



Friends and Family Feedback July 2024

Voted Extremely Likely or Likely to recommend because:-

Cirencester

- I have been a patient for over 20 years and can't thank the reception and doctors enough for their support and care I have always received. They are extremely professional in everything they do and go above and beyond in helping. As a family we are so grateful that we have always been so well looked after by Dr Nicholls and the whole of the team.
- Phoenix staff are all wonderful, A big thank you from me!
- 5 mins wait and efficient blood test. No problems.
- All fine
- All good really, very efficient Parking is a bit of an issue, but I think you know this!
- All perfect
- All went smoothly
- All went smoothly and on time.
- I was called for a blood test in April, I called into the surgery and was told the next available appointment was S Cerney on Aug.
- All went smoothly and the nurse was efficient and helpful.
- Always have a good experience, from initial call thru to appointment.
- Always polite an excellent service delt with as quickly as possible thank you x
- Always quick and good service. Always feel well looked after.
- Always ready to help us with your medical team. Have more face to face contact rather than telephone calls.
- Always seen face to face if needed to
- Always treated very well by all members of staff including the doctor.
- Annual blood test for diabetes review- Have appointments with diabetic nurse available before October as bloods will be out of date by that time.
- Appointment on time and nurse Teresa was very efficient and friendly
- Appointment on time doctor explained everything good results all round thank you.
- Appointment time kept. Everything clearly explained
- Appointment was at the end of the day, but no delay at all. Friendly and efficient staff.
- Appointment was on time and doctor was very chatty and put me at ease.
- Appointment was on time and the nurse not only fulfilled the reason for the appointment but took great interest in other issues my elderly mother flagged up, which led to her arranging a follow-up appointment for her later in the day.
- Arrived and checked in at reception screen.
- I was seen straight away and everything ran smoothly.
- I did try to check in on my mobile as suggested but that service was unavailable
- As always most efficient and fry
- As always Mrs Sidley professional and gentle in administering jab. Great to be able to book next appointment immediately which leads to a stress free and efficient service.



Thank you

- Blood test done with no problem whatsoever which for me is normally an issue great lady very pleasant
- Blood test performed extremely efficiently.
- Blood test straight in and out job done .. Nothing..
- Blood test. Called into see the nurse before the appointment time. The surgery only had one other patient waiting. The nurse was efficient and friendly.
- Carol was lovely and very thorough checking the vaccinations.
- Delightful nurse. Very friendly and helpful!
- Despite network being down, appt processed as normal with excellent service
- Did not have to wait long and was very well looked after
- Doctor Hill is brilliant. He saw me at very short notice. Always grateful for what he does for us
 - Wish the authorities would give you some money to brighten the place up.
- Dr Allen quickly diagnosed my ear problem as needing further investigation and began process immediately. Correspondence received next day. He also listened to additional query.
- Dr Allen was attentive & clearly informative & initiated prompt treatment ie urgent bloods & a v prompt x-ray appointment!!! A pleasant & reassuring experience!!
- Dr Allen went through all my concerns. I came away feeling everything had been answered. Very pleasant. I was completely satisfied
- Dr Hill saw me less than a day after my initial call, and was friendly, professional and reassuring.
- Dr Hill was supportive and responded to my needs. Nothing that I can think of.
- Dr Khalid listened to my concerns and suggested different approaches to the problem. I felt the appointment went well.
- Dr Khalid was on time, attentive and reassuring
- Dr khayat was very good and explain things to me very well
- Dr Maxted very professional and dealt with my problem well
- Dr Maxted was on time and, as usual, extremely pleasant, efficient, humorous and reassuring. What more could you want from this superb Practice? Thank you all.
- Read the notice in the Waiting Room about missed appointments. Just a thought - when your name, number and, if possible, reason". Hopefully this option wouldn't have a queue. It might make people think and you might also have a heads up on non-attendance. Fully realise it won't catch all but it might help a little.
- Doctor was outstanding! Very thorough and caring! Hospital contacted and ensured next steps could happen! Great level of care
- Dr.Khalid took care and answered all my queries without rushing me.
- Easy check in, nurse was lovely and no waiting times.
- Easy process , polite team and quick . Very good as always
- Easy to check in and no waiting for my appointment. Welcoming, informative and efficient treatment.
- Efficient and polite
- Electronic sign if easy - appointment on time.
- Ellie was great and a good listener when explaining the ear trouble I've had. Quick and



thorough appointment and on time.

- Ellie was very responsive and reassuring and demonstrated great clinical competence.
- Everything happened on time and with great care and courtesy. Nothing
- Everything was explained to me Nothing
- Everything was explained to me about having an ECG so I had no concerns
- Everything went well, I was seen on time I don't think the visit could have gone any better
- Excellent Nothing
- Excellent care and attention, procedure carried out well. Thank you.
- Excellent help from Lolly (phlebotomist) in following up a query I had and getting me a swift additional appointment.
- Excellent quick professional service
- Excellent The Doctors, Nurses and Receptionists are always efficient and friendly
- Sometimes the car park is full and being disabled this can be difficult
- EXCELLENT! and efficient
- Fantastic staff, friendly and professional. Nice waiting room with useful information displayed. Nothing
- Fast efficient service
- Felt listened to and clear understanding of suggested treatment Nothing at all, very positive consultation
- Friendly and efficient.
- Friendly and seen on time
- Friendly nurse
- Good to have a face to face and get some reassuring advice
- Great service as always, from the initial call / follow up, to the appointment itself. Thanks! Nothing!
- Had a blood test and in and out so quick that my waiting husband assumed I hadn't had it done. Very efficient and super nurse.
- Had an appointment at a set time and I checked in early. Only just sat down and was called in early. Always a good service.
- Had blood tests, for which I have a phobia. The staff were kind and caring and made my experience much better as a result. I couldn't have asked for anything better.
- Had my B12 jab and Teresa was very good the best
- He took his time to make sure my melt health was okay and checked my c section cut he didn't rush us out of the door he answered all the questions I had for him fantastic doctor
- Help in overcoming bronchial infection following recent hospitalisation for ischaemic Stroke-Everything highly professional
- Helpful receptionists
- I arrived at the surgery for a blood test appt scheduled to take place at 8.38am only to find it had been cancelled due to the phlebotomist's ill health. I was only informed by text at 8.21am which I read on arrival at the surgery at 8.23. Whilst I understand absence due to staff illness cannot be helped, this is the 2nd time it has happened- which can be frustrating! My blood test had been marked as urgent. Perhaps some "back-up " slots should be made available at other surgeries in the group?
Tetbury had a phlebotomist in that day.



