



Friends and Family Feedback June 2024

Voted Extremely Likely or Likely to recommend because:-

Cirencester

- The phlebotomist (Beatrice) was absolutely incredible. The best person I've had dealings with medically. Highly recommend.
- I saw Dr Sherringham who was very helpful and thorough.
- Answering the phone much quicker.
- Staff always so nice and friendly, appointment was on time
- As I live a distance and can't get public transportation/unless I have someone to drive me the parking is difficult at times I know this is the same most places.
- Arrived for blood test on time and was seen within 5 mins. Nurse was polite, friendly and welcoming. She checked I was OK with needles and then afterwards checked I was OK to have a sticking plaster applied. I felt looked after.
- Friendly nurse who was held up by previous appointment. No problem as these things cannot be helped!
- Nothing, thank you.
- I was attended to without excellent service.
- Good listening and options for changes offered and great follow up .
- Quick professional blood test.
- I saw the urgent care practitioner Ellie for a blood test. I'm particularly difficult to get blood from, and Jamie joined her to help. They were both very reassuring, friendly and didn't make me feel like I was taking so much of their time, even though I knew I was, they were very kind.
- Usually getting through on the phone can be very challenging and sometimes staff on the phone can be a bit rude and make things difficult as if you are inconveniencing them, there is one particular staff member who is always quite rude, but for this appointment I got through straight away and the girl I spoke to was very friendly and helpful.
- Very informative doctor explained everything. A big thank you to her.
- Difficult to check in as no phone signal and computer not working so had to wait for receptionist.
- I was too early to book in electronically so the receptionist helped me.
- On a morning I developed dreadful stomach pains, never experienced before. I called Phoenix Surgery and was very grateful to get an appointment in the afternoon. Met Dr Allen who explained it was a virus 'bug' who gave advice. Very embarrassed to experience vomiting during this appt. Took advice. Next day - completely fine! Don't think anything could have been done better...
- Spoke with my GP who immediately organised tests within the hour at the surgery.
- There was a slight problem with the test I took back for examination and the receptionist very patiently helped me to correct it.



- Was able to book in at GP surgery Was happy with the service
- Very helpful thank you.
- All was fine, my issues were discussed and any questions answered.
- Blood test, quick service, nice nurse.
- The process of seeing the doctor was smooth and prompt. A phone appointment with a follow up face to face. Only minor things. The uploaded photos didn't get through on the first attempt, but quickly rectified.
- Very kind and helpful. Happy with my visit.
- Seen quickly, comprehensive assessment of issues. Dr pleasant and helpful. Referred me on for further investigation.
- My problem was dealt with perfectly.
- The solution to my problem was sorted whilst I was there. Happy with everything from the start to the end of my visit
- Dr Nicholl excellent as always.
- Excellent service excellent doctor.
- I was seen on time. My dressing was changed in a kind and a understanding way by the nurse. I was happy with everything.
- I received a vitamin B12 injection from the practice nurse and was seen punctually and received excellent service.
- Very informative and definitely helpful.
- Nurse was on time and very helpful, offered to book next appointment in 3 months.
- I was on time as was the nurse who saw me. She was friendly and took her time administering an injection which is less painful that way. The reception and waiting room was quiet.
- Phone answered quickly and helpful
- My appointment was not logged in on the check in screen. Sophie the ECG nurse was lovely.
- On time, easy check in process, polite service.
- Seen promptly; quick minor operation and doctor and nurse practitioner very pleasant.
- Dr Vernon was able to get me a same day appointment..respiratory nurses were excellent as always at phoenix surgery. Nothing- first class service that is why I have been a patient for 45 years.
- Short visit for blood test. Quick and easy.
- Prompt and attentive and antibiotics quickly prescribed to head off potential bacterial Pneumonia.
- It was all good, no delay, in fact a little early, all very efficient, thank you.
- I had good advice from the nurse.
- Nurse was very professional and friendly. We had a good chat. Nothing it was all very good.
- Very satisfied. Thank you.
- Very understand, great people.
- Seen on time advice excellent- Cannot think of anything.
- Tammy was brilliant and I very much appreciated her time!



- Able to park and appointment on time.
- Cervical smear tool broke whilst it was in situ - extremely painful and spot bled during the hours after. When you get experiences like that it definitely puts you off them. Tools either aren't equipped to do the job or more training required for the nurse using them.
- Very pleasant and professional nurse took blood sample.
- Don't think there was anything that could have been improved.
- Quick, efficient and cheerful.
- Felt like the appointment was rushed and only a few of my symptoms were noted or listened to. No follow up on test results despite finding blood in my urine for the 2nd time in 3 months.....
- As always an outstanding level of care. Maintain the standards you already have in place
- Efficient & friendly
- I saw nurse Anne, who was kind, caring and considerate.
- Seen on time with respect.
- On time, nurse lovely.
- On time, blood test expertly done and back out in 5 mins.
- Seen by carol diabetic nurse very informative and helpful-It was good.
- Prompt service both in reception and being called by the doctor.
- Car parking. Always difficult.
- The nurse I had to do my bloods was very friendly and chatty.
- Excellent thoughtful caring Doctor and team-Facilities are a bit tired.
- The reception staff were friendly and helpful and the nurse was excellent.
- An overall very pleasant experience.
- Had a very thorough and positive experience with the doctor. -Can't think of anything.
- The Dr was extremely discreet and understanding. Need to wait for outcome after using prescribed item.
- Expected to wait 2 - 4 weeks for blood test. Booked South Cerney for 16th July. Someone cared enough to check appointments and got me in yesterday. Thank you. Typical!
- Phoenix at Cirencester is always very helpful and delivers good service.
- Didn't have to wait... First time ever! The doctor did everything to help with my circumstance. Left feeling grateful.
- Rescheduled due to unforeseen circumstances @ south cerney surgery.
- Maybe phoned or text me so that I didn't have to make a wasted journey to find my appointment was cancelled.
- I called on a Tuesday morning. The phone was answered promptly. I spoke to someone who made an appointment for an hours time. Went to the appointment - sent to A & E. Fortunate I did. Thank you so much. Faultless service.
- Great support & guidance, fantastic, caring & professional- also seen at quite short notice which I appreciated. I had to wait for my appointment because the nurse was running late. I understand this happens but it out me under time pressure for a work call I needed to be back for.
- Quick and efficient service



