



Friends and Family Feedback May 2024

Voted Extremely Likely or Likely to recommend because:-

Cirencester

- Well twice in 2 days I phoned to cancel an appointment the first call I was waiting 20 minutes for a reply nothing...the same happened the following day so not having a PC I managed to text a message then this morning I had a message saying that I should have informed the surgery as it was wasting a space someone else could have takenmight I suggest updating your telephone system.
- Shingles second jab. Both have been extremely painful and this one made me feel quite unwell for a few days. You couldn't have done anything to make it better but that's why it was not a very good experience. The lady giving it apologised as she was giving it to me as I was in extreme pain from the moment the liquid started going in my arm.
- It took 45 minutes to get through on the phone only to be told that it would be more than three weeks before my doctor could call me back and a week before another doctor could call me. When I eventually got an appointment Dr Hannah Leach was excellent. Bloods done for CKD in March and it was May before a nurse could call me. This service is not good enough. Added to this car park full and road outside and not a sole in the surgery. Answered the telephone. Had a doctor and nurse available.
- Look at why the car park is always full but not with patients
- Nurse quite abrupt.
- I signed in 5 min before my appointment. But was waiting in the waiting room for 20 minutes past my appointment time as my midwife was unaware I had checked in as the system didn't process it. It was only when she text me to see where I was that we realised what had happened.
- Improve the check-in system.
- The walls of the portacabins in the car park are very thin. We could hear the man talking on the phone in the neighbouring portacabin. Explanation on website about the new system which means you don't speak to or see your GP for urgent same day appointments. Explanation of what an urgent care practitioner is & their qualifications for diagnosing & prescribing medicines.
- Doctor was great and very patient and was able to answer all questions. I felt reassured.
- Quiet waiting room. Efficient & helpful reception staff. Informative and open discussion with doctor. Computer sign in process slow.
- Booking in was quick using the pad, & I didn't have to wait very long to be seen, both in Cirencester & south cerney. Contact by phone is problematic. I started at 16 in the queue. When I got to position 3 I was cut off.
- A little frustrating the way the process worked. Had to wait 4 days for a telephone appointment, I then got told it was time for a face to face to check me. Which I had to wait a full week for. When I got there was no check and I was referred for an



assessment. Which I do not have a date or a contact for and just need to wait to see. I think I could have saved that week wait for a face to face as it could have just been done over the phone. The information I gave was exactly the same so feel it has been a week wasted.

- Friendly staff, ran to time.
- Diabetic check Nothing
- I live in tetbury so would have been better there ,I could have walked
- Had a good result after my asthma check. And spoke to nurse about secondary issue
- Routine appt for jab went well but took the opportunity of being in the building to
- mention something else - the receptionist didn't know how urgent my query was but she did check and I saw doctor later the same day which was amazing.
- Getting through on the phone has become very difficult.
- Easy check in, comfortable waiting area, friendly nurse, very quick appointment
- Appointment was 25mins delayed (booked for 11.45 and wasn't seen until 12.10)
- I came to have a blood test, but it couldn't be completed. So I had to book another test and wait till June at South Cerney. It was my blood that couldn't be harvested, so no ones fault.
- I had difficulty parking
- None of your self check in technologies worked.
- Very efficient calm and pleasant to talk to
- Saw the practice nurse for a health check. Blood Results explained well and overall
- good experience It would make a good visit great if the healthcare professional dealing with you could introduce themselves by name and their role.
- Very understanding
- "I love the nhs... but the waiting room at Pheonix is so depressing....
- And the notion we don't speak to anyone when we come in. Equally so...
- So many humans just want some warmth in their lives and computers and screens are such a killer of connection. More welcoming space, check in process.
- I arrived, signed in, the receptionist pointed me in the right direction (I am relatively new to your practice) and then I was seen for the blood test requested. That is all good! I don't think anything needs to be better!
- I needed advice about a little wound following an operation for a BCC.
- Nothing: I was grateful to be seen quickly.
- My cellulitis was taken seriously by Reception and the nurse so I started antibiotics the same day as my first phone call. Receptionist insisted I go home and wait for the phone call from the nurse. I was called back by the nurse as soon as I arrived home. This was very disappointing, and I felt the receptionist could have used some discretion especially as I had a very badly infected hand.
- Excellent attention to my situation and compassionately passing on bad news!
- Very efficient.
- I had a asthma check face to face after 4 years so it was nice to see someone in person
- Could not be faulted
- The nurse Tina was calm and explained everything very clearly
- The nurse was amazing and friendly answered all my questions and my doctor sent me a prescription very quickly after the nurse emailed him. It takes 45 minutes to get through to reception to make an appointment I have called at different times of the day



- Efficient and doctor answered all my questions.
- I went for bloods to be taken. The reception team are always really friendly warm and efficient, so appreciated in a surgery. The phlebotomist was on time, was chatty and reassuring and we laughed together throughout the appointment. I always find this practice to be excellent in every way, proactive and thorough.
- Really no, the premises could do with a bit of a revamp
- I had a blood test and was attended to punctually by a pleasant and competent nurse.
- Very kind and efficient phlebotomist Helen. Kept to time
- The paramedic I saw was excellent! She listened carefully, was non judgemental and understanding. Besides being helpful of course. I was very impressed.
- Doctor took a bit too long for me to collect my prescription that day, so I had another trip out this morning which I didn't really want to collect it.
- The receptionist was very helpful assisting in matters not related to my appointment.
- The procedure was executed effectively and the nurse was very helpful assisting me out of the surgery, (wheelchair) Nothing to add.
- Punctual, very friendly, professional and efficient.
- Prompt and helpful
- Very efficient
- Very good fine -Fine as it is
- Did not have to wait long for. Blood test everything efficient
- I wasn't kept waiting to see the Doctor, who explained the further test required.
- I was very satisfied with the way things were done.
- Nurse taking my sons blood was super lovey, very gentle, very calming. Overall a very calm experience for him.
- Dr Maxted was so lovely and made time for me to ask about other health issues I'd been having.
- Haven't visited for 3+ years lot changed especially electronic check in but very nice receptionist helped me
- Thankyou and blood test nurse was very nice "
- Tammy was thorough reassuring and knowledgeable.
- My son saw Tammy, she is always so great with him! Nothing!
- I arrived on time and signed in, was directed to the waiting room and was called through almost immediately. The lady explained what she was doing and was very professional.
- Very good phone consultation with nurse who was extremely diligent and got me in that afternoon for an appointment with the emergency care nurse
- First class. You can't better it well done 👍 You won't do better keep it up.
- Easy to book an appointment online, efficient and friendly staff.
- Nothing - it all went smoothly
- No problems and there has been nothing that you could have done better.
- Saw nurse for ear syringing. She was helpful & friendly & it was not an unpleasant experience. My hearing is much improved!
- Seems to be a problem with clicking on for the entry system?
- Staff are very friendly at reception and my appointment went very smoothly
- Friendly staff and clean waiting area
- I was seen on time by very a professional and friendly phlebotomy nurse.