- I arrived on time and was seen straightaway. The nurse was able to book my next appointment for September which was very helpful.
- I attended for an arranged PSA blood test. That was fine.
- BUT I also wanted to talk to a HCA. This was refused, I had to wait for a phone call.
- I completed my blood appt. and left.
- A few seconds later driving away and my phone rang, I was driving so unable to answer. I rang back within 10 mins to be told I couldn't speak with the caller and to await a phone call.
- I cannot say anymore than it was very good
- I found the whole experience very efficient and quick
- I got my appointment very quickly. I was very surprised. Thank-you.
- I got to the surgery, logged in and seen on time, no waiting. Outstanding!
- I had an appointment, booked via the screen and saw Dr Nicholl. It all worked very well. thank you
- I had to lie down for my blood test but the skylight was blinding my eyes. The sky light needs a blind to reduce glare.
- I had to wait a little while but no problem
- Answer the phone please instead of cutting us off at the last minute
- I had very good care and advice
- I initially went to South Cerney by mistake, despite the text reminder.
- Everyone was very kind & I was able to go straight to Cirencester & get my blood test taken there. The phlebotomist was a lovely lady, gentle & friendly & put me at my ease.

- I met with Tammy who gave me an extremely thorough assessment. I left with notes for a suggested set of exercises to relieve my symptoms
- I needed my ears syringed. Both were very full of wax. I can hear so much better now!
- I said it was good because I when to have blood taken for tests and that's exactly what they did! Cup of tea and a cake !
- I saw a nurse because I have water blisters on my legs, the nurse dispersed the water which had created a bubble overnight, she then dressed it and dressed another which had been treated before, the procedures were carried out efficiently and I was very happy with the treatment I received, thank you. Nothing
- I visited for a blood test which was undertaken by very friendly staff no
- I visited the surgery for a blood test. I was in and out in less than five minutes. Job done. Thank you. Everything went very smoothly. I cannot think of any improvements.
- I was given an appointment at very short notice for which I was very grateful. The staff ,admin staff are always very helpful and the medical staff very professional. We are very fortunate to have the Phoenix health group in the locality. Totally satisfied!
- I was not kept waiting and was treated with patient consideration.
- I was prescribed medication for an ear issue and was told to book a face to face appointment if this didn't work. When it didn't get better I had to have another phone appointment as reception couldn't book a face to face, then another 2 weeks to see the Dr again. Allow reception to book a face to face if that is on your notes.
- I was seen at the appointment time. Both the nurse and receptionist were pleasant and helpful Bigger car park!



- I was seen before my appointment time in and out very quickly nurse was lovely
- I was seen close to my appointment time by a friendly and helpful nurse.
- Usually parking is an issue, but presumably because of cancellations due to the IT outage, there was plenty of space today.
- I was seen immediately by a caring , efficient, professional nurse.
- I was seen on time and received a clear explanation and advice from my doctor
- I was seen on time by an excellent phlebotomist, no bruising. I just hope the tests will be clear this time. Very good experience.
- I was seen promptly and Dr Allen was very friendly and professional.
- I was seen promptly without any delays. It was a quick process which I thoroughly appreciated. The nurse was extremely friendly and kept me talking during my appt.
- I was seen promptly, treatment options discussed clearly
- I was seen rather quickly by my nurse. She was very helpful
- The only problem is it gets way to hot in the waiting room especially on a hot day
- I went to South Cerney by mistake and even though I arrived at Cirencester a few minutes late I was still seen. Dr was very welcoming and professional. No
- It was excellent, I arrived late but the nurse still did the appointment
- Just didn't really feel like the nurse really cared, and felt more like I was wasting time than having my issue dealt with Better caring mannerisms
- Kind and helpful -Surgery looks tired
- Lovely caring nurse. Probably could look at the surgeries car parking but this has nothing to do with the medical care I received.
- Lovely friendly Nurse.
- Lovely nurse,very friendly and gave me lots of positive feedback. Carry on being lovely.
- Lovely staff from reception to Doctor. Thorough, detailed appointment and on time! Really impressed.Nothing!
- Minor op carried out quickly and effectively. Procedure explained fully.
- My appointment was on time and I was greeted with a smile. Ellie talked me through the tests and explained why they were being done. All in all a good experience.
- My blood test was fine but there was some confusion over booking my follow up appt with the doctor. I had been asked to book an in person appt but when I phoned, the receptionist was adamant it had to be telephone. Then when I attended my blood tests yesterday, I was advised it should be in person and so the receptionist cancelled my original booking and scheduled an in person appt 2 weeks later. Today I have now been sent a link to book an appt so confusing! Better communication
- My experience with the Phoenix Group has always been one of kindness always helpful and caring staff
- Needed face to face, arranged fairly quickly, lovely GP
- Nice welcome at reception and helpful after I had seen doctor
- Nurse friendly and polite