- Dr Heil was very empathetic, patient , and understanding.
- On time polite professional service
- Seen on time. Lovely doctor. Always feel listened to and respected.
- I had a great visit. All handled very well.
- I saw the nurse who was very friendly, helpful and informative.
- I was seen on time by a very knowledgeable nurse.
- Always very helpful staff willing to help,
- Was very nervous but nurse Marion was lovely, and made me feel at ease also nurse Carol.
- Greeted kindly by receptionists when arriving.
- Always seen promptly and receive care, patience and understanding from my GP, Dr Hill.
- I find the phone call Triage service by the GP to be great as it saves unnecessary appointments f2f.
- Efficient, informative and calm
- Lovely young lady. Nothing really.
- wound check by Nurse Sophie following knee surgery. Easy to book - receptionist was very helpful. Nurse very friendly, all good
- Seen promptly. Useful visit.
- Thank you Marion for being so charming. A good advert for the practice.
- Employ more versatile nurses to help the long waiting lists.
- Nurse Sophie was brilliant and Dr Khalid also brilliant. Felt heard, cared about and didn't have anti-biotics prescribed (which is good) Your surgery phone lines do not have an option for appointments.
- Very kind nurse who made me feel comfortable.
- The Doctor I saw was not my normal Doctor but nonetheless was very helpful friendly and professional.
- Brilliant wasn't waiting long.
- Caring and very thorough
- A lady in front of me couldn't check in as she was too early - she was frail with nowhere to sit and getting stressed . I couldn't check in either and was only there no less than 10 mins before appointment.
- Sort the parking surgery empty car park full - I got a taxi because I knew that would be the case. It doesn't help your blood pressure 😊
- The visit was fine. I was a little disappointed that I needed to wait a week to have a short telephone call with a doctor. To provide some help. After that, things moved quickly.
- Automated check in not working!
- Got through on telephone ok to book. Receptionist responded well asking appropriate questions. Spoke to Dr who asked me to come in to surgery. Seen at correct time efficiently and referred to hospital.
- Fantastic service very pleased.
- Really good service.
- Easy booking & arrival system and I was seen by a lovely GP who was helpful & Encouraging.
- Thank you. I am very grateful.



- I did not feel rushed in the time spent with the doctor. Temperature in waiting room a little too cool.
- Appointment with Dr Maxted. On time, polite informative examination and advice.
- Medication prescribed.
- On time, very efficient and friendly - very easy blood test!
- Very good service.
- My experience with the nurse who took my blood for routine blood tests was very good.
- She was friendly and efficient and inspired confidence in the way that she did things. for my appointment and sat, double parked in the car park waiting for a parking space. Another person was in the same situation and was forced to park across other vehicles. Eventually I left my car blocking two others and gave the receptionist my vehicle details so that I could keep my appointment. This definitely discouraged me from asking the nurse any questions, I was focused on getting out as soon as possible to move my car.
- Looking at the number of patients in the waiting room, even with those in the consulting rooms added, there appeared to be more cars in the car park than patients to be driving them.
- Even before appointments were scheduled. Reception staff arranged a nurse appointment followed by doctor appointment for same day. Even although late for nurse appointment due to parking and my own late arrival, reception staff and nursing staff arranged appointments to suit. Many thanks
- The parking is an issue but out of your control. I should have myself factored this in.
- The nurse I saw (Helen, I believe) was thorough, helpful, practical and went about the appointment in a very approachable manner.
- Thank you.
- Very quick service- The only thing I found difficult was finding a parking space.
- As always no problem getting appointment thanks to 'can do' attitude of staff. Very impressed with all admin/ support staff always pleasant and helpful.
Dr Allen everything you'd want from GP. I'm grateful to the surgery and thank one and all for their hard work. Nothing perfect
- On time friendly
- Offered me a face to face appointment with a doctor rather than a phone appointment which I most likely won't have signal to take at work. Especially as the doctor will need to see me anyway as can't diagnose over the phone!
- Very quick. Great service- Nothing could be better.
- I turned up early and was seen early by a lovely, efficient phlebotomist
- Arrived on time was seen promptly. Everything was fine.
- The session was very friendly and efficient but seemed a bit done by the book.
- The BP was surprisingly high so I thought that a repeat would have been in order. Also rather a lot was made of the difference between cholesterol levels of 5.0 and 5.2 which I would have thought were within less than 2 std deviations difference and therefore of questionable significance! I am happy to have been referred for GP consultation. Thank you.
- No waiting, I was seen straight away. Nothing, all good.



