



## Friends and Family Feedback August 2024

### Voted Extremely Likely or Likely to recommend because:

#### **Cirencester**

- All good. Staff excellent as ever. Place needs some investment doesn't it. Nothing. Always looked after well. And I appreciate everything the staff do
- Appointment for NHS Health Check, blood test results available on NHS app prior to appointment. Nothing
- Been going back and forth with my problem with not much success except try this try that till eventually it erupted but still got to wait. Speed up the process after seeing GP.
- Blood test form not sent to me or on system. See above
- Check in link didn't work inside but receptionist lovely. Lovely waiting room. Friendly and competent phlebotomist but mask was worn under nose!
- Fast and efficient, helpful student doctor and gp. Parking!
- Generally good. A bit of a wait, but not a big problem. Doctor was friendly and professional. I checked in easily and quickly.
- Appointment was only slightly delayed but my blood test was completed professionally and quickly. Nothing
- I went to the surgery because I have an appointment. I was treated well and very professionally
- Impersonal (not the nurse, she was lovely). Would have preferred appointment at South Cerney, and directly with the diabetic nurse.
- Injections. Doctors appointments
- It was a face to face appointment to meet with my new GP Dr Allen as I have recently moved surgeries. Not applicable
- My experience at Phoenix Cirencester has always been very good, I don't have any adverse comment.
- My GP was very helpful and made the necessary follow up treatments for me. My only comment is it really is very difficult to get through on the telephone on the majority of occasions. Having said that in the last few weeks I've been able to speak to someone almost immediately.
- My physical visit was efficient and well conducted. I visited the surgery to book an appointment (the telephone system is so tedious I can't be bothered to use it) about a known condition which I had treated, unsuccessfully, with a prescribed cream. Despite this being a known condition I still had to have a phone appointment which resulted, as expected, in a physical appointment. There was no need at all for the phone appointment, all 2 minutes of it.
- Nurse was very helpful with questions I had. All good
- Only visited for a blood test didn't see anyone else at least the computer in reception was working
- The doctor listened carefully to my problem. I'm still in terrible pain so that has not been resolved
- The nurse was really lovely, very welcoming and calming. The waiting room is very tired. The carpets are stained and the seat cushions have been there for so many



- years.
- Very helpful reception helpful nurse but wrongly booked. Check records.
  - Was unsure about ABs prescribed they are making me feel nauseas.
  - Very satisfied. Nothing.
  - A FBC blood test was promptly arranged at my nearest surgery. Thank you.
  - A friendly welcome at reception and well looked after by nurse and a doctor after reacting to my 2nd shingles jab.
  - Accurate and pleasant receptionist. Careful nurse taking blood. Appt was on time and appreciated
  - Adrian is first class in his treatment and understanding of others pain. He has great depth of skill and knowledge and really goes that extra mile to provide solutions. Thank you.
  - All done very smoothly and quickly.
  - All excellent. Nothing
  - All staff very helpful. N/A
  - All to time and hassle free. Nothing
  - All very professional and helpful.
  - Always working hard. Would like to have a face to face Doctor rather than telephone number.
  - Appointment in time and very friendly nurse. Nothing today was a perfect service.
  - Appointment on time, friendly, helpful, efficient.
  - Appointment on time. Pleasant atmosphere
  - Appointment very punctual. Receptionist very pleasant and helpful. Nothing
  - Appointment was on time and doctor very understanding and helpful.
  - As always a great experience provided by a team of consummate professionals. Dr Vernon has tirelessly worked to ensure I'm provided with the best care possible as do all her staff. The lead spark plug without a doubt. The reception staff are key elements within this organization ensuring the medications sourced and available at each point of care. It's a pleasure always seeing such a positive group of folks. Not forgetting the appointment system is dependent on this fine dedicate team of people. Alex. Nothing comes better than these doctors and staff hence no input for this block.
  - As always the treatment and care I received was truly outstanding, I had been advised to contact my surgery by Leighton's where I have an eye and ear care plan due to what appeared to be an infection in my left ear, I contacted the surgery and was seen the same afternoon by a nurse who booked me in to have my ears syringed the following week and in the meantime to keep applying olive oil. My ears are now discomfort free and I can hear much better. N/A.
  - Attended for blood test. Nothing. Everything went completely smoothly.
  - Automatic registration worked well. The blood test was done with care and efficiently. Nothing
  - Best surgery I have been a patient of, sad to leave. Polite and attentive staff. No
  - Blood taken efficiently and without pain.
  - Blood test
  - Blood test – appointment was on time, phlebotomist was very friendly and professional. Completely hassle free. Thank you. N/A
  - Blood test done on time, I felt looked after and valued by the nurse. N/A. Nothing all



very good

- Blood test with the delightful Carla. Painless efficiency. As always explained everything and checked everything. Turned up early, as usual, seen almost straightaway as others had foolishly failed to attend.
- Booked via text for routine blood test which was done very efficiently. Nothing
- Carla is amazing! So friendly and puts you at ease straight away! She was also wonderful with my daughter who came with me for my blood test!
- Carla the blood test lady is so friendly and welcoming. Answer the phone initially as getting through to the surgery takes so long.
- Carla the nurse I saw for my blood test was very lovely and reassuring
- Carla took my blood sample. She was very professional and pleasant. All very good.
- Carla was AMAZING. Overall service was efficient and friendly. Nothing!!
- Courteous, caring, friendly and professional as always. Just keep up the great work
- Did not have to wait. nurse explained what was going to happen. Nothing that I can think of
- Doctor was on time and very efficient. Nothing
- Doctor was very thorough, despite not knowing me as my doctor was away. Waiting room was very hot.
- Doctor well qualified, knowledgeable, courteous, listening and his discussion and possible analysis very helpful. Air Con in waiting area much appreciated. Being offered a face to face possibility in place of no availability at my usual Tetbury Surgery was much appreciated and a sensible way of increasing overall capacity. Nothing. As I was still talking with the doctor, my phone rang, after leaving I found that it was the X-ray person offering an appointment the same afternoon that was being notified to her by the GP. Excellent!
- Dr Hill is always very nice the trainee he had with him was also very nice
- Dr Maxted very friendly and seats to talk to. Nothing. I was very happy with my appointment.
- Dr Nichols was very helpful and sympathetic. Explained everything re my problem very clearly.
- Dr Nicol is amazing, she was very helpful
- Dr Vernon was very courteous, an excellent listener and very responsive to my needs. There is a very long wait on your telephone. I was number 8 in the queue which resulted more than a half-hour wait. If the telephone is being used as a triage system, there is a need for more trained operators - but I accept that the NHS won't pay for this. We can only hope that the present government will see the urgent need for better funding of primary health care services.
- Dr. Maxted very helpful
- Ear syringing - everything has been fine since the procedure
- Early, efficient, friendly
- Easy to access and check in. Friendly staff.
- Easy to book blood test online; seen on time; friendly, efficient nurse. Nothing - you are all very efficient!
- Easy to check in and seen straight away. Nothing
- Easy to make appointment, seen on time. First class service
- ECG and blood test done on time and result texted through the following day - very



Efficient.

