



Friends and Family Feedback April 2024

Voted Extremely Likely or Likely to recommend because:-

Cirencester

- Appointment was on time and all very efficient
- Nothing all good
- Very caring nurse.
- On time appointment, no delays
- Very efficient nurse
- Pleasant staff and seen on time
- Fairly on time. Doctor was efficient. Doctor seemed a bit stressed which I can't be avoided but did come across in the bedside manner a bit.
- Appointment was running on time. Nurse was very friendly made you feel at ease and she was very efficient at her job.
- Superb service as always from Dr Maxted. Thank you.
- The tap sign in screen wasn't working (!) so I went straight in and sat down in the waiting room. As my appointment time passed I thought I ought to check with Reception. Because the machine wasn't working they didn't know I had arrived. Consequently - and in my view, inexcusably - I was late for Dr Maxted and had delayed him. Perhaps a simple piece of paper over the machine saying "Please report to Reception" would be an idea to avoid confusion and wasting the Dr's time.
- Blood test All good
- Dr Vernon listened very carefully to what I had to say, was very helpful and treated me in a very respectful and friendly way.
- I was seen promptly. Pleasant and professional staff.
- Appointment on time and queries dealt with quickly
- Hayley was excellent.
- The receptionist was very kind and helpful followed by a call within 15 minutes from the dr who then saw me face to face the same day. Excellent service from both the receptionist and the GP- thank you!
- On time, friendly, efficient
- Appointment on time, seen to in an efficient and pleasant manner.
- My son was seen on time, concerns were listened to and he was well looked after.
- Prompt professional service.
- My GP listened to my concerns and acted on it.
- Nurse Carol always a pleasure to see. Punctual and efficient.
- I'm not particularly happy with your system to login via my phone on arrival.
- The login screen by reception is intuitive and quick.



- Excellent service from receptionist to the Doctor
- Missed appointment, due to my failure to check.
- Was given new appointment.
- Not yet due
- Staff was very friendly, make me feel relaxed and tension free.
- My chest was examined and was reassured it was clear and what I have us viral.
- No. It was efficient and helpful. Thank you.
- Excellent, caring staff.
- Get your files up to date .
- Staff are friendly and helpful.
- Hugely reduce the waiting time, including when phoning the reception, getting doctor appointments and blood tests, etc
- On time-It was quite difficult to get a phlebotomy appointment, not much availability and had already been cancelled once by the surgery
- It was good to see a doctor face to face.
- Very good service and seen very soon after arriving.
- Appointment was on time
- Very helpful receptionist and seen on time
- All very efficient "
- I came for a smear test and the nurse was great and put me at ease. All good.
- Appointment was running on time very friendly nurses . Injection over and done and out again. You could do with more parking. Car park was full but nobody in waiting room. Is it a car park mainly for staff?
- Efficient service and friendly staff at a convenient location for me.
- Always welcoming very helpful
- Tammy is so lovely. Was running 30 minutes late but totally not Tammy a fault, think it was her previous patient
- Had blood test ...very quick
- All on time and efficient, thank you
- Went to have my bloods done & Lolly was so pleasant & chatty which was so nice.
- Excellent.
- I didn't have to wait too long to see a medical practitioner, she was very thorough suggesting medication that would most likely help me. I felt cared for and confident. Telephone is madness.
- All staff very pleasant
- Efficient; pleasant nurse.
- Everyone there is so kind and nothing is ever too much trouble to help or listen to you.
- It's a very good surgery to be a patient there. On this occasion absolutely nothing...
- I got my treatment and a follow up appointment. Fine for me.
- Dr Maxted was very nice and treated me with compassion and kindness
- Made to feel at ease, great communication and very efficient
- All good for me staffs are friendly.
- We checked in early and were seen early. The nurse we saw was very nice and very good at her job.
- Dr Nichols was lovely, as was the nurse.



- Went to have a coil fit in. Alison was so great and answered all my concerns.
- There was no-one in the waiting room and was seen (by Nurse Tina) 1 minute after arriving. Perfect!
- The staff were first class
- The nurse who saw me was excellent.
- Visit to check for an infection and all very quick and efficient. Thanks to Jamie.
- The call to the surgery took ages to be answered but after that everything went smoothly.
- Very good wish Lucy Payne good luck in her new job. All well.
- Great people skills
- Nurse who seen me was brilliant and looked after me.
- To long waiting on the phone.
- Went in and reception put me in touch with nurse straightaway and got appointment next day after nurse phoned me
- The whole appointment process is the most stressful situation I have ever experienced! Waiting a week for just a phonecall...what good is that! Doesn't fill me with any confidence for future appointments.
- Not long to wait in the waiting room. Efficiently carried out procedure.
- Appointment was on time and the nurse was very helpful and skilled.
- Had to wait 15 minutes for my vaccination but the nurse was very pleasant.
- Had clips removed from knee surgery. Nurse very careful- the removal was a bit painful but she talked me through it and I was fine after it was all done.
- Neither the online checkin or the checkin screen was functional so there was a queue at reception. A second receptionist did step in but I was slightly late for my appointment despite arriving 10 minutes beforehand.
- The health professional and admin staff were very personable and knowledgeable leaving me with a full understanding of the treatment provided.
The complete experience from booking to the treatment was efficient and professional throughout the process.
- The lady on reception was welcoming and friendly, I had previously received a text message reminding me of my appointment. Dr. Vernon is truly outstanding and professional, she is calm, caring and thorough, her kind manner has never wavered over the years.
- Seen quickly and sent to hospital, as required. Nothing, staff top notch as ALWAYS
- Got the opinion and treatment needed and in a timely manner.
- I needed to pick up an item (which I did) and the receptionist kindly explained how I should use it. It could not have been dealt with better.
- The appointment was on time and Dr Khalid was thorough and I believe his assessment was the correct one.
- The doctor was very thorough & put me at ease.
- On time and quick appointment
- Excellent service Impossible to get through on the phone, have to drive there to make appointments
- Quick and efficient.
- Seen on time. Saw 2 urgent care nurse practitioners and a doctor in quick succession
- for diagnosis and prescribed medication. Fast and friendly care.