South Cerney

- Staff very welcoming. Very professional with my 6 year old, while she was having a blood test.
- Very friendly , first time taking blood where it worked first time , nurse was lovely It was perfect to be honest.
- Excellent service as always. Keep doing what you do.
- Nothing, excellent service as always.
- Blood test. Superbly done.
- Bloods taken promptly and efficiently.
- Saw nurse on time, quick pleasant appointment.
- Greeted by receptionist who checked that I was able to check-in successfully digitally.
- Lovely friendly nurse who made having an injection an enjoyable experience.
- Doctor was very helpful & has referred me for a scan.
- Pleasant staff, quick and efficient, listened and sympathetic to my problem. I was at the surgery for routine blood tests, wish I had asked if the Doctor could have seen me re another issue as the surgery seemed quiet. I can't ever fault the Phoenix surgery always outstanding service from receptionist to doctors and nurses.
- The appointment was on time. The nurse taking the blood took it with no pain. She was very kind and friendly.
- I left something in the clinic, she made contact with me to make sure it was returned to me. Which was very appreciated.
- Receptionist and Nurse were very helpful.
- The Phlebotomist saw me within minutes of my arrival. She explained what she was doing and why. The procedure was virtually painless and very kindly done.
- Nothing- Appointment was on time
- Carla was extremely professional and caring. Nothing could have been better.
- On time, informed of process.
- Always very good. More help with trying to access app for the new patient access.
- Everyone pleasant and efficient.
- It would be nice to have named staff photographs in the waiting room, as I have no idea what my doctor looks like.
- I was seen without delay. Very friendly welcoming staff. I was recommended Benecol for high cholesterol but not sure a sugar laden concoction would be good for a prediabetic patient.
- Very quick
- Lovely staff, always pleasant and helpful.
- Appointment on time, friendly staff.
- Receptionist lovely, warm and welcoming!
- Nurse kind, caring and explained herself very clearly!
- Usual problem trying to get blood specimen. Nurse very kind.
- Be able to make follow up appointment for results sooner. October not satisfactory!
- INR Test: good
- Very efficient - saw the nurse for a blood test.



- Quick and easy appointment Issues parking due to location
- I arrived about on time, I had barely sat down when I was called through. The lady who took my blood test was lovely, very reassuring (I don't like needles) and good at her job. I hardly felt a thing. Brilliant.
As I said above, it was brilliant.
- Super efficient- Fix the computer login terminal, other than that perfect
- Very professional and helpful explanation of vaccines I was about to receive.
- Everything went according to plan. All great.
- Everyone very pleasant and efficient
- On time.
- Friendly phlebotomist
- Parking.
- No problem EXCEPT getting through on the 'phone. One minute I was no 2 in the queue, the next minute I was 7th in the queue.
- Service was efficient and useful-All went well.
- The receptionist was very polite. The phlebotomist saw me on time if not slightly early.
- She was very pleasant.
- Not able to park in car park.
- I was seen on time , Doctor was patient and thorough.
- Nice receptionist straight in to see nurse who was excellent.
- On time
- Clearly discussed.
- Went for Blood Test Vit D . Lots of problems finding a vein. But nurse was so concerned about me. But she was really struggling. ,No, we do our best?
- Hayley Dash was excellent. Kind and professional. "
- Great service from Phoenix as always. Thank you so much.
- Blood test appointment. Seen on time. Sample taken smoothly with no problems.
- Nothing at all.
- I got there at the time of my appointment and I was looked at immediately and everything was done professionally, many thanks.
- I was seen immediately to provide a blood sample for screening. The whole process was very efficient.
- Appointment was on time and timely. Carla was amazing, making me feel at ease.
- The nurse was amazing. Explained everything well to my daughter and answered all my questions.
- Excellent staff
- First class professional service.
- Seen on time, friendly welcome, really professional and friendly treatment (blood test)
- The team at South Cerney are always friendly, helpful and efficient.
- Friendly and efficient
- Felt a bit hurried
- I did not have to wait and the personnel was friendly and professional Nothing!
- My appointment at the South Cerney surgery was to have a blood test.
- I arrived one hour early (my mistake) and the nurse was just kind enough to see me, (squeeze me in) thus, I didn't have to return, later (much appreciated).
- Seen on time, Blood taken by a very competent and pleasant phlebotomist