- ECG test was quick & efficient. The nurse was helpful & knowledgeable.
- Efficient and friendly service. All very good.
- Efficient and sympathetic to needle phobia
- Efficient friendly caring
- Efficient service, on time and answered all. Nothing could be improved.
- Efficient staff friendly and punctual. Nothing
- Efficient, timely and with an excellent bedside manner Thank you
- Empathetic. Tea and biscuits 😊
- Everyone is helpful and friendly.
- Everyone is always very polite & helpful.
- Everyone was helpful, smiling, friendly and professional. Also I was seen promptly, thank you.
- Everything was excellent. A very good experience. Nothing
- Excellent All okay
- Excellent Great
- Excellent Great
- Excellent
- Excellent No
- Excellent as usual Nothing
- Excellent service Nothing
- Excellent service as always. Friendly and helpful staff. No
- Excellent service with a follow up planned. Shorter wait time when making initial phone call. More than 20 mins on hold
- Excellent, timely. Nothing
- Excep service
- Fairly prompt just 5 minutes waiting time. Easy access to message doctor
- Fantastic phlebotomist. See her often. Lovely lady. Cheyanne the receptionist is also fantastic.
- Fast efficient and friendly Nothing
- Fast efficient and friendly Nothing
- First class both doctors were very caring and professional a pleasure to deal with. Nothing
- Friendly and efficient at reception, the nurse in the treatment room was caring and knowledgeable. No all good.
- Friendly and efficient. All fine
- Friendly and helpful. Very satisfied
- Friendly staff talked to me and my son whilst drawing blood.
- Friendly welcome upon arrival. Nope. All good.
- Good professional job. Nothing
- Had bloods done nurse was lovely. Waited on the phone for 45 mins and my call wasn't answered. Drove up to Tetbury to make an appointment in person, only to be told that no appointments were available & I would have to go to the hospital in Cheltenham. Your phone system is appalling, it's regularly impossible to get through. It makes life more stressful, trying to get my treatment moved to the mobile unit in Stroud, which also means having bloods done at the surgery. I've spent the last



year travelling to Cheltenham, numerous times a week. The doctors & nurses are lovely & can't do enough but getting through to them is just horrendous.

- Had my blood test by an excellent lady today. Couldn't wish for better.
- Hard to get through on phone but lady on reception and nurse very good. Sort out the phone. Too long answering
- Having just been told I have prostate cancer the nurse who gave me the hormone injection was so reassuring and explained a lot to me.
- Helpful and understanding and also efficient.
- Helpful as always. No
- Helpful staff. Parking available
- Helpful, friendly, professional support for the way forward – thank you
- I arrived early and went straight in. The nurse was very friendly which always helps. Overall experience was good. Parking is a bit of an issue though.
- I came for a blood test. I was seen exactly on time and the pathologist I saw was lovely very calming and put me at ease.
- I came for a shingles and pneu injection on 20/8 very easy. Very friendly nurse, relaxing. Also changed my scheduled appointment for covid and flu. Receptionist completed it very easily. And managed to Park in your centre. Amazing! Felt so lucky I went and bought a lottery ticket! On that day, nothing, everything good
- I came in to see the nurse but as I was not feeling well she found a doctor to see me. Outstanding service thank you. Nothing, great service and care shown
- I felt cared about and listened to. I was taken seriously, despite struggling with my current health issues myself. I'm not sure there is anything. The doctor coincided my blood test and examination appointments so I didn't have to return or wait very long.
- I had a routine blood test nurse was very good. All done quick & efficiently on time. Came to Cirencester as Tetbury had 5 week wait for blood test. All good for me.
- I had a thorough investigation about my visit. Nothing
- I had a Vit B12 injection
- I had my regular B12 injection. I have had the same nurse for many years and feel comfortable with her
- I had the unpleasant procedure of a coil removal and new fitting. All staff I encountered were amazing. Calm reassuring and helpful. None
- I happy with the way the Doctor explained my worries. I saw the Doctor about 15 minutes later than the appointed time.
- I saw Dr Nichol on 16/8. She was very efficient and arranged a plan of action for my problem. Nothing.
- I saw the medical students first who were very thorough
- I saw the Respiratory Nurse, Tina. She was a remarkable lady, thoughtful, considerate and she communicated in plain English without patronising me. Tea and coffee with biscuit?
- I saw the student doctors who were both very reassuring and thorough. After discussing my symptoms they did speak to Dr Hill for additional help with my diagnosis. Nothing.
- I telephoned the surgery and Jamie called me back within a couple of hours and arranged for me to see him the same day. Jamie's demeanour was excellent and he



was very professional and thorough in his questioning and initial diagnosis. He arranged a prescription for me which I was able to pick up within 30 minutes. He also arranged for me to have blood tests the following day in South Cerney. The service at South Cerney was equally impressive. I was in and out within 10 minutes and again Carla was extremely professional and friendly. I have been most impressed by the service I received. Nothing.

- I was a few minutes late to the appointment due to road works but the nurse and receptionist were both very understanding. I can't think of anything.
- I was given time and listened to. I felt thoroughly examined/ looked after by the 'trainee' doctor. I'm awaiting blood test results and an appointment to have an ultrasound. Dr Vernon arranged for me to see her/ her trainee quickly and both gave me reassuring attention.
- I was having a booster jab so it took minutes, the nurse was great and I was out of the surgery very quickly.
- I was seen on time and as usual Helen did a professional job cheerfully. Nothing.
- I was seen on time and the Doctor examined me and answered any questions. Nothing
- I was seen promptly. Had a good chat with the nurse and her assistant who answered a couple of my queries. Nothing.
- I was seen very promptly and dealt with in a professional manner. Couldn't have handled the blood test and its ramifications better.
- I was very happy to be seen about my shingles so quickly – came away feeling reassured and with a prescription to treat it. It was amazing – I phoned up and described my symptoms. I was asked clear questions and invited to the surgery and been seen. Couldn't have asked for more 😊
- I was well looked after by Nurse Lyn. Nothing.
- I went for a blood test for an underactive thyroid. I don't think anything could be better It met my standards.
- In and out very quickly. Nothing
- It all went well. Nothing
- It was a quick blood test. Nurse very helpful.
- It was easy to park, access the surgery, log in and I was seen early by a very kind and reassuring member of the team. Nothing.
- It was on time and satisfactory. Don't know
- It's always very good. Nothing.
- Just a general check up and advice. Sexual health nurse at the hospital.
- Kerry was very friendly and reassuring, offering helpful advice. In addition, the lady on reception was also helpful. Thank you to them both.
- Lady taking bloods was lovely.
- Lovely nurse, always kind and happy. Nothing at all amazing service.
- Lovely nurse did my blood test
- Lovely nurse
- Lovely staff, from reception through to the doctor. Phoenix is famous in town for being the best surgery around. Very glad to be a patient here and carer of a patient. Nothing
- Manage to take my blood ok
- Many years with Phoenix practice, always excellent.
- My appointment was easy to get and the advice helpful.