- It was jolly good. Offering a ride home in a vintage bus would have been perfect.
- Approachable receptionist who did everything she could to help, personable and very competent.
- I went for a blood test and blood was taken.
- Seen by Nurse Carol for regular Hormone injections. No issues. Everything was fine.
- Prompt, efficient, painless
- The nurse was very friendly and was very helpful when doing the breathing tests
- Friendly efficient helpful-Working ECG machine (!)
- All good, parking space would be lovely to have more. So far so good.
- Polite and courteous phlebotomy nurse Nothing
- I was seen promptly by the nurse and doctor.
- Very happy with my appointment. Very thorough and helpful advice. The only thing that would improve your service overall is shortening the waiting times for appointments.
- Was on time and the asthma nurse was very friendly and informative.
- No delays.
- Being seen on time. Welcoming manner and treated with minimum of fuss.
- The Doctor patiently listened to all my queries. Examined me and arranged a FIT test and blood test. The quickest blood test that could be arranged was 2weeks away which seems rather a long time to me.
- I was seen on time, given the full 10 minutes by the doctor. My questions were answered and I left feeling the appropriate action would be taken as a follow up Nothing to note at this time.
- I was checked out promptly and plenty of time given to check up for symptoms.
- No improvement needed on this appointment.
- Excellent service from the receptionist and also from the nurse.
- No delay, on time appointment and helpful friendly staff. Not really, all ok
- Ellie who I saw was brilliant. She took the time to really listen and understand the concerns I had about my son, she then carried out all of the necessary checks and was able to prescribe antibiotics when she found the route of the issue. She also offered good advice for me to take away.
- Excellent
- Didn't wait long, Dr Nicol friendly and kind
- I waited a few minute's to see my Doctor, he was very helpful, he checked me out, prescribed medication to help with my problem. Cannot fault my Doctor or the surgery itself. Today, I don't think there is anything, except a good clean, the surgery is grubby.
- When I phoned to book the blood test, I was given a time. When I turned up at the Phoenix Surgery, I was told the appt was at Tetbury! I was very fortunate that I was fit in there and then at Cirencester- my local surgery. Never go to Tetbury! Booked me in at my usual surgery.
- Absolutely great experience.
- Staff were lovely in the endoscopy unit.
- Would be nice if you give them a big thank you from me.
- The team are excellent - I've always had a really positive experience visiting and feel like I'm in good hands with whichever healthcare professional I'm seeing.



- Absolutely fantastic care - thank you :-) Great overall but the waiting room feels a little dated.
- Attended for a 3-month hormone injection. Appointment was at the allotted time, and dispensed with a smile and a useful chat. Nothing to improve upon.
- Appointment happened on time and was friendly but professional and quick. The only thing
- Nurse was so kind
- Very happy.
- I have always had great care at the surgery
- Easy sign in, compassionate professional staff.
- Doctor gave me a digital rectal exam magnificently. He's a natural!
- A glass of champagne beforehand and smooth operator by Sade playing in the background perhaps.
- Very helpful and friendly.
- Very prompt, very efficient and painless blood test. Thank you.
- Nurse was helpful and quick.
- Easy check-in, short wait and vaccination on time
- I was seen at the appointed time, dealt with promptly and efficiently, no fuss.
- Kind, thoughtful and caring professional help.
- Booking in was easy on the computer.
- Receptionist quickly found and gave me my prescriptions sent over from Kemble. Thank you.
- Blood test with Carla was painless and her friendly, calming manner and high level of skill
- No problems In and out easily-Perhaps a cup of tea!
- Good access (lucky ?) helpful friendly reception, on time appointment, excellent consultation. Nothing that I can think of.
- I had blood tests an ECG treated promptly and with care even seen by doctor after even without appointment always with respect- thank you.
- The doctor was very thorough
- Blood test - handled professionally and efficiently.
- Always a pleasure -All 👍 good
- Excellent service as it should be. Needed to book a dressing change for next week here as Doctor Maxtead wanted to see how the wound was going on. But no vacancies with the nurses so what do I do.
- The receptionist listened and got me an appointment the same day and the nurse was lovely.
- The treatment I received was good. Nothing comes to mind.
- Nice friendly Doctor made me feel at ease.
- Very efficient.
- I was examined, reassured about my lung condition and offered medication for two of the symptoms of my viral infection, one of which I accepted. This has been helpful and has aided my ongoing (still) recovery.
- Friendly staff and appointment on time. I can't think of anything which would have improved my visit.
- Waited for 15min late- Be on time.
- Helen was friendly efficient kind and my appointment was on time
- Everything was as usual - well organised, everyone with a smile! Thank you."



- Appointment on time. Blood taken efficiently.
- I thought Tammy was very good, listened to me and made a few helpful suggestions.
- I left feeling I was already on the mend. More people like Tammy would be wonderful. Quickly seen and friendly nurse.
- No snags-Don't know.
- The nurse was lovely and very efficient with my child's immunisations.
- Treated well.
- Sixteen cars in car park, one person in waiting room. Staff? And if so why do so much staff take so long to answer telephone. Put more people answering telephone. Twelfth in line when you feel ill is no joke.
- Appointment on time. Nurse very friendly and professional Nothing thanks
- Answered all my questions. Was very happy with the whole experience
- ECG with Ellie urgent care practitioner following a faint at a bus stop. Very professional and looked into every possibility for the faint and investigations still ongoing. Lovely patient approach. Made me feel at ease and she was very approachable when I needed to talk about sensitive subjects. Very good at her job I'm my opinion.
- Friendly, efficient treatment from the doctor and reception staff.
- I'm based in the South Cerney surgery but got to see my doctor on the same day as a booked call in Cirencester. It was a pleasure to meet my allocated Dr and the following morning had a blood test in South Cerney. The staff in South Cerney have always been amazing and gone the extra mile. Well done to you all. Personally I have no complaints about any of my experiences with the Phoenix group.
- Very efficient
- I felt my needs were addressed and I was very happy with the outcome.
- There is an extremely long wait in the phone and the telephone system cuts out sometimes and you have to start all over again.
- Caring and very professional - a very helpful and informative experience. Thank you.
- Lovely receptionist. Dr appointment next day. Seen by Dr Hill the same morning as the call. Best surgery I've used and I've moved a lot!
- Long wait on phone to talk to reception.
- Very good. Good choice
- Please with who I saw and was very much put at my ease. Nothing with this visit.
- Was seen quickly, nurse was friendly, explained what was happening and what would happen after the appointment so I understood and was at ease.
- Polite staff, plenty of parking, nice location, seen straight away.
- Nurse Carol was so caring a professional Waiting room could do with some updating.
- Courteous helpful and efficient
- Really quick and efficient-Parking situation as usual!
- Dr Anna Turner was brilliant! Best 1 to 1 consultation I've had in a long time! Extremely helpful, I would happily go back and be reviewed by her again for my Asthma. Also a lot easier for me to travel to Cirencester.
- Send appointment reminders more often.
- As always, efficient courteous and competent .
- The nurse that took my blood was friendly and explained everything. Perfect.
- Bigger car park - but I know that's not possible.
- We were seen promptly. My little one was checked over in a reassuring way and