- No delay and really friendly and knowledgeable asthma nurse!
 - This was a new doctor I had not seen before. She made me feel relaxed and valued.
 - The doctor identified the problem quickly and referred me to a surgeon.
 - Nothing could have made the appointment go any better.
 - Brilliant at putting me at ease. Very quick procedure . Very friendly lady.
 - Excellent!
 - As ever, Dr H Allen listened to what I had to say, was thorough in his questions and came up with a detailed approach to investigating my condition.
 - Reception staff were very helpful, despite slow computer system.
 - Great conversation with the person doing the diabetes test. She insisted that I saw someone about my cold and she was fantastic at the tests.
 - Very prompt appointment made to feel comfortable
 - I arrived at the surgery, booked in, waited roughly 10 minutes to see the Respiratory Nurse, the outcome was positive. The online check in could be improved as it was not working.
 - I had my first cervical screening and the nurse could not have been nicer.
 - Pleased to be taken off stations.
 - The waiting area was cool compared to warmth outside, I was seen on time, the nurse was very understanding, listened to me and made my procedure bearable.
 - Taken on time and the nurse was fantastic
 - Parking is tricky but appreciate you can't do much about that
 - The ladies were kind and caring
 - Just a normal visit to the doctor. Appt in time, staff pleasant, Dr efficient and helpful.
 - The nurse who did my ECG was very kind, friendly, and efficient
- Thank you
- There's always a good atmosphere & everyone are always so nice .
 - Efficient and on time! More parking for babies and mums as we had to park down the road and walk which is difficult when you are juggling lots of things!
 - Helen was a great help very polite
 - Seen on time by GP who listened to my problem and after thorough checks referred my for a chest x-ray
 - Punctual appointment and very pleasant member of staff. I would have preferred an appointment at South Cerney surgery, as I live in the village.
 - My Dr was very helpful in explaining best way to treat my issue
 - Dealt with quickly and courteously Can't think of anything
 - To speak privately to Dr. Khalid.
 - Blood test
 - Everything excellent
 - Excellent service and such relief afterwards. Thank you.
 - Arrived slightly late for a blood test, my fault, the receptionist was very understanding and helpful. They managed to fit me in for which I am grateful.
 - I was very well looked after and comforted during my bloody test.
 - To be greeted with a smiling receptionist always good.
 - Very pleased overall with the Surgery. Everyone is always so helpful
 - The lady GP was patient and helpful with a rather "disillusioned" patient. Thank you for



- your kindness. No, it was helpful to have a go that was prepared to understand.
- Seen promptly. Staff friendly and helpful. Thank you
 - Very efficient and on time
 - Very helpful and caring
 - Every thing was sorted out and any problems solved
 - Excellent service and very friendly staff. Not sure what can be done but parking remains a real problem for patients. When I attended I saw only 3/4 other patents in the waiting room yet the car park was full - in fact some cars were double parked?
 - The nurse who took my bloods was welcoming made you feel comfortable and the procedure was painless. Yes, I do not understand why the nurse can no longer take your blood pressure?
 - The nurse made me feel so comfortable and it was probably the best cervical screening I've ever experienced! She did everything she could to make it a more pleasant experience. N/A
 - All was good
 - I have social phobia. I was pre-warned on arrival there was a bit of a wait so I was prepared
 - Thorough examination of our daughter and felt listened to. Kept her calm.
 - Marion and Carol, the 2 nurses who I saw, were both so kind and reassuring. They put me at my ease and the experience was quicker and better than I expected .
 - Consultation was on time, no crowds in reception. Doctor was patient and was able to prescribe something to try to alleviate my problem.
 - I was satisfied with the appointment
 - Friendly helpful professional and clear explanations
 - Very happy to get such a prompt appointment and excellent consultation. + good follow up support from dispensary at Kemble.
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- Ellie was great with our little boy. Very reassuring to us parents also
 - Good asthma check up friendly & efficient.
Plus some extra good tips that I didn't know about.
 - The practitioner I saw was kind and explained everything thoroughly, taking time to answer all my questions
 - The staff was great None
 - Very helpful, friendly, understanding, and informative.
 - Nurse was kind and helpful with child patient.
 - Very efficient - pleasant staff and doctor Phoning the surgery is a challenge, takes a long time to get an answer - other than that I have nothing negative to say.
Surgery has always been supportive.
 - Easy sign in, appointment on time and very professional nurse
 - The nurse was aware of my fear of needles and my blood test was undertaken in a manner that helped me cope with the situation.
 - Our experience has always been friendly and prompt.
 - Nothing, perfectly 😊 happy.
 - I was given the help that was needed.
 - Jamie saw us very quickly, he was patient when we were delayed and friendly, reassuring and professional when we arrived.
 - Excellent Nothing