- My appointment was on time.
- My nurse (Marion Davies) was very quick and efficient which is exactly what I need for a smear test. I've had some awful experiences of smear tests in the past and this wasn't one of them. She knew what she was doing and was very quick.
- Nice experience
- No delays, quick, efficient, professional and friendly.
- No problem. Nothing
- No problems. No mentions of side effects, I did get a little glandy for about 24 hours.
- No waiting around. Nurse was polite and friendly. Informative.
- No waiting.
- Nothing to add. Staff pleasant helpful and efficient.
- Nurse Kelly was very nice and helpful. Nothing at all, was spot on.
- Nurse polite and pleasant
- Nurse taking my annual blood test sample was beyond excellent. Asked if I had had Breakfast and was considerate to those that had needle phobia. A great asset.
- Nurse very good, advised best treatment.
- Nurse was very quick and painless. Great. I must say that the shingles jab wiped me out for 36 hours, after which I was fine.
- Nurse was so kind. Give the waiting room a clean and update.
- Nurse was so quick and friendly.
- Nurse was very good and put me at ease. Helpful. The receptionist got another nurse to help me as well. It very had now to get to Drs they sorted out other problems on day. Very caring and helpful. Nothing, great service
- Nurse very helpful, informative and made me feel at ease. Can't think of anything
- Nurse was warm and welcoming.
- On time, professional
- On time and Carol explained everything thoroughly.
- On time and phlebotomist was excellent. Nothing
- On time and very efficient
- On time but had a job to understand. Waiting room too hot.
- On time very friendly
- On time, very good treatment. Nothing
- On time, no waiting, courteous, caring and professional as always. Thank you. Just keep up the good work.
- On time, nurse aware of problem. Treated. Booked in again the following week. Nothing I can think of.
- Only waited a short while. Managed to park in last space. Friendly nurse, painless blood test.
- Pleasant friendly nurse and problem solved. Appointment was perfect.
- Pleasant manner and no fuss assessment of problem with breathing.
- Pleasant staff and appointment on time. Like the self service blood pressure machine.
- Pleasant surgery although they could use some venetian blinds in the waiting room as very hot/sunny in most of the seats. Not leave the green bin in front of the sign for the surgery as I couldn't see where it was from the road! I had not visited the surgery before and was new to the area.
- Premium service and care of the highest level provided by Dr Vernon and her staff.



Always prepared to go the extra mile every time. Listens to what you have to say followed by a sound accurate diagnosis, can't say enough about the care I am receiving during this time of difficulty from Dr Vernon. The world is a much better place with her in it. Nothing to add, great team of staff.

- Professional changed my dressing, on time, good receptionist.
- Prompt, friendly, efficient.
- Promptly seen, professional and friendly service.
- Punctual and quick vaccinations. The nurse was friendly and offered helpful travel health advice. Nothing
- Quick and easy, problem was dealt with and happy with treatment. Nothing really.
- Quick and helpful, just awaiting an X-ray. None
- Quick service
- Quick to be seen
- Quick, easy and friendly staff
- Quick, easy clear. Great service thank you. All good
- Quick, on time, efficient
- Quiet in waiting room, seen quickly
- Reception staff were friendly and efficient despite the automated check-in not working. As always my doctor (Dr Nichol) was friendly, professional and efficient. There wasn't anything you could have done better, all good.
- Receptionist friendly and helpful. Appointment on time. Medical practitioner supportive and offered good advice. Diabetic health check, why not take bloods first then have the actual face to face approx. 7 days later.
- Same day appointment and thorough assessment, took concerns seriously. The phone line opening times are confusing and can be stress inducing. It may not be clear to patients between 08:00-08:30 what is deemed a medical emergency. If it is evident that you will need a same day appointment (ie it is urgent but not an emergency) it would improve access if patients could book these from 08:00.
- Saw 2 students backed by Dr Leach. Very thorough and thoughtful questions, took blood pressure etc. Dr Leach decided my prescription needed to be reduced and would arrange for this to be sent to Hortons. Pills were not at Hortons so I phoned and enough pills were sent for 3 months rather than 2 weeks as arranged at appointment.
- Saw nurse, very good went through side effects of injection and sorted next bits. Let prescription send to usual pharmacy for collection, they were not informed and out of stock but no prob.
- Seen on time, the nurse was very pleasant. N/A
- Seen on time and good treatment.
- Seen on time with a very friendly, efficient, professional and caring nurse. Nothing
- Seen on time, everything explained well, very pleasant interactions.
- Seen on time, everything was alright
- Seen on time, having to bring small children not an issue – doctor kindly found them
- tools and kept them cheerful.
- Seen on time. Explained who I was seeing and why. Expert phlebotomy. Out in a couple of minutes. Tea and biscuits??
- Seen quickly and arranged fast track within 3 days.
- Seen very quickly for blood test. N/A





- Service good, staff excellent. Nothing
- Service was as expected. Nothing
- Short wait time via telephone to arrange appointment. Only a slight wait on appointment day, easy check in. Good service from Dr during appointment – didn't feel rushed. The interior and garden area could do with some TLC.
- Short waiting time. Discussion with GP did not feel rushed. My wishes re my choice of HRT were considered.
- Since joining the Phoenix practice I have found the staff most polite and helpful. As senior citizens my wife and I have hearing problems, when phoning the surgery it is not always easy to hear what is being said, very faint. Also I did not think it necessary to send 4 text messages to ask me to fill in this form.
- Smear test! Nurse was lovely and put me at ease.
- Staff were friendly and polite and vaccination was done painlessly. Was kept waiting for 15 mins but this was not a problem for me.
- Staff were helpful and efficient, surgery was clean and calm. N/A
- Tammy was very helpful, so good at her job, a lovely lady.
- The 2 ladies, one took my blood, the other one was looking on, were very kind and friendly. I actually enjoyed the experience. You couldn't do any better, it was fine.
- The best B12 injection I have ever had, no stinging at all. Nothing, the nurse made me another appointment. Excellent.
- The care I received was excellent. You've gone above and beyond.
- The doctor was very attentive, listened to me and advised accordingly. I felt at ease with her and didn't feel judged. Appointments following this appointment have already been arranged which is extremely quick. No it was perfect.
- The doctor was very helpful and caring.
- The doctor went up and beyond to help. If my ear problem had been treated in a more proactive manner it would of hopefully saved a lot of doctors, receptionist and my time, fuel and phone call to achieve the same result.
- The injections were done quickly and efficiently.
- The link for check in didn't work but other than that it was good. Everyone friendly.
- The nurse was extremely kind and compassionate. Nothing comes to mind.
- The nurse was really attentive and kind.
- The nurse was very polite and job done quickly.
- The nurse was very welcoming, explained everything very well. It was a very professional but comfortable appointment.
- The nurse we spoke to was FANTASTIC. Nothing
- The nurse who is dealing with my ongoing problem is a credit to the NHS. Nothing.
- The nurse which I think was called Marion was most helpful and very efficient.
- The phlebotomist (Carla) was great, made me comfortable and relaxed for my blood test. Very professional but gentle and caring at the same time. Nothing
- The practice is very good, staff very polite, efficient and helpful.
- The receptionist was really kind and helpful. The nurse who did my smear test was really good and patient and put me at ease. An option to discuss speculum sizes before the smear test.
- The service as always extremely good. Nothing more could be done.
- The staff were all polite and friendly and put one at ease.