- Arrived early, seen straight away Nurse follow up call not until 7th November, seems a
- Treatment received on time, nurse very friendly and pleasant Nothing
- Easy access to surgery, parking available nearby, very swift and efficient check-in, no waiting, and polite, respectful and pleasant nurse.
- Prompt friendly and attentive service.
- "Once Inside, no problems.
- Person to person check in.
- Clean, quiet waiting room.
- Nurse introduced herself.
- Pain free blood sample. Just a bit chilly inside.
- Purely an observation for OUTSIDE. I arrived by car, early for appt. Then, as no parking spaces, waited 18 mins in the middle of the Car Park worrying that I would miss my appt. Unlikely much could be done going forward as it is a shared parking area.
- Lines might prompt people to park more tidily and thus not take up precious space.
- On time. All very good
- The staff were very pleasant and helpful Nothing - of late I hadn't found this so at Cirencester.
- Receptionist went beyond call of duty. Having received me for my blood test, she then arranged for Dr Maxted to ring me, which he did within a couple of hours.
- My blood test was bang on time and impeccably performed by the charming Helen. Keep up the good work.
- Very good as always. Lovely attentive staff on reception. Brought my son for his vaccines and the nurse was excellent with him.
- Excellent friendly advice from asthma nurse. All very good from asthma nurse (Maria?) and receptionst at South Cerney. Thank you!
- Excellent quick response to phone call and then face to face appointment, all on the same morning. Nothing all good as usual.
- Just had some blood taken. All pleasant and efficient.
- The two members of staff were efficient and friendly. The appointment ran on time.
- Blood test sample taken very fast. Nothing at surgery but parking could be better.
- Very helpful and professional. There is nothing to be improved
- Quick prompt friendly.
- Professional and caring! Also very quickly sorted too! Perfect!
- Friendly, quick professional
- Very friendly staff and didn't wait long.
- Just the parking was full but there's usually a space on the road.
- Went straight in to see the nurse for blood test no problem.
- Nothing could have been better.
- Less waiting time. Prompt appointment and check up done I would say well done commendable service.
- Very efficient receptionist as touch screen not working.
- Friendly and quick- More parking space.
- They did what was meant to be done and no more. Be a bit more understanding and having just a few minutes to talk
- On time.
- On Target -Nothing.



- Arrived early and went in straight away.
- Always friendly and helpful from the minute you go through the door.
- Feel confident my health gets the best care they can offer. Nothing, very pleased with the way the surgery is run including Chesterton.
- I arrived early was seen more or straight away.
- The nurse was great I felt very relaxed she answered my questions.
- A great first visit to South Cerney.
- Actually got seen 10 mins before appointment time.
- Slight initial mix-up over which blood tests I was supposed to be having.
- Nothing - everyone was very pleasant.
- On time, efficient service, pleasant practitioner.
- Welcoming receptionist. Brilliant nurse.
- Professional, friendly and competent
- Everything was running on time I Was greeted delightfully everything about the visit with what I would hope it would be at all times.
- Very pleasant and helpful staff.
- In and out within 10mins, lovely friendly staff- Nothing at all.
- Polite friendly staff plenty of seating. Nothing!
- The nurse that seen me Teresa was very polite and understanding I felt very comfortable speaking to her thank you for all your hard work.
- Prompt and speedy treatment
- Prompt attention at reception and plenty of space to wait. Called in on time for the blood test. Efficient and friendly service. Get the auto registration screen fixed to ease any pressure on reception at busy times.
- Excellent clinician .
- As always at S/Cerney excellent treatment & staff.
- All staff at South Cerney are polite and helpful.
- Seen on time and very friendly. Parking was difficult.
- Very warm welcome from reception staff. Nurse who did vaccination was so nice aswell.
- Got seen on time, excellent!
- All excellent and professional yet friendly.
- It was excellent in all aspects. No improvement necessary.
- Reluctant blood. Was sent away to drink water and given the opportunity to come back for last appointment of the day. All easy and pain free.
- Excellent team at South Cerney.... Friendly & efficient
- Excellent and welcoming and knowledgeable. Receptionist to understand people with asthma can't wait a week for a doctor phone back
- Very good.
- Friendly receptionist and I was seen straight away.Nothing.
- I was seen promptly, and the nurse was very efficient and extremely pleasant-All good.
- Very one was very helpful. Appointment was on time.
- I was seen very promptly and everything was done very efficiently and considerately.
- Person taking my blood didn't seem very confident
- The nurse was absolutely lovely. Made you feel completely at ease.
- Always on time and friendly
- Everyone was extremely helpful and friendly. The appointment was prompt and efficient



Thank you team!

- Always on time and good service. Always satisfied with the staff and service.
- Professional, friendly and efficient
- Receptionist and GP welcoming.
- Doctor was lovely but reception lady was rude teach reception staff how to talk to patients.

Tetbury

- Quick friendly efficient pleasant.
- Luke took my concern seriously. He asked lots of questions about my symptoms during the triage phone appointment and was happy to see me in person the following day. Luke was friendly, empathetic and kind. I was very happy with the service I received and pleased that my symptoms could start to be treated immediately.
- On time and nurse very pleasant.
- Visit to my doctor combined with a phone call to NHS111 put my mind at rest after knee surgery.
- CAR PARKING.
- Tell us what room number our appointment is going to be in.
- I was called in for a blood test (via text) so made appointment but on arrival we worked out that it was in error. So a wasted trip. Nurse was very nice and helpful though. Your phone system is terrible. I come in now if I need to make an appointment. text asking for feedback. Reception and medical staff are all helpful and friendly.
- Seen very quickly.
- Phoned for a consultation call, and seen by the nurse practitioner all within 24 hours or so! Most impressed! Nothing... this time.
- My appointment was on time and staff were friendly
- Had blood tests. Elaine always kind, understanding and informative.
- Dr Cardew dealt with all my questions thoroughly. I always find her easy to talk to and very kind. Nothing could have been done better.
- The nurse did the blood test quickly and gently.
- Trying to arrange a follow up appointment was frustrating, again just a phone call for over a weeks time. Asked my date of birth and told there was no one on the system! Quite impersonal asking this quite loudly in the reception area.
- Appointment on time. Staff friendly and efficient. No problem in the surgery.
- The car park is a nightmare.
- Lovely staff, super quick booking and swift to see me. Felt very well looked after.
- Nothing- it was excellent.
- The receptionists are pleasant and helpful, and the doctors and nurses are very caring and professional, especially so, considering the pressure they are under.