it was made clear we were able to go back with any concerns over the next couple of days.

- Dr Vernon was as always professional an RV helped me develop the idea a health management plan.
- Painless procedure carried out by a very nice and professional nurse.
- Dr Maxted spent lots of time going over my various issues and put into process finding solutions to them all. All very good.
- Went for a b12 inj was seen on time the nurse was friendly and efficient and everything was good
- As always excellent service, great staff, very caring.
- Car park.
- Nurse Carla was wonderful. Efficient, professional yet friendly and open. A great experience. Can't really fault the practise.
- A pleasure as always.
- Everything was OK lady was brilliant. Can't think of anything
- Nurse doing Blood Test was lovely, she was exceptionally good never felt needle go into arm lovely personality she would easily put anyone nervous at ease. I do not think you could have beat having blood taking Friday Nurse was Great.
- It was fine but why don't we see our Dr anymore?
- Excellent
- Very helpful receptionist and phlebotomist ...as always great service always go over and beyond.
- Except issue with computer which apparently was a national issue.
- Very efficient and informative
- I am welcomed & made to feel understood. Giving me confidence in the help and advice
- Very good thanks
- Excellent level of care.
- Was able to check in quickly, I was seen within a few minutes and my blood test was carried out painlessly by a pleasant and friendly practitioner.
- Car parking is becoming more difficult. Even though the waiting room was almost empty, the car park was full.
- It was lovely to get a face to face with the Asthma nurse because she can see you which gave me confidence in what she was telling me. Nothing it was all good .
- Everything was excellent, the kind welcome at reception for my Mother. The efficiency of the timing. Taking care of her as she had her blood taken. The Nurse was professional and jolly - it was appreciated! Your team is amazing - thank you.
- I was seen by the most wonderful doctor. Put me completely at my ease and got the ball rolling immediately regarding treatment. Everything was perfect.
- No parking, parked 200 yards down the road
- Efficient and listened.
- I felt a little rushed through my appointment as I had more I wanted to ask.
- I appreciate that doctors are busy though.
- Always receive great care and seen promptly if needed.
- I've been with the Phoenix for almost 20 years and highly recommend their practice.



South Cerney

- Easy registration, seen early, lovely nurse, no issues I needed to arrange a blood test, tried to do online, told unable, tried to phone, spent too long waiting, ended up going to surgery, all an inconvenience.
- It was very good. She was kind and patient. I don't know what to say. It was very nice.
- Hayley was very pleasant and knowledgeable. There was a mix-up about blood tests because it was less than three months since I last had them and Hayley didn't have any instructions to take any bloods, contrary to what I'd been expecting,
- It was slow. Seen quicker.
- Fast and efficient as always.
- Kind, friendly staff very willing to help. This visit was excellent but overall please can someone sort out the issues with the phone system. Since Tetbury was taken on I feel that the practice has gone downhill a bit probably because of the amount of patients you now have.
- It's still a good practice and I'm happy to be a patient here.
- Went in to see the nurse early. Very pleasant and helpful. Overall very good.
- Nurse was very courteous and understanding. Great service thank you.
- Nothing more to say 😊
- I felt well cared for and put at ease during my blood test.
- Welcoming staff and I was seen at exactly the time I was booked in for.
- Blood test- More parking would be great 😊
- I was seen on time and I didn't feel rushed and all my questions were answered
- Friendly, devoid of patients, clean, no waiting.
- The lady that completed my health check was very calm and lovely to chat to. She answered my questions and was very informative.
- Appointment on time nurse taking bloods very nice friendly and efficient.
- On time.
- Very warm greeting from the phlebotomist.
- Made to feel comfortable.
- Efficient but not rushed. 100 percent happy.
- Short wait, seen quickly.
- Pleasant staff. Professional and friendly. Service efficient. All very good.
- Saw Dr Khalid who put my mind at rest re a recent broken wrist.
- What about it.
- Efficient and friendly
- I was seen on time, all very friendly. No ,I don't think there is anything. Very pleased.
- Appointment on time and blood test swiftly undertaken.
- I had a blood test which was perfect. I did find it a little difficult to find the South Cerney surgery, but once I found it was very well run.
- The staff were very friendly and didn't mind me being early. The nurse was very efficient.
- Receptionist pleasant, helpful and knowledgeable.
- Blood test went smoothly and quickly, a friendly and calming experience