- The staff were very friendly and the blood test was taken very quickly and efficiently.
- They were very nice and helpful. Nothing everyone was lovely.
- Two students discussed my issues completely and confidentially. Very personal too. Dr Sethi then completed his own thorough assessment in a professional and competent manner. A treatment plan was then put in place.
- V friendly, v quick service! Nurse v efficient, no pain whatsoever and minute bleeding (I'm on blood thinners). Nothing better
- Very efficient. Nothing
- Very efficient service.
- Very fast, friendly and efficient thank you. Nothing at all. All top 10 out of 10.
- Very good examination. All good
- Very happy with the speed of response and overall treatment.
- Very happy. Appointment was on time and blood nurse was lovely.
- Very informative, friendly, helpful. Nothing
- Very kind and professional team as always.
- Very patient and calm trying to get blood out for annual check, eventually successful after 3<sup>rd</sup> attempt.
- Very prompt, very professional service. Nothing
- Very quick
- Very quick and efficient
- Very quick and efficient. Everything was good. Thank you
- Very thorough and very supportive
- Very thorough I feel. Thank you. Nothing
- Visit was as required and expected. No
- Waiting room was very comfortable. Doctors were very thorough and helpful. Absolutely nothing
- Was able to help me with putting my mind at rest over concern with pains after an Operation. Nothing
- Was seen by students who were very competent, then the doctor who was very helpful. Nothing
- Was seen by the nurse on time and was dealt with in a friendly and professional manner.
- Was seen on time by a courteous and efficient nurse. No
- Was seen on time, and a nice friendly blood lady. Nothing
- Was seen on time. Can't suggest anything.
- Was seen promptly. Can't think of anything.
- Was seen quickly and treated respectfully.
- We had a great experience at the Cirencester surgery with Jamie & Tammy, they were both so kind and reassuring and helpful when assessing my 1 year old daughter, and a follow up call the next morning to check in and see how she was. Thank you to both 😊
- Went for blood test. All went well, nurse good. Thank you
- Went for blood test .... So quick and easy
- Went in for blood test. Called in early, very quick service. Nothing. Nurse was excellent.
- Went in on time and friendly helpful staff.
- Went to have my ears syringed but didn't need it in the end. Nothing



- What little more can be said, I was lucky to be able to see a doctor. After a chest xray, 2 blood tests and 2 ECGs I now believe I know what is wrong with me, I hope the medication will be of some success. Refer to my last questionnaire.

## **South Cerney**

- All every efficient
- All was well and on time.
- Appointment on time. Nothing
- Appointment on time and carried out professionally.
- Appointment on time. Nurse was good.
- Appointment was on time and receptionist was all very efficient. Nothing
- Blood test. Everything was good!
- Blood test. Waiting times for blood tests are too long and had to travel out of time to get one sooner.
- Blood test. Only a short wait. Be on time.
- Blood test conducted in friendly manner. Excellent so couldn't be better.
- Blood test with Carla. All fine!
- Blood test. I was called beforehand to confirm I had the form and the appointment time. Blood test on time. Carla the phlebotomist was at ease, communicative, pleasant making me feel at ease, efficient. Nothing
- Both Cirencester and South Cerney are perfect. I realise how lucky I am belonging to the Phoenix group, compared with troubles in the NHS. You could put a large hook on the back of the toilet door in South Cerney as nowhere to put bag and coat,(you did ask haha)
- Carla is amazing and provides painless blood service. N/A
- Did DIY (overdue) blood pressure before prompt efficient taking of blood sample.
- Dr Khalid was and always is very receptive, patient, thorough and supportive, put me at ease and most importantly gave me a way forward. I find it difficult to get to the point where I can speak with a Dr, the messaging service is now always declined and you are asked to book an appointment but in many instances in the past this has worked effectively for simple questions, especially for ongoing issues. When I do have an appt with a Dr they are always excellent but the process before hand duplicates work and time for all parties.
- Dr Sethi saw myself and my wife. He gave some good advice which hopefully will help my wife's clinical depression to become more manageable. All staff were helpful.
- Dr Sethi is exceptional and I always trust his advice. Nothing
- Easy and pleasant staff.
- Efficient and friendly
- Excellent - was seen promptly and good advice given. Thank you for enabling my denosumab to be administered at South Cerney surgery.
- Excellent as ever. A cup of tea would have been nice!
- Excellent blood test
- Excellent care and expertise, the appointment fills me with confidence in the surgery. The doctor was outstanding with an understanding of my history. I do like the calls as the first contact to improve efficiency and reduce first contact times. It is hard to think of anything that could be improved apart from building more capacity by



- employing more doctors.
- Excellent clinician who always gives me time and expertise. Nothing
  - Excellent phlebotomist
  - Excellent service but usual parking issues.
  - Excellent service extremely polite and efficient.
  - Extremely professional and friendly service from both GP and Reception staff.
  - First class service and on time. It works well as it is.
  - Friendly helpful receptionist and lovely sister helped me relax. It was perfect, quick and easy.
  - Friendly receptionist and Doctor gave good advice. Everything was fine.
  - Friendly staff and my appointment was on time. Nothing
  - Friendly staff and seen on time.
  - Friendly, efficient and professional staff.
  - Good efficient, fast friendly service. Nothing
  - Good. Nice polite people only one other person waiting. Having to wait 4 weeks for the ointment is not good, when you are ill and feel rubbish and you need a blood test for answers. Used to be able to go to the hospital and wait, the same day.
  - Had a blood test. Satisfied
  - Had blood taken, phlebotomist concerned by symptoms helped me get a face to face appointment which was arranged very swiftly.
  - Had a blood test taken from a lovely nurse.
  - Had my doctors appointment with Dr Khalid in the morning and X-ray at Cirencester Hospital as a result of the appointment in the afternoon. Nothing.
  - Helen is excellent. Reception team very friendly and efficient.
  - I arrived early and was called in very quickly. The nurse was lovely, friendly and reassuring- and very gentle when taking blood.
  - I had a B12 injection with Theresa, she is always caring and understanding.
  - I had a blood test and Carla, as always was very kind and gentle. I never felt the needle.
  - I was requested to attend the surgery the time was suitable and was dealt with punctually
  - I was seen on time, treated with respect, and Dr Hill was very thorough and made me feel at ease. My questions were answered and explained carefully. Excellent
  - It was not at all busy and I didn't have to wait. All good
  - Lovely staff, same day GP appointment, quick and easy. The waiting room could do with being a little more modern.
  - Lovely quick and efficient
  - My appointment should have been at Chesterton Lane. I made a mistake and went to South Cerney but was treated by Carla for which I am very grateful. Excellent service as usual
  - My appointment time was honoured. The staff were very friendly.
  - Needed an earlier blood test, Cirencester got me one at South Cerney. I have been there before as I can drive. Nothing really, car parking is a bit hectic though.
  - No problem parking, checked straight in, also I asked another question from the receptionist and she immediately helped and got me an answer. Great service. All good thank you.