- I can see the necessity of having a triage practitioner to reduce demand on already tight doctor time but I feel that every time my child is ill it is considered in isolation as "fire fighting", I am concerned that there is an underlying issue and I don't feel that the options for their care have been explained to me. My child has been ill for 8 days now, still has a temperature of 39.1 degrees C and I was shown a chart with a RAG rating showing temperature and heart rate to be orange but I had explanation of what that chart represented or the significance of the orange rating. We were told if still the same in another week to go back. It doesn't seem that a temperature of 39.1 for over 2 weeks is a good thing. 2 weeks off school, 2 weeks of no sleep etc etc and the impacts of this. And it happens every time my child has a virus. If you are going to use charts they need to be explained. Focusing on not prescribing antibiotics is sensible but I felt that that was overly focused on. I understand antibiotics are unhelpful in cases of viral infection but steroids were not mentioned or other options.
- Receptionist was lovely, very helpful and the person who took my blood was delightful, efficient and pain free.
- Just a blood test.
- On time, polite and professional
- Good timekeeping no waiting.
- Pleasant staff good to talk.!"
- Always great service. Heaven help us if the Tories get back in.
- I was called in for my blood test before I'd even sat down! The information I received about the health check I am due to have and what it does and doesn't cover should probably be more specific as I was advised by the nurse that only cholesterol and diabetes is being checked for via the blood samples!
- Quick. And experience of blood sample being taken went well.
- On time, polite, swiftly dealt with.
- I had a short wait and was seen by the paramedic who checked me over and was very reassuring.
- Blood test with Helen. On time, very quick and didn't feel a thing.
- Appointment on time.
- Seen on time. Easy check in with computer screen. Had Vanessa for my health check.
- Seen promptly at the appointed time
- Most efficient and all questions answered
- Very prompt and helpful staff. Everything went well
- Dr Angus knows my condition thoroughly and prescribed a course of medication at very short notice with almost immediate beneficial effect. Absolutely nothing - from an extremely polite receptionist who arranged an emergency consultation with Dr Angus the following morning (I was travelling back from France when I spoke to him so could not attend any earlier).
- Saw Dr Charrington more or less on time and had a short but comprehensive consultation.
- INR test: all good.
- First time visit at Tetbury. Seen on time.
- Completed reason for visit quickly. Very happy. Not that I can think of
- Dealt with courtesy and understanding. Building not fit for purpose, but understanding



- that new surgery is in pipeline.
- Dr Charrington was very kind
 - Seen very quickly.
 - Nurse Tina was absolutely amazing with both my girls during our appointment – so friendly and kind.
 - The surgery was clean and quiet, and I was seen on time. My doctor was friendly and reassuring, and I felt listened to
 - I actually saw a doctor who was a great help. The receptionist was so helpful in arranging a call from a doctor but the telephone answer service is so difficult to access!
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- The nurse was friendly and professional. Appointment was on time. A pleasant experience all round.
 - I had a blood test in May and Geriatrics Covid injection on 18th May. No problems with either.
 - The trainee who took the blood test didn't leave any bruising and was particularly good.
 - My doctor was very helpful called me and saw me the same day and booked me in for various other tests needed
 - The building is in such a poor state that visits are never the very best.
 - Nothing to do with the staff who are extremely efficient.
 - Sophie, who carried out my ECG was very polite, courteous and professional, and the follow up phone call from Dr Carrington was very swift and timely!
 - Kind, informative, efficient.
 - The nurse gave a good explanation of what to expect. Nothing, very friendly service.
 - Pleasant helpful staff- Could your self sign-in system tell the patient where to go and sit to wait for the practitioner e.g. main room, lower corridor, etc
 - Professionalism.
 - Reception was helpful, we had a quick response and were seen by lunchtime.
 - Dr Cardew listened and took action quickly. Sometimes it is hard to actually get to see the doctor rather than just a call this was different. Nothing really.
 - Pleasant staff, prompt service.
 - Very efficient
 - Was seen promptly but there was nowhere to park
 - I arrived for my appointment a little early and was seen for my blood test which went very smoothly and professionally as has always been the case. In my car 5 minutes later! Nothing. I always find the staff not only professional but very calming. One cannot speak too highly of them and I hope they receive these acknowledgements from patients.
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- Extremely helpful, I understood everything that was spoken about.
 - On time pleasant and efficient- Chairs with arms.
 - Great! Didn't have to wait long to be seen but I found the nurse not very supportive so didn't feel very comfortable. More friendly approach from the nurse.
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- I was seen promptly treated with kindness & professionalism. Nothing required to improve the service
 - Very caring and understanding.