- Nurse Helen was very professional and helpful. I was not kept waiting for appointment.
 - Calm atmosphere in the surgery generally. Can't think of anything.
 - Nurse was really knowledgeable, helpful and respectful. I felt confident to be treated by her.
 - Nurse was very concerned for patient comfort
 - Nurse was very nice and helpful
 - On time and a pleasant experience. Nothing
 - On time and very caring/helpful.
 - On time appointment - GP took time to listen, understand and examine before prescribing. Positive experience Thank you
 - On time, efficient, friendly and professional. Thank you.
 - On time, helpful
 - On time. Easy access. Helpful staff
 - Open, clean, Nurse Carol was fab Staff were absent from the front desk - auto check in was available & I used it - but it was disconcerting
 - Appointment was on time and the nurse was excellent in giving me my injection, no pain. Nothing.
 - Painless
 - Perfectly happy with everything at this practice.
 - Phlebotomist was extremely careful no excessive bruising or hematoma.
 - Pleasant efficient reception.
 - Confident, professional nurse." Make more spaces available in car park.
 - Pleasant experience -Have Biscuits to aid recovery 😊
 - Positive discussion with Dr Maxted with clarity about medical questions asked
 - Professional and polite
 - Professional attitude .Well run surgery .Appointments on time. Some more prorate reading matter in the waiting room .
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- Prompt , pleasant and efficient staff. My appointment was for a blood test and although no urgency for it, I had to wait several weeks before a vacancy occurred. Any way to shorten this waiting period would be helpful.
 - Prompt and efficient service- The check in link on the txt message did not work
 - Prompt appointment and professional advice from Dr Nichol.
 - Punctual. Painless. Friendly. Very good
 - Quick and efficient as always Nothing
 - Quick appointment for baby same day
 - Really informative session. The nurse was so helpful and friendly. She put my mind at rest. Nothing
 - Reasonably prompt response, Reduce delays in phone appointments .
 - Reception pleasant. Waiting room, tatty and dated. Nurse wonderful.
 - Receptionist and Hca very pleasant
 - Run on time
 - Same lovely nurse! Nothing on this occasion
 - Satisfactory
 - Saw Dr Khalid who as always was incredibly understanding and provided reassurance and medication.



- Saw me on time. Nurse Helen does a very good blood draw. Did not feel a thing.
- Parking out side the surgery is very limited.
- Seen by Dr Hill, never feel rushed and all my questions answered
- Seen on time and treated with respect. Very good explanation of blood tests Nothing
- Seen on time by Marion, she was very polite & friendly. Informative & knowledgeable.
- Seen on time for a blood test. Quick and easy procedure. Nice nurse.
- Seen on time pleasant and knowledgeable hca for pre diabetic nurse review. Nothing well done
- Seen promptly and kindly
- Seen quickly , through check up and kind
- Seen quickly Very pleasant nurse
- Service and support could not be better
- Sophie the nurse was professional and friendly Nothing
- Staff made experience most enjoyable
- Staff were very helpful Nothing
- Staples removed from total knee replacement & dressing change.
- Surgery was able to function efficiently even though all I/T systems were working
- Always an issue with not enough parking space
- The doctor phoned at the appointed time and offered me a face to face appointment an hour later. Was seen promptly.
- The doctor took his time to check over my baby
- The medic (sorry I didn't get her name) was interested in my whole medical needs, not just the issue I presented with. I presented with a calf muscle problem that she suspected could indicate a DVT. She prescribed some blood thinners, which I collected from Chesterton pharmacy. She promised to call me after she had my blood results, which she said would be urgently processed in a few hours. I had no call by 17:44. So... I'm now worried I have a DVT incidence. I have the necessary immediate treatment, but I'm still waiting for confirmation as to whether I should take it. What do I do now?
- The nurse explained what was happening with my wound so I could have a understanding of the treatment I was given
- The nurse gave me a thorough explanation and was kind and friendly hopefully that was reciprocated!
- The nurse was extremely friendly and helpful
- The nurse was very friendly and helpful
- The nurse was very friendly and helpful. I did not feel rushed.
- The nurse was very knowledgeable & my appointment was on time.
- The Nursing Sister was very professional and quickly/painlessly gave me a second Shingles vaccine "1. Initially when I had the first jab, a single shot vaccine should have been available.
- 2. Why was no reminder sent for the second jab"
- The practitioner who saw me was kind and thorough. He investigated my case soundly and gave clear advice. I can't think of anything.
- The recent visit was good BUT I had a telephone consultation last week which I would have rated POOR shame I have not been asked about that one :(Sent me a similar form for the telephone consultation :)



- There for My B12 injection, nurse was very good pointing out that I was eligible for shingles and pneumonia injections, they were both done on this same visit. Parking is getting to be an issue.
- This was a blood test. The nurse made me feel very comfortable and administered the test
-
- She was also helpful aiding my wife with my exit as I am in a wheelchair.
- I find receiving SMS easier as the NHS App takes too long logging on
- Timely efficient and friendly professional None
- Timing went well and the doctor was extremely helpful
- Treated with care. Nothing, everything was good.
- Unfortunately I was a little late going for my appointment, but I do realise that not everything goes according to plan so was quite happy to wait. Nothing. Especially compared to stories I've heard from other surgeries in the area.
- V nice caring Nurse Sophie who dressed leg wound, having photographed it for referral to GP N/A
- Very cheerful staff
- Very efficient
- Very efficient on time and staff very polite
- Very efficient great to see own doctor and staff very helpful and friendly
- Very efficient nurse seen on time - very pleased. Signage from the road covered by bin made it difficult for me to find
- Very friendly nurse and receptionist Made us feel welcome and answered any questions that we had Nothing all good
- Very friendly staff and my appointment was very professional
- You can't improve in perfection lol :)
- Very helpful advice and washing seen more or less on time. Very helpful reception when I had to book a blood test. Try to shorten waiting time ie my blood test not till Oct and phone call November at 82 I could well be dead by then
- Very helpful and friendly
- Very helpful staff.
- Very helpful, good & kind.
- Very kind doctor who spent time and didn't rush me.
- Very kind prompt and professional service from phlebotomist
- Very lovely, kind and supportive lady who had been a para medic and now works at The Phoenix Surgery. I felt I had taken up her time, but she was so good listening to me. The Phoenix Surgery have some wonderful people working there. From the receptionists, phone call people and all the Doctors and nurses. Thank you so much Nothing you are an amazing team.
- Very nice nurse who is very good at taking blood.
- Very pleasant in other words normal
- Very polite
- Very professional staff and friendly.
- Very prompt and not rushed Nothing
- Very prompt appointment time kept. Very pleasant and efficient phlebotomist who checked all my details before taking the blood sample.
- Very prompt. Pleasant and helpful people.