- Very happy with my experience Nothing
- Breathing problem sorted. All ok Tammy was great.
- Friendly and helpful service
- Really nice staff
- On time and very helpful. Nothing
- Nurse, amazing. So professional, friendly, and pain-free blood taken.
- On time appointment, no delay All ok thanks
- Fantastic staff, very helpful and kind.
- Many thanks. "
- Dr Khalid as always was very helpful, caring and supportive. A credit to the practice!
- Blood test went well - sample taken by a lovely nurse at first attempt.
- Previously nurses have had trouble finding a suitable vein. Everything was perfect.
- Appointment was on time lovely staff very welcoming and friendly. I don't think anything or anyone could have made this any better.
- Phoenix are by far the best surgery around. Always very helpful, fantastic staff from reception to the doctors. Can't rate them highly enough
- Didn't have a long wait, lovely friendly practitioner who answered all my questions.
- Lolly and Tina were both wonderful, friendly and efficient.
- Also, they were both perfectly on time, if not early. Nothing in the surgery.
- Parking is a bit hit and miss but we live with it!
- Everyone was very helpful and it all went smoothly
- Very pleasant and efficient nurse. All was done well.
- The person I saw was reassuring and didn't make me feel anxious
- Caring , thorough and competent.
- Very friendly and efficient
- Carla is the best
- Fast service Answered my initial phone call quicker than 20 minutes
- The gp made me feel very comfortable and i knew exactly what to do upon arrival /
- Supposed to have an operation but doctor sorted it out without surgery, fantastic job
- Teresa was efficient and nice as always when she gives me my B12 injection
- On time, efficient, friendly.
- Everything as it should be. Nothing
- Very friendly and professional Nothing
- Excellent nurse Carol, pain free injection
- The check in link didn't work
- Nice nurse. Very friendly and easy to talk to. Everything was spot on. Thank you.
- Always seen promptly as possible. Apart from waving a magic wand
- The receptionist and nurse were very nice, friendly & professional.
- It was a quick procedure, I had an IUD fitted. Doctor and Nurses were very pleasant and helpful. Nothing I can think of at this time
- H G ood service Faster appointment
- Appointment on time. Very efficient and cheerful nurse.
- Nurse listened and empathised with Alison Not a lot
- Doctor was running to time and very courteous. Took time to review and assess me and took steps to resolve my conditions. Parking is becoming a problem - this needs to be addressed.



- I needed to phone the surgery afterwards but after 30 mins waiting couldn't get through. This is a common occurrence- something that needs addressing. "
- Very professional process to be immunised
- I just came in for a Shingles vaccination & the whole process was brilliant. The nurse who did it was kind friendly & it didn't hurt. Nothing carry on as you are you are all doing a brilliant job.
- Excellent support . Allowed face to face meetings as I would not be where I am today. Very supportive. Nothing
- Very efficient and helpful
- Dr Maxted is a very high qualified GP. Personally I couldn't have better GP, highly recommended. His professionalism is is on top level, I am absolutely satisfied and happy how he is treat me every time when I need his help. Everything was fine, Phoenix Surgery is a five stars surgery (as always 😊) and highly recommended from me.
- Friendly staff. Very competent nurse.
- Very kind help regarding blood pressure and the blood test.
- Lovely efficient staff
- The Doctor listened carefully to my problem and was very empathetic. She treated me with respect during a somewhat invasive examination.
- Lovely nurse.
- On time, and professional
- More nurses
- Seen quickly and sorted out quickly Nothing - great service - nice lady and very happy with the outcome!
- Always lovely efficient staff
- Very prompt and friendly service. Happy pleasant staff.
- Simple blood test Nothing
- Excellent reaction to my concerns
- Put my mind at ease.
- Didn't wait long and sorted out my problem
- Caring considerate and efficient
- All ways available
- On time, excellent and cheerful practice nurse. Painless injection! All good
- On time, Dr Vernon is great, follow up appt made
- Lovely nurse Elaine.
- The doctor listened to my concerns and was helpful.
- Everyone was kind and professional. The practise itself is looking very tired.
- I had to have an unexpected blood test for INR, the admin person who was in Tetbury was very helpful as were the staff and urgent care person who did my blood test. Thank you to everyone involved. Have an INR trained person who can cover for Theresa when she's not there !
- Doctor very helpful and understanding
- Very lovely and friendly nurse
- I had a timed appointment, I was seen promptly and the procedure was done efficiently
- Helen is always outstanding when taking bloods
- Came in after my operation and was reassured that everything was ok .



- My doctor that I had really took in my dark humour wonderfully and was joking with Me as well

South Cerney

- The nurse was lovely, very friendly and helpful. You can never get through to the surgery on the phone.
- Good to have appointment for blood test at South Cerney. However still awaiting contact from surgery after sending in photos of arm as requested. Contact re problem after sending in photos
- Parking close was a nightmare for an elderly lady who needs a walking aid
A disabled parking bay
- Very short and ver efficient and friendly phlebotomist.
- Shut the doors so I could not hear conversations with other patients
- Always excellent.
- Given wrong information -Better communication
- Nothing - I began to feel unwell during a blood test and the staff were superb.
- Punctual. Phlebotomist was very good. Lovely to see Viv on reception. Not such a long wait from sending in form to getting appointment.
- I was seen on time Carla was very welcoming and professional. My blood test was done quickly and was painless. It would just be nice if it was quicker to be able to get an appointment.
- Very prompt appointment. Had a good discussion with the very knowledgeable Tina about my asthma and now have a new inhaler type. Nothing!
- Treated punctually
- Kind and helpful
- Lady on the reception. Also another reassuring kind lady taking my blood!
- Thank you for have people who make medical visits easy and "pleasant"!"
- You do so much in a kindly caring way
- Fast, efficient, polite, helpful and professional Nothing could be improved.
Excellent all round.
- "Bloods taken.
- Easy experience and highly informative nurse. Also Dr Sethi combined my Diabetes test with additional blood tests to meet current need.
- INR test on time, happy chats with Teresa Sidley as usual. Parking at the South Cerney surgery is a nightmare. Would the surgery staff be able to get allocated parking spaces across the road in the pub carpark which always looks empty?
- Went for blood test. Carla was very friendly and kind.
- Very helpful and courteous treatment of staff and nurse.
- On time and nurse very pleasant and efficient
- Very efficient and friendly staff. Nothing everything was perfect
- The nurse who took my bloods was very good. There's nothing that could have been done better, it was excellent
- Super speedy and lovely phlebotomist -
- The lady on reception was so helpful, she could see that I wasn't at all well, she did