- for something I am quite sensitive about. No. 10 out of 10.
- Very efficient and lovely staff
 - There never seems to be an unprofessional manner on which I'm treated at this surgery. It's always clean and the receptionists welcoming I'm disabled and am always made to be comfortable.
 - Nothing really apart from the wait on the phone when you are told your number 21 in the queue and are down to about number 10 and the phone goes dead.
 - Excellent face to face consultation with clinician. No improvement needed.
 - My nurse was very good.
 - Efficient quick service with kind, competent staff.
 - Very nice and friendly staff
 - Nothing at all 👍 Nothing, all good 👍
 - On time appointment and very efficient
 - Prompt, efficient blood test and friendly
 - Seamless- Nothing
 - I now need to change my appointment but can't get through on the phone!
 - Prompt, out before my appointment time as I was early.
 - Pleasant greeting at reception, appointment on time, friendly, helpful and professional nurse, Carla, who took my blood samples. Nothing, all went very well.
 - I'm always very satisfied with my visits
 - Very helpful, competent and generally extremely pleasant. All was as it should be. On time and efficient.
 - Very friendly relaxed atmosphere. Very attentive staff at this practice
 - No, very pleased with the care provided.
 - Everything was well.
 - Very pleasant staff, and seen promptly
 - Appt on time, friendly nurse.
 - Appointment on time. The nurse was professional and calm.
 - Arrived early and was seen immediately. Kind and caring nurse. Nothing
 - Friendly, helpful, appointment on time. Everything ok
 - Appointment on time, blood taken quickly. Friendly nurse.
 - Parking always a problem at South Cerney surgery.
 - The place was quiet and comfortable. The staff were friendly and extremely efficient.
 - Had a blood test procedure. Nurse kind and helpful. Suggested foods to help me.
 - Receptionist also very kind and welcoming. You did very well, reassuring and kind.
 - Seen on time or thereabouts and procedure completed as expected.
 - Pleasant and helpful staff. Punctual appointment.
 - Happy.
 - Appointment was on time and nurse was lovely. Car parking is a struggle.
 - Receptionist was friendly. Surgery was clean and the nurse way amazing and was personable. No I think your surgery is fantastic! Credit to the NHS!
 - I could park outside, I checked in easily using the machine, I was seen on time and the phlebotomist was lovely. Great visit.
 - Efficient and professional.
 - Carol was her usual efficient friendly self while she dealt with my ears.
 - Also full of useful knowledge.



- Nurse was amazing person very helpful.
- Very efficient, friendly and reassuring. Felt very comfortable and confident with treatment.
- Many thanks.
- I am very hard to find a vein for a blood test but Carla used her expertise and managed to find a vein. Carla, thank you for your care and kindness.
- Surgery and staff always so helpful and kind. I feel the building on outside is needing a bit of a tidy up.
- Didn't wait long. All questions answered by doctor and a relevant plan set in Place. Find it very difficult (as a youngish not too technically challenged individual) to navigate the website to request a phone appointment. Ended up phoning and waiting half an hour to speak to someone in the first instance.
- Efficient.
- My routine blood test was expertly done at the due time. An excellent experience.
- It's pleasing to know all the staff at the surgery are helpful and polite. Nothing
- Everything was fine.
- Doctor addressed all problems.
- Quicker appointment with nurse for ear syringe.
- I arrived early and was seen almost immediately. Excellent experience.
- The lady who took my blood was excellent. Nothing very friendly.
- Very pleasant reception and all on time Nothing really
- I currently have prostate cancer and am on a 6 month watch and wait. I have a 6 monthly blood test to check my PSA. I have spoken to my GP and also my urologist has written in. When I phoned to book the blood test, your answer machine message said that for all blood test bookings they must be done online. I went online and booked it and stated it was for a PSA check. When I went yesterday the receptionist asked me for a form. I did not have a form. Fortunately there was a clinical nurse on hand who checked my records and could see I have a 6 monthly PSA test. I need the results back for a call I have scheduled with my consultant. What am I supposed to do? How do I book it in the future. Please help. Thank you
- Efficient, Competent and courteous. Nothing better thank you
- Good to see phlebotomist and take blood pressure. Sign on wall re blood pressure said to do three tests then hand form to nurse or doctor. Spotted this just before appointment time so did it asap but held up phlebotomist a few minutes. Then saw on the end of the form to put blood pressure results on it said hand to receptionist. So that's a conflict and if the sign said that too I would have waited and not delayed phlebotomist.
- Seen on time, Nurse very nice polite and professional.
- Efficient and caring. All very satisfactory
- Quick efficient and clear.
- Prompt, kind professional
- Easy check in, called early for appointment, easy appointment. Nothing, all good
- Nurse Tina exceptionally helpful.
- I was seen promptly by your very nice phlebotomist, I think her name was Carla, she was great.
- Carla is a brilliant phlebotomist. I am always nervous having my blood taken as



had trouble in the past being difficult to bleed but Carla gets it first time with no problem. Staff always friendly and very helpful.

- The ladies on reception are always so helpful and make time for the patients. Always so good. No waiting. Nothing at all.
- No waiting, not that I mind waiting. Nothing.
- Quick service and welcoming ,professional.
- I struggle to give blood, she was very patient with me.
- Carla is a very friendly and efficient nurse.
- Efficient and friendly.
- I arrived 5 mins early but got seen about 15 mins later than the appointment time.
- However this was due to some equipment failure which needed to be sorted before my appointment. All OK I was told there was a delay whilst I was waiting by the receptionist.
- I felt that my appointment was not rushed in anyway?
- Nurse Carol was fantastic. She had researched our medical history before seeing us obviating any further inoculations. Syringed ears which was a great relief, can't thank her enough. Had confidence in all her comments...wonderful experience.
- Was seen promptly and the nurse was very professional and reassuring.
- Helen was able to take my blood no problem.
- Receptionist and nurse were really friendly and helpful Nothing's
- "Having difficult veins, blood tests can be unpleasant, but Helen is fantastic. One attempt
- Also Vivian was incredibly kind and helpful in arranging Covid vaccinations for my friend and service, generally, is overloaded.
- Punctual. Friendly nurse and receptionist.
- Blood test, carried out to perfection!
- Everyone on reception is super friendly and helpful.
- Very smooth, no wait, friendly nurse. Very professional and made me feel at ease as
- I'm not a fan of giving blood! Nothing.
- Efficient friendly treatment.
- Attended by nurse very efficient and friendly.
- Visited for blood test invited in by the nurse on time And procedure very good and professional.
- Staff helpful and polite.
- No issues during the visit.
- Professional friendly consultation.
- In time and friendly.
- Nurse was lovely.
- Appointment on time, easy and painless blood test
- My appointment was on time and the staff were professional, courteous and kind.
- Don't particularly like blood tests.
- Lucky with parking, staff said good morning, my appointment was only couple minutes late, but as haven't seen Dr Khalid for a very long time he had caught up with my health issues. Would be happier not having to wait a week before getting an appointment.
- Staff very helpful especially the nurse I saw.
- The nurse I spoke to was very helpful and explained everything well.