- Very punctual.
 - Very quick and easy There's nothing better you could of done
 - Very quick and friendly
 - Very quick and thorough
 - Well organised and nurse was very helpful
 - Well to be perfectly honest, The Phoenix Surgery is the best GP service since my childhood with my Gp always in a three piece suit! Kind, listen to you, reassuring, and my recent rather nasty condition has been so professionally addressed by not only my GP, but the lovely nurse who was once a Para Medic. The phone ladies are always kind and patient with me and no doubt others. The receptionist are invariably being helpful to all the queries of patients coming in for a variety of reasons.
 - Thank you for being such a wonderful supportive group of professionals.
 - Went for a blood test, the phlebotomy was excellent, didn't feel a thing!
 - Would have been very good but your computer failed to register that I had arrived.
 - Nothing everything went very smoothly
 - I'd like to know the PSA test result please?
 - My appointment suggested I could sign in via the link in the text message. However there is no signal in the surgery to allow you to do so.
 - Always very helpful and great service
-
- I didn't have to wait. The nurse was very friendly and helpful.

South Cerney

- Very efficient. No
- Very informative and very informative
- 2 vaccinations received- mission accomplished !
- A good blood take Nothing
- A lovely nurse who kindly went out of her way to try and do my blood test later in the day when the first attempt wasn't succesful. When the second attempt also wasn't succesful she made the effort to rebook me in and change another connected appointment. Fab customer experience! (Sorry my veins weren't playing ball!).
- All very efficient.
- Always good lovely friendly. Staff
- "Appointment on time.
- Very friendly, efficient staff. "
- Appointment was 5 mins late but that was fine. Nurse was very friendly and efficient
- Appointment was on time and the nurse very friendly and efficient.
- Nothing, first class as it was.
- As usual I had an enjoyable visit ! Staff so welcoming and friendly ! Teresa was brilliant too and made both blood test and checking blood pressure very easy .
- A bigger car park !
- Asthma clinic. Unhurried, discussion. Useful advice re inhalers and their use and also



the use of anti histamines

- Asthma review completed
- Blood sample appointment. Seen early. Well organised, very smooth process.
- Was back in the car by the scheduled appointment time.
- Not possible to do anything better.
- Blood test was painless and no bruising. Nothing.
- Brilliant doctor and very good customer service. Always take time to listen and very pleasant. Just takes a little longer getting through by phone. Maybe needs more staff to answer the phone but overall not a problem.
- Carol is really friendly
- Couldn't see the nurse and I wanted to see if I came get some answers as I have a few questions to ask, about some things let me see a nurse
- Didn't have to wait very good
- Due to IT problems I was able to attend my appointment due to procedure already known and booked in for. No problems whatsoever
- Due to my Anxiety I really struggle communicating with strangers. But I found Carol Thompson very welcoming and I was able to relax and talk to her she had a really good bedside manner.
- Efficient and friendly service all around The booking machine wasn't working but that happens sometimes
- Efficient, punctual, convenient and lovely staff
- Everyone is so friendly and welcoming Nothing
- Everyone is so helpful. Nothing is too much trouble. We are lucky to have you
- Everyone so helpful and friendly. Relaxes you All good, except sign in machine out of action
- Excellent care and friendly service
- Excellent care from clinician who saw me.
- Nothing all good thank you
- Excellent nurse - didn't even feel the drawing of blood which normally is quite sore for me.
- Excellent service from receptionist and doctor.
- Friendly greeting from reception and doctor Khalid
- Friendly receptionist. Excellent nurse. Quick.
- Friendly service Nothing!!
- Friendly staff, prompt attention
- Nothing re treatment, but it is always disappointing that the car park is always full, even with a very early appointment. Are the spaces being filled by staff and others working nearby? They should be for patients.
- Friendly staff; appointment on time.
- Front desk ladies absolutely professional and welcoming It was simply perfect
- Good service. Quick and simple.
- Good service. Staff are very kind
- Great employees, always friendly and helpful
- Had a blood test, was on time and friendly
- I arrived early so the auto booking in system would not accept me. The receptionist sorted that instantly. As I was early the nurse was able to see me earlier and hopefully



- allowed her to see the next patient sooner, see extra patients or get home early.
- I didn't have to wait at all and everyone was very helpful polite and happy.
 - Had Pimms on sale as it was quite warm !
 - I didn't have to wait, even though biomass a bit early. Nurse great
 - I had a blood test straight in blood test straight out with in 5 minutes perfect
 - Nothing very satisfactory
 - I had an appointment with my GP, Dr Khalid, which I had requested. He was so kind and understanding, I am not a "very good patient" all the time due to the nature of my life and ill health. He listened to my situation and was supportive without being intrusive. It was reassuring to be able to be honest and I felt that a medical practitioner was listening to my situation, rather than the judgemental approach of some "practitioners". Thank you so much. You did a very helpful appointment, I felt I had been listened to and my situation understood.
 - I met the nurse, Helen (I think). She was simply lovely and very kind to me.
 - All the staff were very helpful. Nothing everything was very good
 - I was early and was seen early. Nothing, all was well.
 - I was seen on time and nurse carried out tests efficiently
 - I was seen on time.
 - I was seen promptly and didn't feel rushed. All good thanks
 - I was treated with dignity and respect
 - I was I was seen on time.
 - Immediately seen and blood taken swiftly and efficiently. Great service overall.
 - Immediately seen by lovely nurse for blood test.
 - Lovely experience, very caring. Nothing
 - Lovely nurse- Nothing all food
 - Lovely Nurse very thorough All good.
 - Lovely reception staff and practice nurse. All very friendly & professional
 -
 - My appointment was cancelled 30 minutes before attending
 - No waiting - seen promptly on time.
 - No waiting and very pleasant nurse Mend your signing in machine
 - No waiting time; reassuring, competent nurse; practically pain-free blood test
 - No waiting, appointment on time
 - Nothing to complain about - very friendly, efficient and helpful 10 out of 10 thank you
 - Nothing to say really very pleasant experience all round 10 out of 10
 - Nurse always on time and happy. Nothing
 - Nurse very attentive I really struggle with car parking at South Cernwy
 - "Nurse was very friendly and efficient
 - I was seen on time."
 - On time Nothing
 - On time and very efficient
 - On time, and pleasant staff A nicer pillow to place arm when having blood test
 - On time, no issues
 - On time. Wonderful caring sympathetic nurse. "Initially nurse had been given wrong form (multiple tests) for blood sample, had to consult Dr who was there and got a new form for one test only."