- everything to help me. Very kindly spoke to the doctor who saw me within 10 mins.
- The nurse was very caring & understanding.
 - Caring , thorough and competent
 - Quick , friendly and efficient
 - Very friendly and well run surgery
 - Courteous and professional reception staff and appointment was on time. This visit was diagnosing me with depression when it's hormone related has led me to question whether
 - My nurse was the absolute best I was so nervous about my blood test, but she was so kind and I didn't feel anything. Carla has the gentle touch! Nothing.
 - Blood test taken. Professional and efficiently done, on time.
 - No wait. Friendly and helpful staff Nothing
 - On time no fuss answered all of my questions.
 - Easy to check in. Nurse was very reassuring and helpful.
 - I always find dealing with your group very professional, dare I say, enjoyable. Excellent.
 - Friendly & efficient
 - Easy check-in screen. The appointment was on time and the nurse was friendly and professional.
 - Very kind efficient kind and courteous. Cup of tea of coffee machine would be good.
 - Blood test taken - all very efficient.
 - Friendly staff
 - Prompt, pleasant and efficient.
 - I arrived early and was greeted well. I was then taken straight to a treatment room. I was asked if I knew what blood tests were being carried out, this was explained in further in detail. I.e. exactly what was being tested. Extra care was taken to ensure that I was comfortable and not anxious about having my blood taken before that was carried out. This was painless. Then post-test advice was provided before I left.
 - The phlebotomist was so lovely and gentle
 - Easy to check in. No waiting time. Easy to park. Everything was fine.
 - Carla called me in for my blood test and made me feel comfortable and relaxed .
 - Nothing to tell at this visit . It is what I expected .
 - Saw doc and nurse, had treatment for cellulitis. Very pleased. No problems. All ok.
 - Polite and very friendly and efficient
 - Receptionist on duty at South Cerney was extremely helpful, polite and professional with my query. And to Vanessa who took my blood test and made me feel relaxed.
 - Its always good when i go to the doctors everyone is lovely. I can't fault it.
 - Nothing. keep up the good work.
 - Punctual, efficient and charming Parking?
 - Blood test done efficiently
 - Seen on time, friendly and professional staff
 - From my first contact through to seeing the doctor was excellent
 - Seen on time and successful examination by doctor.
 - Everything was as it should be.
 - Lovely staff Nothing
 - Very quick and efficient
 - Friendly and efficient



- Always welcomed by lovely staff Nothing -all good thank you
- An on time unhurried face to face appointment, it was very good.
- Had a blood test have difficulty giving blood overall experience was good
- Carla was excellent. Would make anyone feel at ease.
- Appointment on time and staff helpful
- All went well
- On time, Carla was kind and helpful reminded me to hand in my blood form
- "Attended surgery for a blood test,.
- Very efficient , explained everything to me.
- I think there is nothing to be improved on with this visit.
- It was a good visit.
- I went for blood tests. The phlebotomist was friendly, kind and compassionate.
- The nurse was excellent with my daughter, very kind and patient.
- All went very well nurse was so helpful
- It is always quick to be seen on your appointment time as surgery not usually full of people. Staff are always helpful.
- Seen promptly, very friendly service
- My appointment was at 10.30. I was seen at 10.30. Excellent. Nothing
- Seen on time and the nurse was competent and efficient in taking a blood sample
- Excellent service. Polite reception team and on time appointment. No
- Professional, relaxed and clear explanations of the results of my health check
- Vaccination with Nurse Carol, seen on time, Carol was very helpful and informative about the vaccines and possible side affects. A really good experience. Improve parking!
- A be A very good appointment and a very good talk with the doctor
- Appointment on time doctor explained what was going on
- Staff were very friendly
- I was seen before my appointment and it was very informative.
- Very good as usual
- Staff always lovely patient and kind.
- I feel the building could do with some maintenance on outside. Care and staff excellent.
- Excellent nurse very efficient and kind.
- Carla & reception very helpful
- Attended to by reception very quickly and by the busy nurse after a very short delay,
- I couldn't ask for more from the Phoenix surgery and staff, as always.
- Everyone was efficient and very helpful.
- Efficient and friendly and a bonus of easy parking
- Appt was on time treatment very helpful.
- Very pleased. Everything ok no problems
- A quick and easy blood test
- Previously I had phoned for assistance with quite bad asthma, but was told by the receptionist that a doctor would phone me in a weeks time, I explained that a week was a long time struggling to breathe and politely rang off.
- Very helpful
- Blood test with Helen.
- On time and friendly welcome



- Appointment on time
- Very smooth visit and communication
- On time and very friendly
- Quick and easy booking in.
- Kind caring and efficient clinician Nothing all good thank you
- In the text message reminders of y would be good to know what the appointment is for as sometimes there are various health conditions at the same time
- Nurse was excellent. I have very small veins so not easy to have blood taken.
- It always seems to be a problem to book an appointment with a nurse for a blood test (especially for me with small veins). So much easier when we could go to the hospital.
- Nurse was lovely, took me in straight away when booked in so very quick service. Nothing, all good.
- Friendly efficient and painless
- Appointments are always on time. Staff are helpful, friendly and professional.
- We are very lucky to have the Phoenix health group and the Laurels Pharmacy.
- Excellent customer service
- Staff were very helpful, friendly and professional .
- Seen on time, treated professionally and everyone had a smile on their face
- Nurse was so friendly and careful. Reception was very welcoming. All good
- Very helpful and caring
- The staff was friendly and professional and as usual the nurse excellent.
- All good except see below. I carried out the entry procedure on the computer which all ran properly. However, I was a few minutes late seeing the nurse because it didn't register on her computer, so she didn't know I was waiting.
- Lovely nurse taking blood friendly and efficient
- Just very helpful Nothing
- On time and very professional A cup of tea perhaps!
- As I only have one vein left, I always go to Helen who is so excellent at taking blood after having terribly experiences with other staff in Tetbury
- Helen is an exceptional professional someone like myself who has one main working vein