- The receptionist was very helpful and professional.
- Carla the phlebotomist was exceptionally good. Introduced herself , told me what blood tests I was having, great practical skills and very professional.
- I think the Healthcheck text inviting you to make appointments could be clearer. I made the blood test appointment online and then made the review appointment in the surgery which means a considerable gap before my review.
- Really friendly team. Nothing it was perfect.
- I went to have a blood test the receptionist was very helpful the lady that took the blood was very professional
- Everyone very friendly, welcoming and professional as always.
- Great service - on time and efficient. Nothing!
- All good, nurse was particularly nice.
- Saw nurse for blood test. Very good experience. No waiting. Nurse gentle and calming. More importantly no bruise after. Really like being able to book myself in and no queues at reception
- Seen on time by very pleasant phlebotomist.
- On time, very pleasant and kind.
- My first ever visit, all was good.
- The nurse that I saw was spot on with her needle skills and very cheery.
- Blood test-Appointment offered very quickly, procedure painless, staff kind and professional.
- Seen on time very pleasant staff
- Prompt seen by doctor. Very attentive and helpful.
- Very pleasant staff and welcoming
- I arrived late for my appt but the staff on reception and nurse went above and beyond to still see me.
- Excellent staff and service
- All staff at South Cerney are helpful and friendly! Thanks! All was fine.
- Very efficient nurse, no waiting time. Good
- Not having to wait so long for a blood test. More availability of tests.
- Reception very helpful & Beatrice very friendly & calm.
- Friendly, efficient and helpful receptionist.
- Was expecting the "health check" to be more thorough.
- Staff as always kind helpful and accurate.
- I feel the waiting room looks a little cluttered with posters, and some maintenance work varnishing window frames needed on outside and maybe a tub of plants by door.
- On time as usual
- On time and dealt with efficiently
- Very efficient.
- Routine blood test, no problems everybody very helpful and efficient.
- Seen promptly.
- Dr Hill is a brilliant Doctor. Very professional
- A very helpful doctor and I wasn't rushed. Excellent work.
- I was 5 mins late as went to the wrong surgery but I was accommodated no problems.



- I would be very happy to be sent to South Cerney again - lovely helpful staff
- Dr Khalid his usual welcoming self and always explaining everything

Tetbury

- Very thorough analysis. The doctor listened and gave me time.
- To have bloods taken.
- Very kind and efficient nurse who actually seemed to enjoy her job.
- The phlebotomist was very good.
- I was seen for a blood test near to my time and it was done by a pleasant member of staff.
- I attend the surgery on a regular basis for blood tests.
- I am always looked after by Elaine who is wonderful. Extremely friendly natured and brilliant at her task. I call her 'one shot Elaine' long may she be with Phoenix. Elaine' does it all.
- Promptly seen. Constructive conversation on a medical matter that was in addition to my shingles appointment. Basically given time to discuss my question. Fully satisfied on this occasion.
- This appointment was for my baby's injections and the nurse (Anne Green) was really good; she took care and time with my baby and helped to make the process as good as it could be for what it was. She was also running on time so we didn't have to wait around (which with a young baby can be stressful) but she never made us feel rushed when we were in our appointment. Quite disappointed in reception staff. I have found some to be rude and abrupt and very unwelcoming at times.
- Happened to have my nose dressed by Elaine who noticed an infection. Went to doctor about some antibiotics. Dr Emma came to look at me. Gave some antibiotics Elaine also did a swab excellent treatment. KEEP THE SAME STANDARD.
- Nurse who did my blood test was very pleasant.
- Would prefer not to have to stay on the phone for 35 minutes to book a blood test.
- From reception to consulting room, the "staff" were kind, professional and super efficient.
- I'm very difficult to get blood out of! However, for Helen it was no challenge. She drew my blood easy-peasy and I haven't got a big bruise like I normally would. Pure excellence. Thank you. All good thanks.
- Nurse was great but the receptionist was unhelpful. First I watched as a patient was trying to explain how he was desperate to see someone before going away the next day. His concerns were dismissed and then the receptionist pulled a face as he left. Then I observed an elderly gentleman who had been told to ask for an appointment for Friday. No appointment was available which caused him concern but the receptionist made no attempt to help or suggest a solution for him. He was visibly upset.
- Nurse was friendly and helpful.
- No waiting to be seen, lovely staff, overall excellent. Tea and biscuits 😊
- The nurse performing my test was absolute wonderful - so sorry I can't remember her name. Professional, reassuring and kind. Put me at ease straight away and what can



sometimes be a painful and uncomfortable procedure was pain free and done really quickly. She was very easy to talk to, informative and knowledgeable.