- Only there for a blood test was told I would only be contacted if there was an issue I wanted to see my doctor to discuss things was told not possible could only have a telephone appointment. This is an ongoing issue. To have been able to book an appointment to see my doctor
- Professional and friendly and on time
- Nothing about my visit to have blood taken just long time to wait to get an appointment
- Prompt and efficient treatment
- Prompt service. Parking awful!
- Prompt, very professional. Nothing.
- Punctual friendly and not crowded
- Punctual, efficient, polite Nothing on this blood test occasion.
- Quick and on time Start a national campaign on the correct pronunciation of phlebotomy.
- Quick efficient and friendly
- Reception and nursing staff were friendly, helpful and kind. I was seen on time (early in fact). I've never known a GP surgery as good. Absolutely nothing!
- Reception staff were cheerful and smiley. Dr Khalid was reassuring and so good dealing with my concerns. Nothing. It was a very good. (maybe some notices on the notice board are a little out of date?) 😊
- Receptionist was very polite, and my appointment was on time.
- Bring back early evening appointments.
- Running to time, excellent clinician Nothing thank you
- Saw the nurse for a blood test. Pleasant as always.
- Seen on time promptly - satisfactory treatment. All very good.
- Seen on time, quick and easy experience.
- Ask more questions about lifestyle and diet.
- Seen on time. Polite staff.
- Seen promptly and the nurse was very professional and reassuring
- Short wait, virtually empty waiting room. Able to check bp whilst I waited. Good to be offered vaccinations.
- So quiet! Only person waiting. Efficient check in and no delay to appt. Nurse very friendly and put me at ease. All good.
- Just the initial hassle getting through to make an appt in the first place!
- South Cerney surgery was the earliest blood test appointment I could get that fitted my schedule . It was my first visit here. It's a very friendly efficient little surgery. Everyone was very amicable. Nothing
- Staff were polite and efficient. The waiting area was comfortable. Nothing
- Swift and efficient service Nothing
- Teresa Sidley was very kind, supportive and efficient with me whilst doing my NHS health check. She explained everything clearly and allowed me to ask questions, discuss issues with her and I am extremely grateful.
- The lady who took my blood was very pleasant and while she was doing it I told her about my experience when going to a recruiting office which gave us both a laugh! I was well aware that her time was limited so quietly left her room. She was a very nice person to meet. Thank you.



- Nothing, in this instance could have been better.
- The receptionist and phlebotomist were both really friendly and helpful.
- The receptionist was most helpful.
- Theresa was kind, caring and understanding and had time to listen and advise

- They were all very efficient and pleasant Not on the day
- This was a blood test appointment.
- Very efficient appt with the nurse All very good
- Very friendly & helpful N/A
- Very friendly and helpful people
- Made the appointment sooner, but I understand the issue with that.
- Very friendly nurse Helen .
- Very good service No complaints
- Very helpful staff
- Very pleasant welcome by receptionist. Nurse very professional and engaging
- Very professional and helpful.
- Very satisfied that appointment was given on the same day. With my own Doctor.
- Questionnaire difficult to fill-in as answers kept changing after they had been completed
- Very satisfying appointment Nothing
- Was seen on time, very pleasant staff
- We only dealt with the receptionist. She was so helpful. Answer all our questions and was so patient and explained everything
- Went for a blood test. Seen on time by a very competent nurse. All good
- Went in early to my appt and was seen by Teresa
- Went in on time even though the self check in wasn't working Nothing
- More training for the phlebotomist

Tetbury

- Appointment on time .Questions answered kindly and reassuringly
- A continuation of my treatment by the excellent nurses. Always treated with kindness and respect
- A pleasure to go to the clinic Nothing
- Able to park. Quiet surgery. Back doors open so fresh air circulating. Appointment started on time. Anne, the nurse, was absolutely wonderful. She is a credit to the surgery. Kind, caring, experienced.
- After signing myself in on a sign in machine, the paramedic, Luke, was very pleasant, and 'listened' well, to what I was saying, and helped me, and gave me good advice, and said to come back if my problem got worse.
- After telephone chat.... Have always seen Dr Angus (never been refused a face to face) for which am very grateful.
- All efficient and on time



- All good 👍
- All happened on time and nurse was very professional.
- All on time - no issues
- Always great service
- Ann was very professional and the procedure only took 15 minutes.