Tetbury

- Was seen by a nurse to check my surgical scar following heart bypass surgery and although this performed well I had expected to be seen by a GP for a more thorough examination and opportunity to ask questions. Had to book a separate appointment with GP. Booked appointment with GP rather than nurse as she was not able to answer some of my questions and suggested I book with GP.
- I would have liked nurse to take my blood pressure after having a few high readings on the machine, but she assured me the machine was accurate. I feel frustrated that as a new patient, I haven't met any of the doctors and have only ever had a telephone appointment. I feel it would be a good idea for new patients to have an initial appointment in person with the doctor. Other than that I have always been dealt with by friendly efficient staff.
- Midwife seemed a little uncertain and I think was training. Was not confident.
- Explained more about why it was a different midwife seeing me than before and why she was being observed.
- My Nurse was sick, she works hard it's unavoidable but she was booked for my ECG my nurse wasn't able to anticipate whether Elaine would be there or not. It's a difficult situation because not everyone takes the care required they cough and splutter. My immune is low but I don't have to wear a mask but I think I should when coming into Tetbury Surgery. Perhaps a notice should be issued saying wear a mask on entry.
- The reception team are friendly helpful and always try to help. They appear to have their hands tied in terms of the length of time patients need to wait for an appropriate appointment. Luke was excellent when he rang me regarding chest pains and hypertension. The doctor I saw appeared to be in a rush with little time to talk. I requested my blood pressure checked as I had an history of high readings and was told to do it myself in the waiting room later. Subsequently when I did on a different day my test to check that my electrolytes are satisfactory I had to delay going on my new medication to fit in with the first blood test appointment which I could only make for a month after. Then for a first check up of my medication for the long term condition nurse to go over my results I now have to wait until October for a review.
- I had an appointment with a nurse to have my implant removed due to experiencing very abnormal and long periods. The nurse was very nice and the removal was smooth and well done. however she asked me outright if I was having my implant removed due to "starting a family". I found this highly upsetting and insensitive as I don't need to be reminded that I am not having a baby. I feel she could have asked why I was having it removed rather than asking if it was purely to start a family. Not ask people invasive questions! She also asked if I was "adopted" when I stated that everyone in my family has a high pain threshold except for me. Highly, highly inappropriate.
- Staff friendly, polite and helpful
- Let us see a Doctor in person especially when you struggle with mental health. Sometimes it's difficult to project how you feel on the phone, in person the Doctor can actually see how you are emotionally
- Elaine is very good



- My appointment was on time. Very pleasant lady who took my blood test. Explained everything fully and very polite
- Waiting time wasn't very long chatting with doctor wasn't stressful and was very helpful the reception was very helpful and respectful.
- Although the practitioner nurse and the doctor were polite and willing, no firm diagnosis could be made.
- Nurse was patient kind and good listener.
- Nothing appointment on time and injection given with a smile.
- Practitioner very professional.
- A thorough health check lots of advice given
- It helped to put my mind at rest apparently I've burst a vein in my leg. Its quite painful still.
- It was just good to see the doctor it help put my mind at rest.
- Appointment was on time and good service.
- Answer the phone within 2 minutes not 2 hours
- The nurse who saw me was very friendly and professional. Impossible to book an appointment on the phone so had to go to the surgery to book. This can't be possible for some people.
- The nurse was pleasant.
- Service good only problem have wait long time for get a appointment
- Got an appointment after ringing up again, went in on time. Wish I could have seen my doctor to get the problem solved as have to do a phone consultation next week
- Staff are great but the building is old and has no parking (which is important if one is incapacitated for any reason). I was having an ECG and I have a fairly hairy chest. The nurse needed about 10 mins with a crude Bic razor to remove enough hair to make the electrodes connect properly. This was awkward all round. An electric trimmer would have saved a lot of time and would have been a lot less uncomfortable for me. They are not expensive.
- Efficient reception and clear instructions All good, thank you!
- Dr. Emma actually listened and was kind and non- judgemental which is rare and I appreciated it. More Doctors should be as kind, listen and actually care as she did . Thankyou.
- I have a wound problem which was seen by a paramedic. Dressings were provided for home treatment
- Marian the nurse who gave me my injection yesterday was very professional and reassuring in her manner
- Dr Angus is always really kind and good
- Appointment was on time and helpful
- Friendly helpful, Very happy with everything
- I called to follow up an appointment a week ago and although there wasn't a time slot available for a consultation with the doctor, the receptionist advised that she would endeavour to get a message through, to see if he could give some guidance on continuation of medication. I subsequently received a text message from my doctor, advising on next steps and confirming that a further prescription had been forwarded to my chemist. Nothing...very happy with the result.
- Dr Emma McMyn very helpful and speedy