- Finally I managed to have my blood taken
- My diabetic appointment was more than a month late. And they don't give a summary of the results like at my old surgery in Bucks.
- Prompt appointment
- Caring and understanding Nurse- All was great!
- Had blood test done! I like to lay down for it!
- Was told by the nurse "I wish I knew that before as now I'll have to make the bed up (like it was a big deal!) told me I should be having a double appointment if I want to lie down! It took her a few sec to put paper on bed and I timed the appointment I was out before 8 mins! Therefore really don't think it takes anymore time than if I was sat on the seat etc! Why is it all should an effort now or you feel like they just can't be bothered! " Smile, more friendly!
- Everything went fast and smoothly. Redecorating would always make the environment feel better.
- All one with care and consideration.
- Pleasant and helpful staff-Nothing I can think of.
- By the way I don't actually know which surgery we visited but the doctor we had was really friendly and well mannered and listened to what I was saying.
- To be honest nothing really it was good
- Apologies. I missed this appointment. How can I rebook? Send reminder by sms.
- My appointment was early yesterday at which I was promised a call with feedback hopefully yesterday or latest today once colleague input had been sought. It's now 10pm day two and so far no call... Hopefully obvious from the above.
- Seen on time. Simple procedure.
- No complaints whatsoever about the surgery or wonderful staff, but unfortunately the ear syringe procedure didn't work and so have rebooked for next week "Clearer instructions about how to prepare for the procedure may have helped.
- Lisa, the receptionist, is an absolute star and couldn't have been more helpful with answering other questions I had.
- At my routine blood test the phlebotomist was very proficient.
- The practitioners in my minor op were wonderful.
- Saw doctor on time, no waiting.
- Appointments absolutely on time.
- Blood test with nurse Eileen which was punctual & very efficient
- Everything was on time and proceeded as expected. Directions to car parking on website? I was able to park opposite but then saw a car park at the back but I had no idea it existed let alone saw how to get into it.
- Blood tests no problem.
- Really pleasant experience, GP made me feel comfortable in what could have been an embarrassing examination. Informative and reassuring visit. Given options if things don't improve.
- My appointment was on time. The reason I was there was complete in a professional way as always-Nothing comes to mind.
- I was surprised that I was only approximately 3 mins late for my appointment and unable to check in on the screen and then the receptionist made quite a song and dance about it. I offered to return another time if more convenient, but was told I'd



have to wait and be squeezed in between appointments. I have had to wait sometimes for up to an hour so surely there has to be some flexibility both ways.

- I was into my appointment early. The nurse was absolutely lovely, so friendly and put me at ease about having bloods taken.
- Excellent, the nurse was polite and very professional.
- Looked after me.
- Nurse was extremely helpful
- Quick and painless!
- On time and completely put at ease
- Booked in on time, saw nurse on time, who was once again very proficient at taking blood sample. Seamlessly quick and efficient experience.
- Nothing, even text notification spot on for appointment reminder.
- Appointment on time and very friendly personable and efficient nurse
- The removal of a skin tag went like clock work.
- Blood tests followed by b12 injections. All efficient, friendly & on time.
- I was seen on time and the nurse was very good explained lots and gave me information I required.
- Staff were very nice and supportive especially the GP listened to my complaints and give advice and treatment. No comments for now.
- As always professional kind staff at all levels. It will be wonderful for both staff and patients when the new medical centre is built.
- Dr Alimo explained everything clearly.
- Tel. call was punctual and the Nurse was friendly and helpful
- Quick response to my blood tests thanks
- Professional, friendly, informative experience. Diabetic nurse and phlebotomist working together worked well. Time efficient service, saving two appointments ! Thank you.
- All staff and nurses were very pleasant and efficient
- I was listen to sympathetically and advised on how to receive further treatment.
- Always pleasant and helpful 😊
- Went in for a blood test ahead of time.
- Had a very good report with the nurse.
- Phlebotomist was on time, efficient and caring.
- The nurses were knowledgeable, friendly and caring.
- Blood test was in and out really.
- Very good all round. I was seen on time and the nurse was polite and efficient.
- Friendly staff.
- Attended for a blood test, was seen promptly and the nurse I saw was excellent.
- Sometimes it's difficult taking blood from me but she had no trouble at all.
- As usual, Elaine was efficient, considerate and kind.
- Prompt and pleasant nurse. Parking is still a problem.
- It would have helped if the new street bays had a time limit. Before someone could sit and wait for a patient.
- Blood taken and husband doctor appt and blood taken. Excellent as always.
- Parking is an issue. Could the area where tree was be made for parking. Plus could the council make the bay on the road. Parking for 1 or 2 hours between 9am to 5 pm so more chance of patients can park. Cars are Parking all day!