- No problems, seen on time, very nice surgery. Nothing
- No waiting around
- Nurse was professional, kind
- Nurse was running to schedule was both efficient and friendly in taking a blood sample for testing. Nothing, good service.
- Nurse/HCA was efficient and friendly and able to answer any questions. Nothing.
- On time and efficiently done. I asked to add a PSA test to my blood test but had to make a separate appointment.
- On time and first class care!
- On time, excellent nurse. Difficult to contact surgery, had to drive to make appointments.
- On time, quick and cheery. Gp doing rotation also cheery and informative. More information about audiology within NHS. I wasn't sure about next step. Told to go to Specsavers for hearing test. What about NHS provision
- Polite, friendly, efficient. All good.
- Procedure carried out professionally and in a friendly manner.
- Prompt service. Friendly welcoming staff. Explanation of process in detail. Calming influence.
- Punctual and efficient.
- Quick diagnosis and a solution with execution on the day.
- Quick, efficient and friendly
- Quick, PLEASANT staff
- Quiet surgery and polite staff
- Really great, got a text. Nothing, you are so much better than my previous GP surgery. Thank you.
- Received very helpful advice and information on all issues of concern. Communication by the doctor and team has been more than I expected. I feel so much better already.
- Receptionist and clinician excellent. Nothing could be improved.
- Seen by phlebotomist excellent!
- Seen on time and very good treatment. Nothing
- Seen on time, lovely nurse. Nothing
- Seen promptly and healthcare professional was kind and knowledgeable. None
- Staff and nurse were lovely and I didn't have to wait. Everything was perfect.
- Staff were pleasant and helpful. N/A
- Straight in no problems. I had to wait over a month for an appointment for a blood test?
- The appointment was ahead of time and the staff were super lovely as they always are.
- The appointment was on time, and the phlebotomist explained clearly the reason for the blood test and how I would be informed of the results.
- The nurse is excellent at taking blood and has such a nice manner too. Thank you
- The nurse saw me ahead of time.
- The nurse was friendly and efficient.
- The nurse who did my blood test was effect and put me at ease. It was a quick and painless visit and would be difficult to improve on the visit
- The nurse who took my blood was very efficient and explained everything she was doing. I don't think there was anything that could have been done better
- The staff were lovely. My blood test was taken very efficiently and on time.



- The surgery is clean and welcoming, the staff are very helpful.
- The usual high standard
- Theresa was a lovely nurse to share my medical information with and very helpful
- They were very helpful
- Timely and very effective
- Timely, profession and efficient.
- Vanessa was friendly and efficient. Nothing
- Very aware of my needs and concerns, and left feeling reassured.
- Very clean and airy waiting room. The receptionist at the time I was leaving, was getting a lot of backchat from a patient and she seemed very calm and in control of the situation 🙌👏👏
- Very efficient and engaging. Nothing
- Very friendly and efficient. No
- Very good polite looked after me very well with my disabilities very efficient. Finish surgeries very efficient Thank you. Nothing can be done better night and clean good staff more than happy
- Very good service and nurse
- Very kind and patient nurse took my blood.
- Very professional and friendly appointment. Everything worked well from the timing to the procedure
- Very professional and friendly staff. Nothing, everything was fine.
- Was seen quickly
- Went for blood test. Totally professional and relaxed. No waiting time. Nothing
- Went for blood test. When phlebotomist heard about another issue I was having with high pulse rate she altered the reception, who contacted Cirencester, and further investigation was made into the fast pulse issue. Very proactive of phlebotomist, and all other staff involved. Nothing.
- At S. Cerney Nurse kind, helpful & patient. Reception helpful. Wooden chairs in waiting room very uncomfortable. Disabled parking spaces needed. Car park full when I arrived. had to park in entrance which was too far to walk. WC OK and a good size for any patient. Shelf needed for large handbag/bag. Large hygiene bags needed. The disabled WC at Phoenix too small & very difficult to manage. Door hook needed and shelf for Large handbag/bag. Large door hook needed. Please sort website out as too cluttered and unclear. Too much security now added and not easy to sort. Really should be easier like it is for banking etc. Please can we have a clear obvious facility on website to order repeat prescriptions, book a variety of appointments eg with a nurse & for emailing about anything. Just had text to book flu & covid jabs via text which was very clear, quick and easy to do. Please can you offer this facility by text and online for all similar eg shingles jab. Before surgeries combined we could get through on phone within seconds or 2-3 mins max wait. Now it can be 3/4 hr or even an hr after which we've been cut off. This is unnecessary & inconvenient, plus it gives a negative impression to patients. It says we're not welcome or respected. Some people answering are rather abrupt & rush patients. Others are pleasant. Again much could be done on our phones or computers if provided & made clear & simple. This will save surgery money OR employ many more staff to answer the phones with a patient & understanding manner. I'm appalled at the abuse your staff get & think the patients



- concerned should be removed from your surgery lists. Thank you for your help!
- Blood tests
  - Good consultation, staff friendly and informative. Provide marked angled parking bays so more cars can utilise car park.
  - I would have said very good but I had to wait almost 30 minutes due to an ecg computer malfunction. Be seen on time.
  - Staff were friendly and my appointment was on time. Nothing
  - The appointment was on time, and the phlebotomist was cheerful and explained what tests would be carried out on the blood sample. My only comment is the time to book an appointment, which is much longer than when Cirencester Hospital operated the phlebotomy department, hence the "Good" not "Very Good" assessment. Reduce the time between booking the blood test and the actual test.
  - The nurse was really friendly and made me feel very comfortable. I did feel like she was wanting me in and out and I forgot all the questions I wanted to ask as I felt a bit rushed.
  - Time and effort for reviewing multiple minor issues. Nothing.

## **Tetbury**

- Appointment given and was called in at the right time. I am happy.
- Very kind. Everything was fine.
- A blood test was administered efficiently and on time.
- A routine blood test. Nothing
- A very prompt appointment. The paramedic nurse and doctor were very thorough and gave the time that was necessary.
- All as expected. Friendly staff and efficient and pleasant nurse.
- All very good thanks
- All my questions answered and medications given. Nothing, getting into the new surgery will help.
- All my questions were answered and in an informative way. The ridiculous thing is when phoning in to book. When I told the receptionist I had a lump on my groin she booked a phone call appointment for several days later. I asked how the Doctor was going to see a lump on the phone and she said that's how it must be done. Absolutely ridiculous.
- All staff very friendly and helpful, seen immediately on arrival.
- Always friendly and supportive.
- Always good
- Answered my questions and appeared to understand my problems
- Appointment easy to book on line. Appointment on time, in and out in 5 mins.
- Appointment for general health check. Nurse was super friendly and efficient and explained all my blood results in detail I was able to understand. Nothing
- Appointment time spot on and everything explained very carefully
- Appointment was dealt with promptly & efficiently. Not on this occasion. On other visits, reception could be more friendly and welcoming.
- Appointment was on time and dealt with quickly. This was for a pre booked blood test which was fine. Booking appointments availability meant some delays in obtaining the appointment.



- Appt was on time and Dr took time to explain the procedure carefully.
- As always, excellent attitude. I am happy the way it is.
- As always nurse taking my blood was marvellous gentle caring very professional and also very helpful. With this visit nothing.
- As I have 'floppy' veins, it is difficult to have blood taken! I commend the nurse I saw for her patience in hopefully gathering sufficient to satisfy the hospital. Nothing, the service and care were excellent.
- As usual most efficient, friendly, helpful
- Attended for blood test. Nothing
- Attended for successful ear wax removal. No
- Awaiting results but the visit was on time and professional.
- Blood test, well organised
- Blood test done on time and professionally. N/A
- Blood test no issue
- Blood test was taken efficiently and pleasantly. I was told I should present a form each time (a test is taken every few months) but this is not something I can easily arrange, There should be a way to ask for one to be put on the system when an appointment is booked, by phone or especially online eg a tickbox to request it?
- Conducted professionally and with a sense of humour. No
- Couldn't have been more cared for. Nothing
- Diabetic review – professional and helpful as always.
- Did what I wanted. Nothing
- Didn't have to wait long, nurse was lovely and sorted me out. Nothing
- Difficult to improve on perfect.
- Doctor Angus is always very thorough very helpful and I have great confidence in him and he's attitude is always very kind and understanding. No none really.
- Doctor very polite and helpful. Explained everything clearly. Nothing
- Dr Cardew was very friendly and listened to my concerns, explaining the solution in easily understandable language. Very satisfied with the outcome. Whilst I appreciate the need for triage, pre Covid you could just turn up and get a doctors appointment or even be seen straight away. Now you can't do that it the script is phone consult then appointment no exceptions.
- Dr Charrington is always brilliant. 4 weeks for a blood test is shocking, far too long to wait.
- Dr McGinn listens to me and explains things thoroughly. Now she has got to know me so my appointment was very useful. Nothing
- Dr Nicholl contacted me early Monday morning to advise an appointment had become available - very positive proactive approach from Dr Nicholl. The appointment was intended for an IUD fitting which was not possible, but an alternative approach has been agreed. No suggestions for improvements for this visit, great support from Dr Nicholl.
- Dr Sarah Cardew is amazing. Very lucky to have her at our surgery.
- Easy registration, efficient nurse. Nothing
- Easy to book in, nurse was friendly and prompt.
- Easy to check in and Nurse Elaine was lovely.
- Efficient, polite, punctual, friendly, helpful.