- Very friendly and efficient staff and service. Even able to book an appointment for 3 months time which saves me so much time and stress instead of having to phone in for one. Much appreciated. Parking always a problem ,but understand the situation. I arrived an hour early for my blood test I got the time me wrong.
- I was treated with much respect and not made to feel silly. Receptionist rang through. to nurse who agreed to see me saving me labours walk home and back again.
- Very much appreciated. Nothing I can think of.
- Very prompt, pleasant and efficient.
- On time and efficient
- On time and the procedure was carried out efficiently and with care. Ear clearing syringe quickly and not too messy.
- It was on time & the nurse was very professional. None
- Hassle free Nothing
- Elaine is a fantastic nurse. Thorough, friendly and knowledgeable. She picked up on something that wasn't quite correctly done when I last had a procedure and acted on it.
- Blood test with Elaine, on and out on 5 minutes
- Being a frequent visitor to the surgery, I find all the people there very helpful, informative and pleasant. I can't really think of anything
- All of the people there are very nice and helpful. I've visited quite a lot recently, especially to see the nurses, and they are all very good at their jobs, and manage to stay pleasant throughout the day, through which must be a very stressful and challenging job. I can't think of anything really
- Concerned about cholesterol and spoke with doctor who arranged for a blood test straight away.
- Was in and out in no time
- Seen on time, professional staff
- Phlebotomist was professional and supportive No
- Excellent consultation , everything was explained clearly and I was referred for Treatment. All very efficient and painless. Nothing delighted with everything! Well done!!
- Elaine is brilliant at taking blood from an absolute chicken Nothing she is brilliant
- Greeted with a smile...and great care taken with taking blood..couldn't ask for more really👍
- Excellent help by receptionist and all my thanks to Mr Luke MacCallum for his prompt and very efficient assistance. Thank you to all. Everything was perfect. Thank you
- Clean, efficient and up to date diagnostics
- Could have warmer colour scheme/feel less sterile
- No delay Not on this occasion
- All went to plan. Appointment on time. Procedure well done friendly made at my ease.
- Parking always a problem. "
- Hopefully got things moving
- I had done what I needed to have done that is really.Nothing at this time the lady I see was lovely
- Elaine took my blood and she's excellent. Very friendly and helpful.
- Appointment on time friendly nurse
- In had blood taken and out in a very short space of time



- Received prescription and Dr appointment booked.
- Very friendly and helpful
- Very friendly and welcoming reception & nurse.
- It was quick and efficient.
- Came for blood test and it was very much on time , lovely nurse , was in and out in minutes.
- The nurse made me feel very comfortable and was very helpful and friendly
- All good.
- Efficient, friendly and quick with appointment
- Dr Emma is very understanding and explained everything to me.
- The nurse was absolutely lovely, very kind and thoughtful
- I was seen on time, the blood test was done quickly and efficiently.
- Everything went smoothly so no recommendations required.
- I had a cervical test, and the nurse did the best I've ever had.
- Visit was for blood test. I arrived about 10 minutes before my appointment time and left the surgery having given blood even before the time of my appointment.
- It was beyond efficient. Thank you Helen Perfect
- The emergency practitioner was really excellent in dealing with my disabled daughter.
- Quick efficient kind
- Very helpful all around.
- Very polite and helpful staff, appointment on time.
- I wasn't sure why there were two midwives? I didn't mind at all but it wasn't explained.
- Dr Cardew was very good to hopefully to diagnosis my problem
- Jamie was amazing really took the time with both of us. I was really impressed with the service. Called at 8.30 and seen by 10.30. Also the telephonist was great too calling me back when I lost signal. Great not having to call back.
- Very pleased.
- Reception sorted out my query quickly and efficiently
- My appointment was on time, the nurse was very professional.
- Seen promptly.
- A helpful experience. Nothing, Thank you.
- So glad to be offered the opportunity to have injections in shoulder and wrist to help with pain/discomfort. GP put me at ease.
- Very prompt service and excellent patient care
- Very friendly and helpful
- Appointment for blood test was pleasant and professional. I was seen within 15 minutes
- Dr Angus was his normal professional self very personable and likeable
- Your phone system is ridiculous an hour and a quarter to get through. Just to get a doctor to give me a phone call no wonder people are not bothering with their local doctor and just using A/E.
- When one is there very good. Can never get through on phone have to come in to make an appointment.
- There could be people out there who are not seeing a doctor etc because it is so difficult to contact you."
- Helpful friendly receptionist. Lovely nurse appointment
- Maybe information on what blood tests check. Many thanks.



- Checked in with no problem and only waited 5 minutes to be seen by Phlebotomist.
- Very efficient and out again in less than 5 minutes.
- Appointment for a blood test. Seen on time, efficient and friendly.
- I had a mole removed and it all went very smoothly, everyone was nice and efficient.
- All good. Nope, all good. In this instance at least - it is still hard/impossible to get an appointment to actually get to SEE a GP, which can be v frustrating.
- Very professional
- The Nurse I saw was very informative and answered my questions I had.
- Nothing I was very happy with the service provided
- The staff were very friendly
- Kind, helpful advice
- Treatment was on time and very friendly staff. Car park was full and poorly organised
- Efficient and friendly
- Very helpful staff who looked after me very well
- Efficient service- appointment on time - very pleasant nurse.
- Excellent nurse for e c g N/A
- My blood sample was taken efficiently and pain free by Ann.
- On time fast and efficient polite and 😊 Chairs outside medical room.
- Dr Angus was prompt, friendly and businesslike
- Thanks " Difficulty with booking caused by long telephone wait persists
- Friendly, efficient procedure, very happy.
- Friendly helpful staff No, my visit was good
- I was seen promptly and efficiently dealt with.
- Dr Angus was his usual helpful self.
- Find ways of preventing non surgery visitors from using car park.
- On time, excellent manners of nurse
- Saw a trainee practice nurse and another nurse observing. They were both very friendly.
- Very helpful and efficient
- Dr Cardew was kind and understanding in all aspects of our contact
- Could have had the appointments more easily.
- Doctor was very thorough and caring and saw me extremely soon after our telephone consultation. She got all necessary tests done that day including an x-ray.
- Very helpful.
- All was good saw the Doctor on time spent about 15 mins with him with my problems hopefully start to feel better soon. All ok
- Quick and efficient. Friendly and approachable. Nothing comes to mind.
- We were seen straight away. I was very happy with our appointment.
- Every helpful nurse
- Made to feel fully at ease by phlebotomist. Lovely lady.
- Dr Cardew was exceptionally kind and understanding and I feel fortunate she is my Doctor. The waiting time on the telephone is far too long and a system of being given a call back could be improved.
- Saw the GP who listened to a number of concerns and referred me on for blood tests an
- Appointment for blood tests and an ECG happened on time and was efficiently and sympathetically carried out.
- Elaine was excellent - as always