- Quick and efficient.
- Receptionist very good. Nurse involved in taking out my stitches and cops from my knee replacement is very experienced and happy to explain and discuss as she undertook the task. Everything was done on time etc.. A simple matter was that there was no chair in the waiting area that was supportive to people with back problems. This is normally available.
- Efficient with very little delay
- Attended a blood test with an extremely swollen face. The lady said that she would try and get me to see a medical practitioner and spoke to the receptionist and was told that I would be seeing the doctor. After a small wait I was seen by Dr Alex and left with a prescription. So thankful to all who was involved, who in my eyes went above and beyond.
- The HCA was knowledgeable, engaging, empathic and did a genuinely great job
Less paper - but the info was great.
- Prompt Kindly Efficiently
- Nice and friendly and didn't rush me , really pleased All was good yesterday morning.
- The appointment booking was easy (sometimes a long wait on the telephone mind you).
- Had a really good, 20 min, call with Dr Emma who was extremely thorough and didn't rush me or the call. A subsequent blood test was just as straightforward with a very professional and friendly phlebotomist (didn't get her name). Less wait time trying to get through on the telephone.
- Elaine is very competent and that's a great help when having an ECG, she did my Blood Test too! This saved me moving down the corridor, I'm having difficulties walking and moving at present. This helped the other nurse catch up with time too. Elaine's next patient was walking down the corridor as I left.
- Didn't wait long and the Dr made me feel at ease and was clear in explaining things.
- Friendly nurse and very good at taking blood.
- Dr Charrington is very good.
- I had my blood taken for a routine test. It would be nice to actually see the doctor instead of always just talking on the phone. I have no idea what my new doctor looks like.
- Seen quickly and polite staff.
- Arrived in good time for appointment and seen early due to nurse being ahead of herself with patients. No, very efficient.
- I was seen promptly and given a full explanation of my condition. The doctor listened and acted quickly to try and resolve my problem. Car parking was very difficult!
- The nurse was friendly and very helpful!!
- Very kind, thoughtful and professional
- Everyone I spoke to was very pleasant-nothing as I was happy with my visit.
- Very quick efficient and on time and I booked the appointments online which works really well around my two jobs and two kids.
- Check in screen didn't work. Had to wait over 10 minutes at desk. In which time receptionist then told me I was late.
- However nurse/ paramedic was great!
- On time, friendly/polite nurse .



- Dr McMyn always has time to listen and explains everything and easy to understand. and came away more positive- More than happy.
- Once again a great visit.
- PARKING . I am still unable to drive.
- Had blood taken. I am quite difficult to get blood out of, but the nurse was very good at putting me at ease and thankfully drawing blood from arm and not my hand.
- Nothing- appointment was on time and swift
- Appointment was on time.
- Staff were very courteous and helpful
- Arrived early, seen early by Helen who was very nice.
- Had hoped for more details in lipid profile I.e. LDL and triglycerides.
- Prompt attention.
- Doctor Charrington is charming and efficient.
- Blood test seen on time. Nurse charming and confident.
- Perfect visit. Looked after in a professional way Nothing
- Looked after in a friendly reassuring way.
- Caring and attentive staff, thank you.
- Elaine the nurse was lovely as usual.
- Polite, efficient and knowledgeable.
- Quick and very efficient nurse
- Seen on time by a very nice nurse. Quick and efficient. No concerns all.
- Nothing to improve.
- Seen very quickly and nurse very affable and professional. Cooked breakfast would have been nice 😊
- Appointment spot on time.
- Saw Nurse Anne, very quickly and was very relieved to get my ears syringed. Thank you Anne, I can now hear much better.
- No particular problems, but had to wait 15 minutes.
- Friendly nurse and dealt with promptly and efficiently.
- Came for blood test, lady very friendly and efficient. Nothing
- Very informative Great throughout
- The nurse was ready and waiting for me when I arrived – early. Marion was extremely friendly and professional.
- It's more than four years since I've seen a nurse about my asthma, face-to-face.
- Very reassuring. Some of the comments on my records are not actually correct, but I will take that up with either a nurse or a GP at some other point.
- Easy self-service sign-in, just 5 minutes wait, and then called in by my GP who was polite, cheerful and quick to diagnose my problem, then arrange a visit to a specialist.
- Pleased to see a doctor, and he did listen to me, so it was good doctor was very good , did listen to me so I was very happy
- Excellent! 🍵 Nothing much excellent.
- My appointment was on time and my nurse was efficient and very professional.
- Simple blood test appointment executed on time with humour. Thank you. NTR
- First visit to this practice.
- A little difficult finding parking.
- The overall experience was good.



- Nurse-Very helpful and experienced."
- Great support.
- Didn't have to wait in waiting room for too long Have more face to face consultations and not have to wait so long for appointments.
- Nurse removed stitches; in on time and out in 1 minute.
- Got phone appointment with doctor later that same day.
- Very quick, and easy.
- Spoke face to face with dr Angus regarding my MRI scan and way forward and was helped in all aspects of my situation. Nothing, everything was covered.
- On time appointment.
- Visited for a blood test. Was seen on time and dealt with very efficiently and in a friendly manner by the nurse.
- Dr Emma McMyn took time to caringly, understand, how I was feeling, and work out how to help me. Can't think of anything
- Injections all friendly, efficient & on time.
- Lovely to see a practitioner! He took time to listen and was extremely helpful and I felt reassured but also informed how to go forward with my initial inquiry. And to be able to see someone that day was a big relief.
- Very satisfied
- On time. Very polite and caring. Nope - all was very good.
- Timely friendly and efficient
- My appointment was very prompt and the nurse was very kind and efficient
- Always very good.