- On time, efficient and friendly.
- Good.
- Friendly and approachable nurse
- Seen on time with the nurse.
- Straightforward blood test.
- Initial call actioned quickly. Early reply from doctor. Subsequent actions quickly and professionally dealt with. Long initial telephone queue needs attention.
- Really helpful and friendly and efficient. Thank you.
- "First face-to-face GP appointment in about 2 1/2 years although not my actual GP (in the past it has been Dr S Cardew via telephone who has been excellent). This time I saw Dr Emma who was kind and supportive. I felt listened to.
- Also whilst waiting in the waiting room, I noticed how extraordinarily patient, helpful, professional and polite the receptionist was despite bring under pressure at times. "
- All went perfectly.
- Seen promptly, good experience.
- The receptionist was very friendly and helpful. My appointment was only slightly late.
- The nurse was wonderfully helpful and cheerful. All in all a very good visit.
- A coffee machine 😊
- Good service. All OK
- My blood sample was efficiently taken on time. I raised a separate medical problem with the receptionist who arranged a phone consultation with the doctor that day. The consultation took place very soon, advice was given, prescriptions were issued and medication was collected the same day.
- Fantastic nurse who made me feel very comfortable and relaxed during my smear.
- Seen on time and nurse very helpful and friendly
- As always excellent staff, shame about the parking problem.
- I noticed a person from a house opposite crossing the road and driving off in a car park your car park. Couldn't you introduce clamping?
- Easy to enter arrival. Saw Doctor straight after patient before me.
- Would be better if more face to face Doctor appts. Sometimes it's very difficult explaining things over the phone esp. pain.
- Saw the phlebotomist. Efficient, punctual and friendly
- I was seen on time. All staff very courteous.
- Visit for a blood test and the nurse was excellent especially as my veins are not easy to extract blood from. Was seen a little early and nurse was very pleasant, as I have always found her to be. Not really, am quite happy with that visit.
- Dr Angus was on time. Charming as always, took time with my shoulder.
- Explained in detail after examining my shoulder, and arranged an x-ray. I couldn't have had better attention. Thank you.
- Parking- Doctors park in car park not the rest of the staff.
- Very satisfied with my visit - friendly and professional. Can't think of anything.
- Easy to book online, friendly team, on time and answered my questions.

- Lovely practice nurse. Quick easy. My general observations of the overall service is



that you need further skill mix. Gp's are seeing too much basic stuff which could be done by other practitioners (skin rashes, ears ,mental health).In other areas these are now being triaged to nurses, mental health practitioners, etc thus freeing the GP up for the complex cases.

- Great staff, friendly efficient quick response from Dr Charrington. Thank you Phoenix
- Excellent
- Could have done with a few more minutes to discuss things I haven't seen a doctor face to face since Covid.
- Staples removed from knee replacement. Excellent never felt any discomfort thank you
- Short wait to see doctor.
- Receptionist v helpful " Your telephone waiting queue system needs sorting.
- One time you are "2nd in queue" and then you are "4th in queue"!
- All as expected. All good.
- Right on time no waiting thanks.
- Arrived early and seen early, no wait. Lovely phlebotomist, polite and professional.
- I was treated very quickly and received my medication promptly.
Can't thank the staff enough.
- Efficient, speedy and friendly.
- Doctor very thorough and tested a lot of things. Felt I was not being rushed. Has given me a follow up appointment in a months time.
- I had to have a blood test and am nervous around needles. The lady who took my blood was extremely good and put me at ease. Nothing on this occasion.
- In and out with job done on time.
- Elaine was really efficient, warm and personal. This appointment was for a
- B12 injection which can be really uncomfortable/painful, particularly when given quickly (which some of your nurses do) but Elaine takes it slowly and it never hurts as much.
- I had bloods taken yesterday all went well very efficient seen before time no problems thank you.
- No everything was excellent. Thank you.
- Efficient.
- I saw Doctor Emma soon after I checked in who gave me a thorough examination.
- I was called in for my blood test on time and the nurse was friendly.
- Nothing for this appointment.
- Perfect timing, greeted with a lovely smile followed by a painless needle.
- I don't have any suggestions how you could improve on perfect.
- I was seen by a very pleasant nurse and near my appointment time .
- Smooth appointment. Seen on time. Polite and understanding at all times.
- Very thorough.
- Nurse Mari was friendly + efficient The appointment should have been in February but the slots are oversubscribed. This has happened with the travel clinic too.
- Very timely and professional Nothing!
- The nurse was very kind, thoughtful and understanding, which patients need when not feeling well physically and emotionally and mentally. When she smiled, it helped me feel welcomed/accepted and cared for. The reception people receive when going



to see someone at a GP surgery makes all the difference, and puts the patient at ease. The nurse then understood how I was feeling, and helped me.

- Dr Emma was really thorough with my examination. Kind and respectful. Thank you.
- Nurse was excellent, made me feel at ease. All went really well.
- Angus is a total gentleman.
- I hate your phone system get a person to answer the phones.
- Friendly caring attention.
- Elaine is very good and very pleasant to her patients
- The staff were friendly and helpful. They were on time Dr Charrington phoned straight away with query. The pharmacist said she would ask the doctor to sort out my meds as some were missing, but it hasn't happened yet.
- Elaine was excellent. Explained everything about injection and follow up.
- Nurse very professional, and on time. A good experience
- Very pleasant nurse.
- On time. Very friendly to put you at your ease.
- The service is good, docs and receptionist are very good, they made me feel relax and comfortable. I am hoping to have better parking though. Just the parking please.
- Efficient polite and brilliant.
- All the staff I encountered were professional, polite and helpful.
- I can't really think of anything, but maybe one thing, not about a visit to the surgery, but about telephone queues when trying to get an appointment or whatever, when you are told " you are 27th in the queue " it seems a bit unrealistic.
- On time and Dr Charrington excellent.
- Very reassuring.
- The whole experience was due to be tough but the whole team treated me with patience and kindness. My appointment was started a bit early and it was quick but at no point did I feel rushed. My questions were answered throughly and everyone was helpful. All was perfect. I cannot fault my experience.
- The nursed made me feel very comfortable when I was extremely nervous.
- As always from reception to nurse staff professional and helpful.
- Just keep the staff they are great!
- The experience was good!
- Friendly practitioner.
- It was easy to register and I was seen on time. No improvement required.
- On time and very well done. Dispensary also very helpful. Nothing.
- I was seen on time and had a good experience I can't think of anything.
- Good appointment left me feeling reassured that there was nothing to worry about
- Nothing- Thank you
- Seen on time.
- The nurse was very thorough, allowed me to ask questions which she answered well and the procedure was quick and not painful. The room is dated and shabby but I know the surgery will be moving in the future so the nurses and doctors have better working conditions.
- Seen on time for blood test. Quick, professional, caring.
- Like clockwork, very professional and caring
- Appointment on time. Staff friendly.