- Efficient, informative and friendly.
- Elaine is always lovely just a blood test very straightforward
- Elaine lovely practice nurse was wonderful and is always very kind, gentle and professional.
- Elaine was polite, cheerful, efficient and very quick.
- Elaine was professional, thoughtful, kind and took time to explain about the various vaccines, possible reactions etc. Nothing
- Elaine was polite, cheerful, efficient and very quick.
- Everyone was polite, helpful and very quick.
- Everything ran smoothly and exactly on time, and the nurse was friendly, capable and reassuring.
- Everything was good. All good, wouldn't change anything.
- Excellent. Nothing
- Excellent communication, explanation, reassurance, and when to seek further advice. It would be really helpful, and support accessibility if the side door could be unlocked. This would save having to walk all the way around to get to the toilet, if your need to use the facilities before you check in.
- Excellent Dr and subsequent referrals were made.
- Excellent- friendly & in & out very quickly. No
- Excellent in all rest. Nothing
- Excellent prompt service from Luke 5 ★
- Excellent- was seen immediately & very friendly & professional. Nothing I can think of.
- Friendly, helpful and on time,
- Friendly receptionist and lovely nurse.
- Good service. Not for the appointment that I required.
- Good team work. The nurse I was due to have my blood test with had an extremely busy morning so another nurse stepped in to take my blood to help her out. Nothing
- Good no hassle experience. Excellent. None
- Got to see someone which is a big thing. Can't think of anything.
- Had a b12 injection and did not feel it. Nothing
- Had a yearly blood test for kidney disease with Elaine a very nice lady. All good
- Had lengthy time with the Dr didn't feel rushed. Receptionist was lovely. Parking was awful but always find that.
- Helen listened and was very professional as well as kind
- Helen nurse was conducting my diabetes checks. But was aware of my pain so referred me to Jaime the acute practitioner who quickly assessed me. I think that everything that could be done is being done.
- Helped me with my toe
- Helpful and efficient receptionist. My doctor is a good listener I never feel rushed at an appointment. Thank you all for your time and help.
- Helpful friendly on time for appointment
- Helpful, speedy and polite. Nothing
- I arrived early and was dealt with early. Also able to arrange future visit. All okay.
- I didn't feel rushed and all of my questions were answered in depth. Nothing
- I felt well taken care of.
- I had a blood test with Elaine and she is very good. Didn't have to wait long and no



ill effects. The new free parking in the road has made it more difficult as it is now blocked all day with a trailer and vans. It was easier parking on the yellow line. A 20 minute waiting limit might help.

- I had a blood test. Quick efficient and pleasant experience. Nothing, it was perfect.
- I had blood tests and I was dealt with professionally. N/A
- I have always found everyone at the surgery to be pleasant and helpful.
- I have been with the surgery for over 20 years and it has been consistently excellent for me. The current staff are efficient, friendly and I always feel comfortable talking to them. Well done Tetbury. ❤️
- I like the present system of discussion with advisor, then triage by GP and then targeted appointment if needed. After speaking to GP and thorough examination was referred to GRH (A&E was dreadful, no information, waited about 6 hours with a possible further 6 expected so had to leave). Very impressed to get a same day appointment when needed and when not possible to sort out over phone. Everything was well organised and efficient service.
- I saw Dr Emma McMyn with my list of ailments and queries. She was wonderful and patient with me and sorted me out swiftly and deftly. She was the same with my mother before my mother died of old age. Nothing
- I saw the nurse for a blood test. She was lovely, & very chatty & also managed to get blood out of my arm ! Usually it's the back of the hand!! Didn't have to wait long!
- I visited for my health check. The experience was all good and the nurse, Vanessa, explained everything to me thoroughly and comprehensively.
- I was delayed and had a major op the next day which I had to have blood test for and they moved my appointment and nurses very kind
- I was pleased with the doctor she was very helpful. Making the appointment, it takes too long, I was number 17
- I was seen on time and explained why I was there. After completing some balancing exercises Dr couldn't find anything seriously wrong and didn't think having a scan after such a long time would be beneficial. However suggested it might be helpful if I saw the Acupuncturist to which I agreed. Satisfied with the consultation.
- I was seen on time, I was confident that I was in good hands and everything went smoothly. Nothing.
- I was seen promptly and the nurse was friendly and efficient.
- I was seen right on time. The doctor listened and was engaged and showed a true level of caring about my issue. It was all good.
- I was treated with courtesy & kindness. In a professional, prompt, efficient manner. Nothing to improve my appointment.
- I wasn't rushed nurse was really nice, questions I asked she answered. Can't think of any at the moment.
- I went for a blood test. It was on time and the lady was very nice. All done within a few minutes!
- I went in on time and was out very quickly. Nothing
- In for a blood test, seen at appointment time, nurse very efficient.
- In for blood test and Prostagab jab. No waiting and Marion was very caring and professional.
- It was great from making the phone call seeing the doctor and going for X-rays just



brilliant. There is nothing to be improved on.

- Kind always on time. Nothing
- Kind and thoughtful nurse
- Kind lady
- Lovely friendly nurse. A full leaded black coffee, with a 85% dark chocolate brownie, as they are more healthy.
- Lovely lady took my blood for diabetes check, she was really kind and helpful. Nothing it just as all as it should be.
- Lovely staff. Not busy at all. Appointment on time. Great service.
- Luke attended to my painful leg and swelling managed to get a blood sample out of my veins as was very difficult he was very patient and very helpful and very reassuring. I couldn't care. None.
- Lung function test. Lady was lovely, very welcoming and positive. Nothing completely satisfied.
- My appointment was completed very quickly (surgery was empty at the time), the nurse was very kind and professional letting me know what she was about to do and ensuring I was comfortable.
- My appointment was on time and was friendly and efficient. Nothing
- My appointment was on time, thank you. An earlier appointment
- My blood test appointment was on time and the nurse was efficient and kind.
- My new doctor is Dr Alamo, I have found him to be very personable, straight to the point and gets things done. He dealt with my knee injections himself rather than previously having to go elsewhere. The wait times to actually see a doctor are still very poor.
- My nurse was lovely and supportive.
- Nice friendly doctor
- Nurse Helen was very skilled at phlebotomy as I can be very difficult to bleed but she had no problems. Also very caring. Lady at reception friendly and helpful.
- Nurse was very helpful. Nothing
- On time and informative. Nothing
- On time and very efficient. Nothing
- On time, professional and polite. When booking in a place identity eg room 8.
- On time, professional and polite. Give where to wait after booking in.
- On time, quick and professional. Car parking always a problem.
- On time, very helpful. Excellent
- On time, efficient and very pleasant
- On time, pleasant and engaging overall very happy. Very little anything.
- On time, polite, friendly, gentle. A pleasant experience. The automatic sign in in the surgery reception hadn't recorded my appointment despite me receiving reminders.
- Everything was satisfactory.
- Patiently listened to what I said, asked valuable questions and actioned a way forward.
- Perfect appointment. Nothing.
- Phlebotomist was on time and very professional. Nothing.
- Pleasant and helpful staff and I was seen on time. Mask wearing/air filtration should be considered as we are in that middle of a Covid wave and your premises are visited by vulnerable people.