- I arrived 15 minutes prior to appointment time and was seen at the time of scheduled appointment for a blood test. Very efficient and the practice nurse was very understanding dealing with someone who has a blood phobia! The staff at the Tetbury Practice are always very kind, efficient and understanding with patients who are sometimes nervous!
- I had trouble parking which made me 1 - 2 mins late and I was unable to automatically check in and it told me to go to the desk. There was a very long queue which made me very late - and I then had missed the appointment by a long time. The lovely team did everything they could to get me sorted. It was lovely they went to the trouble to sort me out rather than saying no! Thank you it was much appreciated x
- Excellent service.
- Patient, understanding and dealt with a situation in a week from appointment to scan to results I had done what I needed.
- On time, efficient, friendly. Remove the sign saying chairs with arms are for those who have difficulty standing up, when there were no chairs with arms 😊
- Very professional service
- Perfect and caring.
- Blood nurse was very good and quick.
- Main group phone line waiting time is too long.
- Appointment times are being scheduled too far in the calendar. I don't waste people's time so would like to be seen sooner.
- Always very good and polite thank you.
- Seen promptly.
- Efficient service.
- Very pleased."
- The GP was excellent she has helped me so much with my ailments ever since I swapped from prices mill surgery in Nailsworth to phoenix trust Tetbury Everyone was so kind and I feel that there wasn't anything that could have been done better I was seen on time by a very friendly efficient nurse. Bloods taken successfully.
- The nurse was very efficient and caring.
- Always excellent treatment
- Came for ear syringing both ears with a nurse. I had been using olive oil twice daily into my ears for over a week. Because of this and a fab nurse the syringing worked appreciate some appts can be done via a phone call but I believe most patients need to be seen in-clinic, face to face. Also your reception staff do not need to wear face masks, they are behind a screen anyway and masks do not stop viruses - the holes in the mask material are too large!
- Quick and friendly
- Friendly and professional
- The receptionist was very pleasant. Dr Emma McMyn really, genuinely, cares about her patients.
- "Quick efficient check in
- And the nurse took the blood test extremely gently and quickly.
- In general not possible to call the surgery and arrange things over the phone.
- Neither online due to app. Cannot be downloaded



- Only option is walk in"
- Appointment on time.
- From a New patient- Whilst the media rarely give any credit to the NHS all I can say since we moved to Tetbury is the service we have received is first class. I know we live in tough times but your speed of action is so appreciated by us particularly as we have no next of kin. We are very grateful for all your help.
- Brilliant service, well done. Doctor Angus and his gang 😊 from a hesitant new patient. Can't wait for new practice.
- Excellent face to face consultation with GP.
- Elaine is very caring and attentive. Appointment was on time.
- Everything was very good!!
- I was having bloods taken the nurse Helen was very good and very efficient.
- V. Informative, pleasant and helpful.
- In on time and friendly
- Everything was quick, on time and the nurse was very kind.
- Great Doctor- Dr McMyn!
- Very helpful and professional perfect. Couldn't think of anything to improve
- Everything was on time and professional service.
- Dr Cardew was very punctual, and very thorough in my examination, explaining everything clearly, professionally, in a caring manner as always. Giving me as much of her time as she possibly could. I really rate my GP, and the care I receive. I'm not sure there was anything much that could have been done better,
- Seen by a very pleasant nurse practitioner and trainee.
- All worked extremely well, excellent. No all good.
- Nurse was lovely and process was super smooth and on time.
- Very professional service of the highest degree
- It was so nice to see a doctor who gave a very good service felt a lot more confident she was very much like Dr Angus thank you and the receptionist was very nice.
- Fast efficient service once you get past your phone system.
- Sort your reception phone system out. It takes far too long to get through I get no.23
- in queue and hang up. No point waiting an hour and half.
- On time, lovely health care professional, friendly and cheerful.
- Nurse very professional- All fine
- Self-check in was easy and appointment was on time.
- Phlebotomist was delightful " Confirmed you would email results rather than telling me to call you if I haven't heard. There is always the fear that no news just means someone forgot!
- Efficient, friendly. I was early and seen almost straight away.
- The doctor was lovely with my son and made him feel at ease as he was very nervous.
- Always very good thank you
- Was seen promptly & found a parking place. On other occasions parking is an issue.
- Dr Angus saw me as arranged I must say, I was grateful to see him not to have a diagnosis over the phone like last time. Which I should've seen him with my chest infection it became much worse. He was most helpful and to understand my situation I must say, I like him as my doctor.
- No, not now. Maybe last time it would've been a good idea to see him rather



than speak over the phone with such a bad chest infection.

- Didn't have to wait Nurse, was very good
- Efficient Nothing
- Very efficient blood tests, no waiting, clean and pleasant atmosphere.
- Blood test with the nurse. On time and swift.
- Was seen on time by a friendly, professional nurse.
- Receptionist was very polite and discreet when explaining what I needed to do when giving my tests. When I needed a return visit for a blood test.
- (Very nervous) the nurse was fantastic and I wasn't rushed and felt like I wasn't a bother.
- Nothing. I was seen. To on time and dealt with very efficiently by a lovely lady doctor who was Charming.
- Friendly efficient, the phlebotomist knew her job , very little bruising! No
- Everything went smoothly I wish I could have got a new Hearing Aid there!
- Timely and caring. Can't fault.
- Staff were friendly and efficient
- I was seen very quickly, and the nurse I talked to was very helpful and took time to explain the implications of her measurements and my test results.
- Visited the nurse on time, blood taken with no worries and very efficiently, so could not have been better
- Really lovely HCA. Made to feel at ease
- Prompt good service.
- Appointment was on time. Nurse very pleasant and reassuring. Bit of a queue at reception but checked in automatically using the touch screen which was easy to use.
- The nurse was very nice and did my blood very quickly and it didn't hurt at all.
- Nothing, she was great.
- Friendly and quick
- I was seen almost instantly, the phlebotomist was friendly, helpful & efficient.
- Excellent -Nothing on this occasion. Thank you.
- I'm getting to be a regular visitor to the surgery, and every time I visit, everyone is very pleasant and helpful I can't really think of anything, apart from maybe having more staff
- As always, everyone was kind, caring and professional.
- Friendly staff and seen on time
- Dr. Angus was very kind and clear and asked questions and is trying to help me .
- Nothing I can think of, I was treated very well and didn't have to wait long to be seen.
- Excellent Doctor! Angus McMyn. Always good and helpful
- Dr Angus discussed everything with me and I was very happy with his help and advice The pharmacy and the lovely afternoon receptionist was all very reassuring No, the doctor the pharmacy and the lovely receptionist in the afternoon we're all absolutely fine. NO Complaints
- The service I received was friendly, courteous and very professional
- Seen on time, friendly service - All good
- I had bloods taken - very friendly and efficient