- Prompt and competent service by the phlebotomist
- Please get rid of that silly plastic screen at reception. Covid is over now and it means one has to raise voice to be heard, consequently everyone in the area hears your conversation. Nothing is private.
- I arrived early for on appointment and was seen early. The nurse that took my blood test was very friendly and professional.
- The text reminder before the appointment was helpful.
- Kind efficient very good.
- After taking in a copy of a consultant's letter sent to me but which hadn't been received at the surgery I managed to book a blood test on the required day and the staff were very efficient. How can consultants letters be missed? All digital records need to be improved and used for an efficient service. And I don't mean selling Data to Palantir.
 - Anne was her usual pleasant & efficient self !Doctor and Nurse very kind and businesslike talking through what they were doing and what they intended to do. Answering all my questions clearly. Listening to me and checking I was OK with procedures and medicine protocol.
- I was delighted with the service in the surgery but did have to hang on for 45 minutes on the phone before getting to make the appointment. Many would have given up.
- Staff very friendly and prompt.
- Amazing helpful staff. Nothing
- Vanessa was very friendly & helpful.
- Was very happy with my appointment today. Explained everything to me in detail and asked if I had any concerns. Do not think my experience could of been improved.
- Was a NHS OAP health check.
- HCA was very knowledgeable, interested and kind.
- Seen on time nurse very pleasant and for once she didn't bruise me.
- Bloods nurse is always very good!
- Very helpful. All good.
- Good service.
- Stress free. Nothing.
- Helpful receptionist + nice doctor!
- I was very grateful to be fitted into Ann's (nurse) schedule to have a blood test, the results of which were required by Southmead Hospital.
- Always very good, thank you.
- The treatment was very good but the fact that it took more than three weeks to get an appointment was very poor. Ensure that appointments aren't so hard to get.
- Was seen on time, nurse very good, talked through what she was doing, very good all round.
- Everything on time, maybe slightly ahead.
- Lovely friendly nurse.
- Prompt and friendly when I had my appointment with the nurse but took nearly 15 minutes hanging on a phone to make appointment. I wish it was as easy and quick to see the GP as it is the nurse.
- Had stitches removed. Very good.
- Had a blood test with Elaine, she was very pleasant and professional.
- A quick blood test. Charming nurse.



- Car parking is bad. Got blocked in. Something needs to be done to improve arrangements.
- Staff were respectful and doing well their job. Nothing to say for now.
- After numerous phone consultations it was good to have a face to face with Dr Angus who spent time to answer any questions. Face to face earlier rather than phone consultations- may have helped with treatment, diagnosis and pain management.
- Everyone I spoke to was friendly. Appointment was 20 minutes late.
- Easy to check in and no waiting.
- My nurse was friendly, prepared and very quick and competent with my blood procedure. All in all very impressive.
- I felt very much at ease with the doctor not rushed in any way, being deaf telephone appointments are a no go for me.
- It always feels calm and professional in there. Thorough appointment.
- On time appointment.
- Blood clinic swift and painless.
- Dr Angus replied to my online message next day. Gave me an appointment to visit surgery next day. Discussed my X-ray explained exactly what was wrong and administered an injection. I cannot fault the treatment I was given. Absolutely nothing.
- As always exceptional treatments just keep doing what you do- best practice.
- Rang up Friday afternoon for advice about persistent cough and fever, HCP advised to pop in to be ex. and chat options / reassure - seen within 2 hours and treatment started straight away. Probably would not have gone in without their insistence & very grateful.
- This is getting to be a regular thing! As always, all the staff are very pleasant and helpful ,and always professional and informative, thank you.
- I can't think of anything, except getting more staff to make getting an appointment easier?
- Went for a shingle vaccination very quickly in and out
- Friendly & on time
- It was only a quick question and answer; nothing complicated. Thankyou.
- The nurse was wonderful, my appointment was on time and she dealt with both of requirements in the same appointment so I didn't have to wait for a separate bloods.
- Blood test done quickly and efficiently.
- The nurse was brilliant and helped me with my issues. Nothing all went smoothly
- Fast and friendly
- Extremely uncomfortable smear. I had to ask the nurse to stop. Afterwards I fainted in the corridor. Thank you to the nurse that helped me, she was very kind and understanding. The nurse undertaking the smear could have been a bit more aware of the discomfort I was in.
- A nurse was very kind, and nice.
- I attended Tetbury surgery for my annual blood test, I was seen on time by friendly, professional staff.
- My appointment was on time and courteous
- Jamie was very helpful.
- Attended for a blood test. I was seen on time. Very efficient.
- Appointment with Practice Nurse. No waiting, very professional.



- More parking for patients. I have mobility problem and walk with a stick. Had to park in the Chipping car park and then had to walk around to the surgery.
- The face to face appointment made me feel like I was finally getting answers about my condition.
- As you would expect no waiting around. Appointment could have been sooner having to book weeks in advance is not good.
- I am disabled and the back exit door is very hard to push as I have very little strength so my husband opened the door and then I was accompanied by a very kind lady who helps me every time her name is Kris Kerry so thank you so very much.
Change the doors for all disabled access.
- I am my husband's full time carer. At the same time, I have various illnesses, myself.
- Can't think of anything. The receptionist was kind. Our GP - Dr Emma McMyn was very understanding and helpful.
- Careful, detailed examination and discussion of problem and likely causes.
Happy with consultation.
- Punctual, courteous and painless. Nothing excellent service.
- Medical services were professional, good and timely.
- Helpful friendly receptionist.
- Thorough, helpful, informative doctor treated with kind consideration and compassion.
- I was seen quickly and the health care professional was sympathetic to my issue.
I received helpful information and a treatment plan.
- Excellent staff as usual "The telephone service needs improvement, my wife tried to call recently hung on for one hour and was cut off.
- It took a further hour and half to get an answer through the 111 service.
- Went for blood test called on time, no waiting.
- My medical examination was very well done. I felt that it was useful knowledge.
Many thanks. Sorry I can't think of any improvements to make.
- Friendly, efficient and on time. An earlier appointment for a blood test.
I had to wait 2 weeks.
- All went as expected staff was very kind All went well no problem.
- Saw Luke last week and Elaine this week both really good.
- Appointment on time, friendly nurse.
- Blood test on time and very efficient.
- Receptionist very efficient and pleasant
- Check in easy, appointment ran on time Would have been nice to have been sooner.
- Appointments are always good. The time it takes to get one totally unacceptable.
- Very friendly and helpful
- Quick, polite and efficient.
- Everybody so friendly and helpful.
- All staff very friendly but Waiting half an hour after appointment time is not acceptable.
- Welcoming, promptly seen.
- Left surgery feeling reassured for two reasons:
Time and care given and
Knowing Doctor was there for any further help.
- Privacy for Patients could be much better-
I don't know who was the most embarrassed- the female booking the appointment or



myself who was within earshot - it was a very awkward situation - Tetbury is a small town .