Kemble

- Prompt and pleasant experience
- Always helpful friendly staff to put you at your ease.
- Welcomed in arrival. Appointment on time.
- Friendly staffing running on time as usual.
- Polite and did not have to wait long nurse was excellent.
- It was for bloods. Quick and small place. The waiting area is abit gross but lovely people.
- Courteous welcome and prompt friendly attention.
- Car park limited and exterior signage needed.
- It's a lovely friendly surgery it makes you feel at ease from the word go-nice staff, nice position, just lovely. Absolutely nothing.
- I was seen on time, and the nurse had a lovely, welcoming manner.
- The nurse was very friendly & efficient.
- Use was kind jolly and gentle -All good.
- My Phlebotomy test ran to time, the lady carrying it out was pleasant and courteous.
- The reason I have scored only 'GOOD' is more about the overall process. I had to wait several weeks for my appointment. I cannot but feel the blood testing process has gone downhill since they closed the Phlebotomy department at Cirencester Hospital.



Previously you could get a blood test the day your GP requested it (albeit you had to sit and wait for a while). I would rather wait 30 mins than 3-4 weeks!" Implement same day blood tests.

- Quiet surgery, no wait, lovely staff.
- Very quick service.
- Kind nurse and staff felt very at ease and calm I think everything I've experienced with Phoenix has been excellent.
- Pleasant staff and an efficient service.
- I live a 10min walk from Cirencester, yet to have a blood test, the only options I am offered are Kemble, Tetbury or South Cerney... All of which ai have to get in my car to go to. Offer local GP and other services, bloods are not specialised.
- Bloods taken promptly and painless- Easier to find!
- On time and efficient.
- I was welcomed by the receptionist and was seen promptly by the nurse who was lovely Nothing required.
- Very prompt and professional service. Practice operates very efficiently from my experience and I am very impressed with the standard of service provided. Well done!
- On time. Friendly and professional receptionist and nurse. All good.
- Was easy for a blood test but parking difficult and surgery is not wheelchair friendly
- The surgery is tricky to find - no sign outside. Everything else was great - quite cold waiting room (elderly patients also commenting on this). In general I feel that there is slightly patronising attitude to the debilitating effects of IBS by NHS and key role of gut health in wellness poorly addressed. Signs outside surgery and/or directions to find it given with appointment info. Warmth in waiting room.
Better understanding of IBS by NHS.
- Very prompt and efficient service at the front desk as well as by the nurse
- I don't think that there is anything that you could have done better.
- Quick turn around.
- We came to live in this area 3 years ago, and been very pleased with the care you have shown to my husband and I thank you.
- Very efficient and on time- Nothing.
- The staff at Kemble surgery are AMAZING.
- Very welcoming and timely My first visit to this surgery. Couldn't find it as no signs.
- Maybe put better info on website?
- Polite and quick.
- I had a consultation within 24 hrs of my initial call and after a short delay for the doctor to get through to GRH, a referral to SDEC which got a treatment and investigation plan in place.
- Better parking.
- Went straight in no waiting, thought I was late.

RAU (Closed for Summer break)



Voted Unlikely or Extremely Unlikely to recommend because:

Cirencester

- I arranged a phone call with a doctor for 3pm. I had to collect my husband from Gloucester hospital so I pulled into a lay by to wait for the call. At 3.10pm it had not come so I phoned the surgery, I was 9th in the queue and had to wait on the phone for 20 minutes. All I wanted was a repeat prescription. The gentleman who answered the phone was very helpful but all he could do was take a message. I later received a text from my doctor saying they had phoned our old number which no longer exists. I have been into the surgery on at least 2 occasions to say that the phone number no longer exists. All this time my husband was waiting to be collected from hospital.
- After spending 3 days trying to make an appointment for my blood test I had to wait on hold for almost an hour to get through I then had to wait almost 2 months for an appointment.
- At the appointment the phlebotomist told me I needed a follow up phone call appointment and to go to reception, the receptionist wasn't very friendly and told me I should have booked the follow up appointment at the same time! She then looked on the screen and said September! Just hope everything's ok as it's an awful long to wait when I should have had my blood tests in May!
- I realise the NHS is struggling but even a smile from the receptionist would have been nice!
- The doctor had called in sick and the GP didn't inform me before I got there. The GP could have sent me a text message or rung me over the phone to say that the doctor isn't available

South Cerney

- It was not possible for my blood test to be completed, because the internet was out of commission. While the staff at SC we're very apologetic there was no help offered to rebook the cancelled appointments. "
 1. You could have rebooked the appointment for my blood test and the follow up face to face appointment with my GP, instead of expecting me to spend yet another 30 minutes (minimum) to do the same.
I have now to wait another month for the next appointments.
 2. You could also have let me know that you wouldn't be able to perform the blood test



rather than having me wait around to be told.

3. Surely you should have back up comms for such internet outages, so your patients are not disadvantaged.
4. I could go on....

RAU (Closed for Summer break)

Kemble (No negative feedback)

Tetbury

- I was given the WRONG appointment! I had a text to remind me and I was there a few minutes early so I waited. In the mean time an elderly gentleman was being told he didn't have an appointment which clearly upset him as he knew he did. When the nurse called me in she wanted to change my dressing, I don't have one I was having a blood test. Anyway it turns out I had been given the elderly gentleman's appointment time and my own was a different day (even though it was sent via text from surgery). I left without having a blood test and I only hope the poor man did get his dressing changed.
Reception staff must check with doctors and nurses before sending appointment reminders to patients so they don't have a wasted journey.