- He said the doctor was polite and he was ok, and made him feel safe.
- Appointment made for 0830 turned up at 0820 surgery closed
- Open at least 10 minutes before appointment times made
- Appointment on time, nurse efficient. All OK
- Appointment on time, actually 5 minutes earlier.
- Efficient service and very personable and approachable member of staff"
- Appointment on time. Friendly and efficient nurse.
- Appointment on time.
- Nurse very nice and efficient
- Appointment time was achieved, nurse was very patient and answered my questions and addressed my treatment. Brilliant outcome. And a big thankyou to all staff. Reception, pharmacy and everyone you do not see. Thankyou all. N/A
- Appointment was on time
- Appointment was on time and blood taken with very little pain 😊
- Appointment was on time and I was dealt with politely and efficiently.
- Appointment was on time. Kind nurse. Blood taken easily which is not always the case.
- Appointment was on time. Phlebotomist was very pleasant and kind.
- Appointment with Practice Nurse for routine immunisation. Not to be told by the nurse I
- Appreciate being checked out for pre diabetes. Thank you for initiating this.
- Appt on time.
- Appt on time. Nurse very pleasant and took blood without pain.
- As usual, impeccable service with Elaine and exactly on time.
- As usual, very friendly and helpful
- Being pre-diabetic I have been actively encouraged to review my current lifestyle as I want the benefits this will bring.
- Big thank you to Dr Angus. Very grateful for your help.
- Blood sample taken without any discomfort. Nothing.
- Blood test taken by nurse, seen on time. Very efficient
- I was happy with the visit I attended. No issues encountered
- Blood test taken quickly - no issues
- Blood test was taken professionally, a few minutes earlier than scheduled.
- Bloods taken efficiently, friendly kind staff
- Computer not working and although I told receptionist I had arrived she didn't inform nurse so I was kept waiting Well repair computer or get a note efficient receptionist
- Didn't have my expected procedure, but such courteous and polite doctor and staff.
- Dr Angus always very good he listens and discusses my condition and I have great confidence in him
- No only the telephone availability when trying to call and number 13 and when I get to two it cuts off and go to lunch ! It is so depressing
- Dr Angus explained the results of my tests and the other issues I had he was very



- understanding, explained the causes and set my mind at rest
- Dr Angus is always really helpful and explains very well
 - Dr Cardew was really helpful.
 - Dr Emma McMyn really tried to 'listen' and understand how I was feeling, physically and mentally about my situation, and helped me.
 - Dr Emma was great, listened to my concerns and I felt safe with her. My appointment was 20 minutes late.
 - "Dr Emma was really good, reaching a diagnosis and planning what to do about it.
 - Dr. Emma is a real asset to Tetbury."
 - Dr McMyn spent the time sorting out my many issues from radio therapy with empathy
 - Dr. Emma was very thorough and helpful. Later in the day I had acupuncture with Adrian which seems to have helped one of my problems.
 - Easy log in lovely nurse very informed absolutely nothing great service
 - Easy to speak to reception and seen quickly
 - Efficient
 - Efficient and friendly
 - Efficient and helpful
 - Efficient friendly professional
 - Elaine as kind and efficient as she always is.
 - Elaine is a first class member of staff, she always makes you feel comfortable, she is kind in her use of the needle which is a big part of having your blood taken.
 - I'm not sure, most of the receptionists are good, a few very good.
 - Elaine is always lovely and puts you at ease. Lady on the desk Carol? Very friendly too.
 - Elaine was as polite, friendly, caring and professional as ever - she can't be faulted!
 - Elaine, as always, was very expert in dealing with my appointment.
 - Electronic system worked. No waiting to see the nurse. I had booked to see the diabetes nurse, but after I'd booked I received an annual check up to book appt. I thought I was seeing someone to discuss my problems but had a check up instead and now have to wait and see if someone thinks I need to see someone.. not too happy about that as my concerns weren't dealt with. Maybe I will get lucky and see the person I want to next time.
 - Everyone very helpful
 - Everyone very helpful.
 - Excellent staff friendly and polite as a carer wish it was easier to access doctors more easier
 - Excellent in all respects.
 - Excellent service Nothing
 - Excellent surgery. Staff is helpful and courteous.
 - Fast quiet have a happy receptionist
 - Felt bit of a waste of time
 - First time I seen a doctor for a few years the doctor was so helpful as she wasn't my regular doctor and she came across from Cirencester surgery All was fine with my visit
 - For some reason my appointment had been made for the Cirencester practice. When I have live in Tetbury for the past 14 years. So slightly annoying.



- Booking to be made for my usual practice, Tetbury and not any other surgery.
- Friendly and helpful nurse with good communication skills. All was fine
 - Friendly and helpful, listened to everything I said x Everything was fine
 - Friendly staff and friendly and helpful nurse
 - Friendly staff. Appointment was on time.
 - Good communication and seen promptly
 - Good experience Nothing
 - Good receptionist and excellent care from practice nurse Elaine
 - Had blood tests no problems very good visit as always thank you
 - Nothing everything was fine
 - I arrived a little late to see the nurse but all was well. Nurse friendly and professional.
 - I came for an annual blood test. It is usually quite difficult to get blood out of me. Success on second try.
 - I had a ring changed for a prolapse and it was done very quickly and easily. Nothing.
 - Though I had signed in on arrival but it hadn't gone through to the nurse and she thought I hadn't arrived.
 - I had an excellent consultation with my doctor
 - I had to wait 20 minutes for my blood test, even though there were no other patients around Less waiting time
 - I like visiting my doctor I feel that she listens and understands me and gives an excellent service. She is very thorough. Dr Emma
 - I received a reminder email of my appointment, which was helpful and on the day the nurse taking my blood test was efficient and swift handling it..
 - After the test I wasn't given any indication about what would happen next and when. That would be useful for me to know.
 - I very much appreciate the care and support given by Doctor Emma
 - I visited for a blood test. I booked in online & took a seat in the main waiting area. I luckily overheard someone talking at reception about a blood test & she was directed to another waiting area. Not wanting to miss my slot I then asked at reception & was advised to go to another waiting area. I had booked in online to save the receptionist time so it's a shame the online system doesn't indicate a specific waiting area at the time of booking in so I still had to go the reception! Make your online booking system better/clearer
 - I was listened to closely and sympathetically when I told her about the frequent
 - headaches I was having. I didn't think there was anything she could do but felt better for having it confirmed Nothing
 - I was not rushed. I was listened to and everything was explained well.
 - I was seen on time by a cheerful efficient doctor. We discussed my problem, I was given options, told of the contra-warnings then the procedure was performed quickly and efficiently.
 - I was seen promptly. The nurse Sophie was extremely good. No bruise from my blood sample, excellent.
 - I went in for a blood test
 - I'm pleased to doctor to give me good treatment .I think it's good enough for me.
 - Injection done But I came in this week and he didn't have it in stock. I would appreciate if you could let me know because I had to pay to get a lift over and I've had