Kemble

- Appt for blood test - failed in first arm so had to have second in other arm.
- Success first time in one arm!
- Receptionist v helpful by phlebotomist was ill so wasted journey! Get message to me sooner!
- Very quick. No real discussion afterwards. Friendly receptionist. Spent more time.
- Found it difficult to locate as poor signage. Normal practice Tetbury. Receptionist and HCSW pleasant as a polished as 5 Mins late for bloods.
- It was a big improvement over going to Tetbury. More access by phone without as long waiting times as at Tetbury and easier face to face appointments as my husband can't use the phone as his hearing is very poor we now have to wait for a doctor to call back and agree a face to Face before he can be seen.
- Why can't it be on his notes when he needs an appointment ?
- An onsite practice manager would also be appreciated as our medical notes are not always up to date
- Help is there if I need
- Very good blood test with minimal bruising.
- As a recall it could have been done sooner is all.
- I was seen on time with no fuss
- From the receptionist to Dr Allen's consultation and physical examinations the whole experience was both pleasant efficient and professional with a number of issues I had raised investigated and examined and discussed with my concerns fully allayed. Appropriate treatments, advice and drugs provided. It was a truly exceptional service provided with a smile from all concerned.
- Efficient, empathetic and knowledgeable blood sample taken.
- Very pleasant welcome style.
- As a patient at Tetbury, I was grateful to be offered an appointment at Kemble which was needed by my Oncologist with very little notice.
- For me, nothing could have been done better.
- Prompt helpful efficient
- The nurse was very pleasant and helpful, the procedure quick and painless.
- Very friendly and helpful.
- Friendly professional and helpful staff
- Found it difficult to spot....signage? ...but asked a kindly passerby.
- prompt and professional service
- Very friendly and efficient
- Very friendly
- Appointment on time
- Staff friendly and welcoming as always.
- Very efficient blood test. In and out in 5 minutes
- Excellent service as always No comment
- The phlebotomist was delightful. You could, perhaps, not have sent me a reminder today. About the blood test I had done a month ago. Just a thought.....
- Excellent experience with Dr Vernon



- Outstanding Patient care from Receptionist to Practice Nurse.
- Pleasant and welcoming receptionist. I saw the nurse who was very professional and put one at ease straight away, again very pleasant.
- I got there I was called almost straight away and the nurse was friendly
- Lovely nurse
- Very efficient lady who explained the exact process
- We were seen quickly. Given clear explanations and further investigations arranged for following 2 days. It was fine.
- Theresa was, as always, very welcoming, friendly, organised and efficient .
- I went straight in for my blood test and Beatrice was super. She had no trouble drawing blood and did so painlessly. She was friendly and positive. Both ladies a pleasure to deal with and a credit to Phoenix Surgery
- Fast friendly service
- Excellent team and service
- Dr Vernon is very efficient and caring. N
- Was straight forward and quick and Easy.
- On time, polite and friendly. Always a good experience.
- Beatrice so very friendly reassuring & efficient Everything was perfect thank you
- Lovely staff beautiful location
- Speedy, pleasant lady.
- Visited Kemble Surgery today and as usual I was treated with dignity, respect and compassion. The clinical and non-clinical team are truly amazing, one good reason not to leave Cirencester 😊.

RAU

- I cannot express how grateful I am to nurse Alice for her amazing and professional manner and care she was brilliant.



Voted Unlikely or Extremely Unlikely to recommend because:

Cirencester

- It was not the nurse's fault. My daughter visited the surgery to make an appointment for me because I had a bleeding skin graft. She had a photograph on her phone The surgery said they would send it on to my doctor whether they did or not I don't know but it ended with a ridiculous scenario The wound was inflamed and I had finished the antibiotics so did I need more? The nurse was instructed to dress the wound which the hospital had said must not be dressed. Eventually saw a doctor who acted correctly Other than that it would have made a good comedy act next time make sure there is a handy ace to hasten these annoying appointments Everything!

South Cerney

- I arrived for my appointment and used the automated machine to be told I was late to my appointment as it was 10 minutes earlier. I spoke to the receptionist who then said well I am sorry there are no more appointments for today. After a long discussion about times and new appointments I went back to the car to prove the appointment I was given was at 4pm. Cirencester surgery wrote my appointments down. Made room for me as this clearly wasn't my fault! I worked myself up all day to attend as I'm not a fan of visiting doctors.

No negative feedback for RAU

Kemble

- Appt cancelled whilst I was enroute. Better advanced notice? A plan B?

Tetbury

- They were unable to take a blood sample (my vein is quite hidden) - so unable to complete the diabetic checkup. The next available appointment (with a phlebotomist) was only in June - whole month away! Have a better appointment structure.



- I wasn't able to get all the tests I needed done as surgery had not acted on a letter from my bupa GP. Letter was not even on system even though it had been sent over a week before. You could have processed letter more timely as detailed above
My appointment was cancelled ten minutes before I was due to arrive. I received the text message whilst driving. I could not then book for another 3 weeks.
- At the moment it is particularly difficult to get through to the surgery on the phone lines. One night I was on hold for an hour and a half. A lot of this as number one in the queue. In the end I visited the surgery to make my appointment.
- Felt bad for the only nurse on duty. She had a trainee nurse with her.
Our appointments were way way behind. Everyone was moaning and clearly fed up as they had other appointments. Because of the build of patients there were not enough chairs for the elderly. You tell me.