- Pleasant receptionist easy parking and a great medical experience who acted decisively and I have a ENT appointment in 10 days time giving me confidence well done. Initial time delay between the first call and the appointment.
- Pleasant waiting area. Nothing
- Pre-arranged appointment with doctor.
- Professional
- Prompt and friendly service. None
- Prompt, efficient, charming.
- Prompt, friendly, polite. It was all pretty good.
- Prompt. Very cheerful and reassuring nurse, who was excellent.
- Punctual, blood test carried out painlessly and quickly. Nothing could have been done better, I was extremely happy with the service
- Quick and efficient.
- Quick and kind. Nothing
- Really thorough baby check with Dr Cardew, no easy feat when the baby in question wouldn't stop screaming! We really appreciated her warm manner and advice. Thank you.
- Registered arrival online and was checked by receptionist. The straight through to waiting room and seen on time. Nurse/ doctor very professional. Maybe supply more detail on why called back and what looking for
- Regularly have blood tests and can only say they are always on time, friendly and efficient. Nothing to suggest as this system works very well.
- Saw nurse who was on time friendly and helpful about my wound.
- Saw the Dr after a few minutes wait.
- Saw two nurses today, both of whom were very pleasant and good at explaining the previous blood test results for me and the vaccination process for shingles and pneumonia. I like the text messages for booking appointments, it's very easy. All good.
- Seen by nurse practitioner after second attempt to rid myself of a cough and phlegm and then helped me sort medication. Stop the telecom ones when would be quicker to see people.
- Seen on time. All good.
- Seen on time and efficient procedure. Nothing really.
- Seen on time and wonderful staff.
- Seen promptly and finished quickly for my blood test.
- Seen promptly and treated in a professional and friendly manner.
- Seen straight away. Nothing.
- Short wait, nurse efficient.
- Short waiting time.
- So good.
- So helpful. Nothing.
- Staff were respectful and prioritise patients needs. No comments for now.
- Surgery was clean and inviting and my appointment was on time. Maybe a sign on the door to say which room the diabetic review was going to in.
- The appointment occurred on time and was manage with care.
- The care and attention I received from Dr Emma McMinn was exemplary. The extra medicine she prescribed was available immediately. I left feeling greatly relieved.



- The doctor made a referral for me straight away for a CT scan. He took my blood as there were no appointments available straight away. He said it would be quicker than searching for an available appointment. I had to wait just over a week for an initial telephone appointment.
- The doctor was very kind. Nothing.
- The nurse explained everything very well eg all blood results and what findings mean, at an offered Health Check for my age group. Very helpful sound advice if needed.
- The Nurse saw me at the agreed appointment time. She explained what she was doing and was, as all your staff are, very professional. My hearing is much improved.
- The nurse took my blood sample on first attempt and all good.
- The nurse was excellent at taking blood, friendly staff. None
- The nurse who saw me was very kind and caring
- The nurses were kind and caring. I felt a little faint after my procedure and they were very lovely and helped me feel a bit better. Nothing, appointment was on time and the nurses were lovely. The receptionist told me where I could sit for a more quieter wait as I had my young children with me who were tired.
- The receptionist arranged a telephone call the same day and I was able to see Dr Angus at short notice about a problem I was quite concerned.
- The team has excellent communication within the surgery and with me as a patient. My queries were dealt with swiftly and efficiently.
- Timely appointment. Blood sample taken successfully first time! Melt not slots available for blood tests. Have to book a long time in advance. Emergency appointments are almost impossible to get.
- Timely, efficient, caring. It was perfect.
- Treatment given and problem sorted.
- Very efficient service.
- Very friendly.
- Very kind to me with my needle phobia.
- Very pleased with appointment. On time and not rushed. Nothing.
- Very pleasant and efficient treatment. Thank you. Couldn't ask for more and I wasn't rushed thank you.
- Very professional. Nothing.
- Very professional and informative. N/A
- Very satisfactory.
- Was expecting an in person appt but receptionist said it was a phone appt (she contacted Dr Charrington and he agreed to in person. Nothing
- We had a concern about an infected spot and were able to come in the same afternoon to have it dealt with. N/A
- Went for a shingles jab, all very efficient.
- Went in early for my blood test.
- Wonderful to be able to have minor ops at the surgery. To be able to phone the surgery and actually get through to someone.
- Your receptionist was very charming and obliging, and the clinician who saw me was excellent. I was very pleasantly surprised! Nothing.
- Make it clear where you have to wait.
- Indicate where to wait for your appointment, ie main waiting room or by the nurse



Station. Label these areas please.

- Parking.
- A good visit. None
- A little late. Nothing
- All efficient and courteous.
- An acknowledgment/ greeting from a member of staff on arrival, as waiting.
- Appointment with nurse on time. She was very efficient. Tell me in advance what the blood tests were for as part of the health check. Also, for women of my age could you have checked hormone levels?
- Both Nurses the lovely Elaine, and your new Practice nurse were very kind and Patient. Well done to both.
- Failed to extract blood sample. Revoked due another day. Extract blood sample!
- Friendly, helpful, on time.
- Friendly, helpful, on time for appointment.
- Good overall experience, nurse very good but premises need a good clean. Better cleanliness.
- Helen was fab! This was my third visit to try and get bloods and she managed to get them straight away. She was friendly and polite. Had read my notes to know we needed to warm hands etc. Considering the appointment was for a blood test, it was a positive experience. The tone of the receptionist was very blunt. I tried to explain I was there early because I need to soak my hands in hot water in order to get blood (have been told this was in my notes) but she dismissed this and told me to sit down and check in as normal 5 mins.
- I saw Dr Emma. She was very understanding and kind. I felt very reassured by the way she dealt with my problem. I wish she was my go to doctor. Being able to see a doctor sooner. I know of too many people who have not been able to see a dr face to face and the consequences have been very upsetting.
- I was not hurried out and the doctor seemed or have time for me. A shorter waiting time to see the doctor.
- I was pleased with the attention I was given and the nurse was very professional in the way she carried out the dressing change. There appeared to be a significant lack of any outer stocking type dressings to keep bandages clean and in place which I would have thought should be carried as a matter of course.
- Initially I was spoken to, for 5+ minutes, by the wrong doctor after being sent back out to reception and another wait I saw Dr Charrington who was very thorough and helpful. Go back to the screen method. In a large open space a doctor without a clear voice could easily repeat this problem.
- Just a vaccination.
- My appt was on time yesterday. The blood test Dr wished me to have was a 3 wk wait.
- My appointment was on time. Nothing
- No problems, all on time and efficient. Nothing
- Nothing untoward, treated well and dealt with promptly. Nothing more.
- Nurse took blood for routine methotrexate check - all done quickly and efficiently.
- Ran a little late but no inconvenience.
- Screen check in didn't work. Waiting area full and no free chairs. Nurse was excellent. Better check in and waiting.