- to pay twice now.
- It was a blood test and was very professional. PS also bang on time. A couple more health information posters perhaps. I've read all of the meningitis ones, how about tetanus, or arthritis perhaps?
 - Just a great visit easy
 - Lovely receptionist - appointment was effective and efficient
 - More car parking!!
 - My appointment was on time I always find the staff helpful and friendly.
 - My appointment was punctual I was treated with kindness & courtesy
 - No improvement required
 - No waiting, efficient and productive.
 - Not too stressful!
 - Nurse found a vein very easily which has always been a problem in the past
 - Nurse Vanessa was kind and answered my questions.
 - Nothing could have been done better.
 - Nurse very Helpful and efficient
 - Nurse when beyond just taking my ecg she also did my bloods that was scheduled for a week later. Save me a trip and the effort of going out because of my fibromyalgia
 - On time & very efficient
 - On time , quick & stitches out- job done!
 - On time . Friendly thorough.
 - On time and quick Nothing
 - On time and very competent blood sample taken with virtually no discomfort
 - On time appointment, efficient and very friendly. None
 - On time efficient and friendly
 - On time, efficient, friendly staff and absolutely no pain!! Can't think of a thing!
 - On time, efficiently sample taken
 - On time, professional and kind staff
 - On time, the nurse was polite and helpful.
 - Get an appointment quicker.
 - Only blood test. Phlebotomist is superb. Hate needles but never feel a thing when she does it. Only issue is parking but nothing can be done about that.
 - Personable and efficient nurse. Appointment on time too.
 - Practice nurse excellent with procedure and a very good communicator
 - Problem fixed by initial phone triage but very good follow information and advice
 - Still waiting self referral phone number
 - Problem sorted without any fuss.
 - Professional and caring Nothing
 - Professional and caring - thank you
 - Professional staff. Efficient. Very good nurse giving vaccination.
 - This visit ok, in the past found some receptionists very abrupt.
 - Professional, on time, friendly and efficient
 - Prompt , friendly N/a
 - Prompt and efficient removal of sutures
 - Prompt, courteous, and informative diagnosis.
 - Prompt, friendly efficient service.



- Punctual, friendly and explained everything very clearly and simply- Very satisfied
- Q quick and efficient
- Quick and very polite
- Just wish it was easier to get an appointment I am a registered carer with a severely disabled son with severe medical issues
- Quick response to test results
- Quick results
- Quick very nice and polite.
- Reasonable waiting time and pleasant and efficient service from receptionist and Doctor. When I first booked, I was kept waiting on the phone a very long time and was cut off once.
- Reassuring care and concern shown by Dr Emma
- Reception machine doesn't tell you where to wait!
- Receptionist could have been a bit more friendly and welcoming
- Receptionist pulled out all the stops to get me an urgent ecg at surgery
Many thanks. Team effort "
- "Receptionist was really helpful and friendly
- Assistant and the 2 doctors were polite calm and explained everything. Everybody was nice and reassuring I felt safe and calm" Nothing everything was quick and efficient
- Saw GP at allotted time
- Seen ahead of time. Very quick blood test.
- Seen very promptly and everything was explained clearly to me.
- Short wait. Pleasant staff
- Smooth, no problems
- Spoke to Dr in morning. Offered a cancellation ECG that afternoon and the nurse took my blood test at the same time saving me a 4 week wait.
- Staff were very polite very welcoming and friendly
- Tammy is very good and thorough
- The appointment went ahead on time and I was given good advice.
- I can't think of anything
- The nurse is really helpful as she explains things and I could ask questions.
- The nurse saw me on the day of me presenting my symptoms
- The nurse saw me on the day of my problem
- the nurse was very pleasant and very helpful nothing
- The only thing I didn't know was that there was two waiting areas for different things!
- The receptionist was friendly and helpful and Dr Cardew was very understanding of my concerns. She explained what action she was taking and why, being reassuring at the same time as taking the issues seriously. I was pleased with the way it went.
- The receptionist was very pleasant and Dr Cardew was very kind and helpful It would be nice if the patients could just make an appointment with the doctor without having to go via a phone call first.
- The receptionist was very pleasant. Dr Emma McMyn was very kind and thoughtful, and a very good listener to how I was feeling.
- The self check-in didn't work
- I then waited 10 mins in the reception queue so was 10 mins late- Fix the check-in.
- The whole experience of the Cirencester receptionist checking if someone could take



my blood on the day and ringing me back to say they could, together with the way I was treated by Jamie at Tetbury was all excellent. Saved me a long trip to Cheltenham which was greatly appreciated. You could have provided a cup of tea. (Joke)

- They were very helpful and friendly - Nothing they were very good.
- Took a long time listening to me and had a thorough examination
- User friendly Not applicable
- Very efficient service Fitted me in quicker in the first instance
- Very efficient, nurse explained what was happening very well, overall a very good experience
- Very good
- Very good welcoming little helper with information from reception and also very lovely and kind nurse 😊 Just keep up the good work 👍
- Very happy, the service the surgery provides from Dr Charrington, nurses and receptionists is excellent. Thank you See above!
- Very nice nurse who took time to note and listen to my worries about the changes in my diabetes type 1
- Lovely lady nurse ."
- Very personable and professional nurse
- Very punctual
- Very quick and efficient
- Very quick and helpful. Painless and professional.
- Very quick very good lovely staff . Nothing
- Very short wait, dealt with lovely staff Nothing it was fine
- Visit for blood test with Elaine Dove . On time and pain free. As always Elaine is super efficient and delightfully friendly .
- Visit was diabetic review, all good nurse was update with my history.
- Easier to get Dr appointments.
- Was satisfied with the appointment and being seen by the ucp Luke. However I was waiting for a phone call only discover that I was removed from the list so then had to be out back on the list delaying me seeing someone The booking system. Being able to give me a reason for why I was removed from the list.
- Went in on time, nurse was very welcoming and chatty, All good.
- Wonderful caring doctors that helped me with all my concerns
- Stop sending feedback requests for every visit