- The nurse saw me very promptly.
- Punctual and my appointment was very thorough. It would be helpful to know where to wait after booking in electronically when it's not your local surgery. We queued to ask at reception but they were busy and the nurse had to come and find us thus wasting time.
- I met with the nurse Anne, who went above and beyond to make me feel comfortable.
- "Friendly , professional, efficient staff.
- Easy to get to surgery.
- Dr Angus was very helpful and informative.
- Dr Angus was very reassuring and friendly. There is nothing I can add.
- Ease of check in. Friendly receptionist. Excellent.
- Seen promptly by a pleasant and competent nurse. Thank you.
- Elaine was extremely professional and made me feel relaxed.
- Helpful staff particularly the lovely nurse. Move the blood pressure machine somewhere a little more private
- Everything was fine. I didn't personally have to deal with this at this time but I think it's absolutely shocking that the receptionist cannot give people face-to-face appointments and they are having to wait weeks for phone appointments at which point they might get a chance of a real appointment. Also while sitting in the waiting room, I now know far too much about what ails the people of Tetbury. There's basically no privacy when you have to describe your issues to the receptionist who by the way is not at all a trained medical professional.
- Timely, lovely nurse. She answered my questions. I am not convinced the blood pressure monitor used is accurate and wonder how often they are calibrated? It was an old version of the same machine which I have and using exactly the same protocol, gives very different daily results.
- Asked questions regarding health concern. Got realistic answers.
- Simple process to check in, followed by a slick, friendly consultation with Dr Cardew.
- Seen at time of appointment with friendly and professional phlebotomist.
- Nearly 1hr late.
- Blood test in preparation for health check - clear explanations & advice given.
- Dr Angus is always really caring.
- The appointment was punctual and the nurse was efficient.
- On time, professional, friendly.
- On time pleasant nurse no complaint. No comment necessary.
- Despite, as requested, booking a blood test appointment in advance, no blood form had been created so nurse had to create it on my instructions when I arrived. Create blood form in advance and put it on system.
- Prompt efficient service.



Kemble

- Given all clear on the condition I presented.
- All was good.
- Courteous, professional and knowledgeable staff. All very good.
- I was seen as soon as I arrived, the phlebotomist was extremely good and very professional - perfect experience. This was my first visit to the Kemble surgery.
- I am unsure where/ how to get my blood pressure taken.
- Unsuccessful blood test Successfully taken blood.
- Very prompt and professional
- Arrived a few minutes early but waited ...very quiet.
- Friendly staff. Appointment on time.
- Routine blood test carried out with efficiency. Very friendly nurse.
- On time and a very nice doctor.
- Very efficient in and out in 5 minutes.
- Appointment on time. Friendly staff ordered my prescription on arrival was ready when I left.
- Put a red carpet down for me.
- Having a blood sample was quick and painless. The nurse was kind and chatty and put me at ease.
- It's a small surgery peaceful and very friendly I would love it to be my surgery
- Nothing it's perfection.
- Straight in and out in a jiffy.
- Blood test on time efficient friendly professional.
- No wait great professional service.
- Blood test expertly carried out.

RAU

- I received a warm welcome, obtained the service I was looking for.
- Helen is really friendly and helpful. N/A
- Helen was so helpful and understanding and really efficient in helping me.



Voted Unlikely or Extremely Unlikely to recommend because:

Cirencester

- I was asked to come for a smear test, when I got there to be told that the appointment was a year early, so when I do need it next year I will be already 65. And you wont do it after 65? What happens now?
- Please get your files up to date please.
- Get your files up to date .
- Doctor was rude, didn't want to answer any additional questions and interrupted 2/3 times. Empathy. Politeness. Common Courtesy.
- Prepared my 3 year old for his injections gave him Calpol ready but because we struggled to park the car it made us 5 mins late we then got told by receptionist that my child could not have his injections because of that!
So I gave my child medicine for no reason at all! which I'm furious about!
Allow my child to go ahead and have his injections considering the fact he had already had paracetamol before we came for them.
- I tried for hours throughout the week to get back in touch with you to rearrange my appointment. No one answered/phones closed early/line cut off.
- Not only could I not inform you I was unable to visit, I've been unable to rearrange and someone else has missed an appointment slot they may have needed.
- Answer the phone occasionally?
- The lady who did my blood test didn't wash her hands or wipe the area with an alcohol wipe and didn't apply gloves. Could have worn PPE.

South Cerney

- I asked for an iron transfusion that I was given a few years ago when I had a high ferritin level and now I've returned a few years later with a low ferritin level. Very weak and tired - needing 12/13 hrs of sleep a night and then going back to bed for 2 or 3 hours in the day and I was told I'm not anaemic so I don't qualify for an iron infusion. I can't function properly with my current level of ferritin. I am now having to look privately for an iron infusion which is something that the NHS should provide. I barely ever come to see the doctor so I only come when something is really bad which is now.
- The phlebotomist could not take my blood as she was junior and I had to go home with bruises! The next appointment is soon!
Have an experienced phlebotomist or mark patients with difficult veins for experts!



No negative feedback for RAU & Kemble

Tetbury

- I went into Tetbury surgery to book an appointment and was given a printout of date and time. When I went for the appointment they had no record of it and found I'd been booked in at Cirencester by mistake. As it was just for a blood test the nurse kindly fitted me in. Booked it at the correct surgery.
It is a disadvantage of having several surgeries under one central administration.
- Unfriendly lady at reception. Be more approachable!