab and was made to feel awful by the receptionist with no empathy of my circumstances of why I was late - I had been in a car crash. Would prefer Cirencester surgery. Be polite. Understand that we are people and I did not mean to be late. Being told I may not be able to have my jab so flippantly made me feel sad so try a little harder to think about the person you are talking to.

No negative feedback for RAU & Kemble



Tetbury

- Was not friendly-Needs to be friendly and more welcoming staff
- The receptionist was very rude and unpleasant to me. However the asthma nurse couldn't have been kinder.
- The receptionist could have been kinder and not so rude to me.
- Waited at least 8 mins at reception to sign in automatic sign in didn't have my birth year.1944. It took two phone calls to get a face to face. appointment parking was difficult. Saw doctor 10mins late.
- No magazines
- Reception could be much better organised the receptionist is having to explain to patients about phone call appointments and what you need for a face to face. People come in with a problem and then need to have call from doctor before being seen? They also are dealing with blood pressure machine .
- I arrived in plenty of time for my appointment but didn't get signed in before my appointment time then had to wait a further 10mins
- On another occasion I was visibly unwell with my husband who I am a carer for and I asked for some water. The receptionist was unable to give me some but another member of staff fetched me some and we were left in the waiting room for approximately 45mins before I was feeling a little better and able to leave, no medical staff were called for over 30 mins and then non available. My husband, deaf with Parkinson's was very stressed.
- Would anyone be available if I was on the floor or vomiting? I was unable to leave. but told to sit where the receptionist could see me. I felt really unwell.
- Access to water would be a big improvement in the reception area.
- Our previous doctors surgery was far better organized.
- My blood test was initially administered to the wrong patient as there was obviously NO checks to confirm identity before taking the blood sample the nurse subsequently realised her error when it dawned on her the patient she had treated appeared too young to be me. It must be an essential requiring to confirm the identity of a patient prior to administering any treatment. When I visit GRH eye clinic they always ask me to confirm my date of birth and address before even an eye test is undertaken. This basic discipline is clearly not a routine part of Phoenix regime. My wife who visited the surgery earlier the same day was again not asked any questions to confirm her identity prior to her ear syringe. Please get your act together before a serious mistake is made with dire consequences for the patient. I would appreciate some confirmation that some action had been taken to eradicate these slapdash procedures.
- I don't think you should have to wait a week to speak to a doctor nor should the receptionist need to know why you want an appointment. What happened to client confidentiality. Be able to access a doctor sooner especially your own doctor.
- I was delirious
- The nurse shouted my full name from the end of the corridor. Waiting room with other patients waiting - all then knew my name. So much for patient confidentiality!