Kemble

- Always friendly and helpful. Very professional in all respects Nothing
- As always excellent service at our Kemble surgery
- Best surgery and staff ever
- Blood test by lovely nurse
- Blood test professionally administered
- Contacts with Phoenix Surgery always excellent, thank you
- Didn't have to wait long. Nurse was very kind and friendly. Reception was welcoming
- Doctor was professional, caring and efficient. Nothing
- Dr Angie is lovely, listens, kind and explains. Nothing thanks.
- Dr Vernon was superb in every aspect. Who will go the extra mile to improve your prospects for a better life. She is kind and generous. Puts you at ease. A tremendous asset to our community. Pharmacy staff are all likewise great team members that demonstrate a willingness to help, listen and participate what ever the challenge. We are most fortunate to have them. Cheerful good eggs 😊 Don't change anything. It all works great.
- Due to traffic issues I was late for my appointment, the receptionist and nurse fitted me in and were very kind. No it was all good.
- Friendly and professional
- Friendly and professional Nothing
- great nothing
- Helpful and friendly staff I have difficulty in understanding text messages and opening attachments
- I only went to have a blood test so not much I can say
- Car parking is very bad and when you have mobility problems it makes things very hard
- I visited for a blood test, very friendly staff, thank you
- Absolutely nothing could be better
- I went straight in for my blood test, no waiting. Make more blood test slots available across the area.
- Lovely visit to Kemble, great receptionist and friendly nurse.
- Nice, speedy and friendly service
- Promptly seen and expertly taken blood!
- Reception staff and phlebotomist welcoming. Exactly on time.
- Put a handrail on the lower steps from the road for patient safety.
- Receptionist so helpful and professional. I visited for 2 blood tests and collected my monthly perscription.
- Very efficient and always running on time. Very cheerful
- Very efficient and friendly Nothing
- Very efficient and friendly service Hard to improve on excellent
- Very efficient service
- Very friendly, helpful, they all have good sense of humour, I'm very please with all of them.
- Very helpful



- "Very short wait with plenty of information worth catching up on.
- Friendly reception.
- Doc dealt promptly with me but no sense of being rushed. Online notes and pics a good prep for an effective use of time in person. TBC, I'll see how quickly a referral will be made.
- Warm welcome. On time. And easy procedure. And all explained.
- Went for ECG and she kindly done my bloods so I didn't have to wait
- It was all good

RAU (Closed for Summer break)



Voted Unlikely or Extremely Unlikely to recommend because:

Cirencester

- Cancel appointments
- I'm a patient with fibromyalgia, back problems, sleep apnoea and on going new symptoms (dizziness, nausea etc). My needs are complex and symptoms can overlap. Whenever I'm given a telephone or in person appointment even when I book a double appointment I keep being reminded by the GP my time is up and that we can just discuss one issue at the time. Like I said my condition is complex and symptoms overlap. I feel I get treated symptomatically instead of a holistic approach. Different patients have different needs. I'm dyslexic and find it difficult to express myself. I feel in certain circumstances people like me should be give extra time to express my needs. I do understand GP's under overwhelming pressure and need to hit there targets but in certain circumstances there must be an exception to the rules.
- Professional didn't seem very knowledgeable and the equipment she needed to test for my asthma wasn't available. Left with not solving my asthma challenges so the appointment was pointless. Had the right equipment to test my asthma. Be more prepared beforehand and read my notes.

South Cerney

- Arrived on time signed in. Called in for blood test only to find paperwork had NOT been sent through. So could not have test done. Having travelled from Cirencester this did not make me or My Husband very happy. Make sure paperwork is completed first before sending reminder to patient.
- Nurse was unable to get any blood from me after 2 painful attempts, rebooked (again) for next week, with someone who apparently will be able to get blood out of me. Hopefully third time lucky? This is a blood test for a long term condition. Therefore I have had to rebook the follow up appointment.
- Have a nurse there who is able to get blood out of awkward people.
- I had to wait for my blood test for 4 weeks!! When I was feeling unwell

RAU (Closed for Summer break)



Kemble (No negative feedback)

Tetbury

- 15 mins late.
- Unable to get my double pushchair to the correct waiting room.
- Very rude receptionist- Having twins is hard enough but rude staff and lateness really doesn't help.
- After asking my GP a question, I was sent a link to book an appointment. When I got to the appointment, it was a blood test. Not one piece of correspondence mentioned it being a blood test. I could have had it done elsewhere rather than waiting nearly a month for it at Tetbury. That being said, I'm glad I got a blood test but would like to speak to my GP at some point about the results and other issues I am having. The link should have explained what the appointment actually was.
- Had a procedure which in the past has always been fine. This time I have come away extremely tender and very sore/bruised. I felt the procedure was done very quickly and therefore painful which I have not experienced before. I have an INR reading that has been very changeable for a number of months, frequently outside my target range. Given this, it was disappointing there were no tests available next week and that the duty doctor was not prepared to adjust the Warfarin dose given by the software. 18 years of taking Warfarin suggested it needed to be a bit higher but, in spite of representations by the nurse (who agreed), it seems the computer has to be followed!
- I have been booked in for a blood review which I booked after receiving a letter from you a few weeks ago, received a text message yesterday from you only to go today and couldn't get it done as no form? I kept this afternoon free to go , please can someone tell me what or who made the mistakes. I have appointment for follow up phone call to discuss tablets etc October 17th. Now I have been given appointment a phone call for July 10th at 12 am.
- I've not really had issues with Phoenix or the staff in the past. However, the nurse we saw was not very friendly. I am not sure if she just didn't have a great day, and if that's the case I'm very sorry. But I had been told about this nurse before we went by someone else, who had had a bad experience with her. She was pulling faces at my baby crying (after being vaccinated), and when I asked her if I could breastfeed to calm my baby I was told no as she had more patients. However, since no one pointed out there is a feeding room available, I sat outside her room for the next 15 minutes feeding with no one coming or going. The experience could have been more family friendly.



End of Feedback

Thank you for reading.