- Shortage in Nursing staff so difficult to get in. Was running late and very busy but the nurse was excellent and very helpful. Get more good nurses on the staff.
- Very helpful. No.
- Very informative health check. No waiting, all blood results came back in time for Appointment. When I initially called to book health check they wouldn't book without telephone consultation. After speaking with doctor that didn't need to be the case.
- Very pleasant experience.
- Initial communication by telephone is far from ideal.
- Initial communication is difficult-direct access to GP would speed up and improve the service. (An out of town centre surgery will be very inconvenient to me).
- Took too long to get the appointment hospital was waiting for the results of the blood test.
- Please stop asking me to do a survey everytime I come each month.
- Attended for yearly blood test for long term condition. Disappointed that I couldn't get telephone appointment for follow-up with nurse until December!! Otherwise very pleased with everything else from Tetbury surgery.

### **Kemble**

- Appointment on time, member of staff very friendly and efficient. How experience was excellent.
- Attentive and professional throughout.
- Blood test appointment, very quick and professional. Nothing.
- Delightful staff. Too many notices on the wall. Weird grammatical error in both your notices about seeing your trainee GP.
- Everything as it should be.
- Excellent as always. Seen quickly and now have a plan for my issues. Dr Vernon always gives outstanding care. Nothing.
- From speaking with Doctor Allen on the phone, then being seen by him, to leaving Kemble surgery with my prescription in my hand, approx 1 hour! Brilliant! Nothing.
- I went for blood test and both the receptionist and phlebotomist were friendly and Efficient. Nothing as far as I am concerned.
- In and out for a blood test within 10 mins, despite me being slightly early. Nothing.
- It's always a very positive experience. None, really helpful.
- Kemble surgery is wonderful. Staff are great. Love it.
- Lovely surgery and kind and efficient staff and on time. Nothing, all good.
- Lovely welcome everyone nice , helpful and professional. Nothing.
- No wait and the phlebotomist was brilliant.
- Once I found where the surgery was it was great.
- Prompt appointment, doctor friendly and answered all my questions.
- The receptionist was nice, and the nurse who did my blood test was really kind and patient.
- The staff at Kemble surgery are always kind - it's a pleasure to attend. No bruising at all from my blood test – I didn't even feel it happening.
- Very quick
- Visited on outage day so difficult for the doctor but she was very helpful, friendly and professional. Always impossible to get through on the phone always have to drive to



the surgery to make an appointment.

- Was seen professionally and now waiting for an appt with an ENT specialist.

**RAU (Closed for Summer break)**





## **Voted Unlikely or Extremely Unlikely to recommend because:**

### **Cirencester**

- Didn't feel I was examined properly. Realised Covid means nothing anymore. To have had obs done properly. Because. Was clean dressed nice . I was actually fine.
- When the nurse called us through even with the patients details on screen she was unaware she was seeing a child for a blood test. She thought she was taking blood from an adult e.g the mother. She told me to sit down twice before she could see I (the mother). Check the form before you see your patient so you're aware what age your patient is. Use a nurse to take blood from a child that is used to doing children.
- I am having problem in my skin, it's been already 10 months and not treated, I am so irritated with this, couldn't concentrate at my work, fell so itchy, burnt and uncomfortable because of this symptoms I feel suffocate.
- I was seen by two lovely trainee Dr's who were empathetic and eager to get to the bottom of my symptoms. They then went to chat to my Dr to report what they had found and any next steps. The dr came in checked one of my reported symptoms said they would run a test on it and whisked me out the door with a patronising tone without discussing any of the other reported symptoms. Have a Dr interested in finding out the root cause of symptoms rather than just managing symptoms.
- I went in for a smear test. I have had a letter and a reminder and in fact on the 27 May 2024 a questionnaire was sent about my smear test. However today was told by the nurse I couldn't have one. If she did do it the lab would reject it. I haven't had a reminder about my well woman check. I didn't get a reminder about my thyroid blood test. I could go on

### **South Cerney**

- Went in for a blood test. 3 unsuccessful attempts later, it was suggested I come back to see a different nurse. The next suggested appointment was in 4 weeks time! Improve the nurse's training. For a failed test, find an earlier appointment that the standard 4 weeks.

### **RAU (Closed for Summer break)**

### **Kemble (No negative feedback)**

### **Tetbury**

- Having been called and told a blood test was needed the lady offered me 24 July at 12.06, I put in my diary. On arrival I was told I had it wrong it was 31 July which was Most inconvenient and I would not have agreed with that date. No apology. I duly attended on 31 July at 12.06 having left my lunch guests to wait for my return. Look at your admin and enter it on the computer correctly not a week later
- I forgot to check in but was sat directly outside the nurses office who was doing my daughters inoculations - 10 mins later I realised and went to check in at reception.



Once the nurse came out she berated me about how I was allowed to attend the appointment being ten minutes late. I clarified that I was not late but thought - could you not have got off your backside and opened the door to check the person you have met 3 times prior and has never been late is not there. I have sat there previously when I have checked in waiting for the doctor for the first appointment of the day for 35 minutes with a newborn for their checkup. He simply said he didn't see it flash up that I had checked in - again, could you not check? And what have you been doing in the meantime?! The nurse stank of stale cigarette smoke and when I asked if I could change my baby who had a poo explosion whilst we were waiting for her she said no we would have to continue. By the end of the inoculations there was poo over me and my baby and she would not let me change her in the room instead sent me packing to the extremely unsafe dark ledge where the filthy baby changing station is. As far as I'm concerned anyone working for the NHS who smokes should be fired, especially those dealing with babies when we are told to keep them away from anyone who smokes. It's a danger to health and the woman is a disgrace.

- I was coming to the nurse to have knee surgery staples removed. I had phoned the day before and asked the receptionist to leave a message for the nurse to ask if there was some pain relief spray I could have because the last time I had them done. It was so incredibly painful. I was almost traumatised by it. The nurse told me no we don't have anything like that here the nurse did her best to get the staples out but each one was horrific in the end. I had to ask her to stop. The nurse said she would make an enquiry with the doctor to ask if I could go to MIU at Tetbury the doctor contacted me a lady DOCTOR within half an hour which was great. We discussed the problem I was having and she said that Tetbury hospital didn't offer that service. She made me appointment for next Thursday, which would've been three weeks before the staples came out I didn't think it was a good idea to wait another week as it was bad enough trying to get the ones out after two weeks When I got home I was feeling very very anxious about the whole procedure. This knee had been incredibly painful so I decided to ring practice plus group and ask if it will be possible to go there to have them done. I spoke to a wonderful nurse who Asked Me to go today at 11 o'clock and she kindly removed them for me. The three that the nurse in Tetbury couldn't get out had been cut in half and the two ends had got stuck under the skin and in the end they had to get a doctor to get them out for me thankfully, the job is now done and I can get on with a healing process. This is not a complaint; I am not in the habit of complaining I have always been treated incredibly fairly and expeditiously by the Phoenix group especially DOCTOR Angus who I feel incredibly lucky to have as my GP who is very kind understanding and always answers queries within 24 hours however, I feel as a practice you would like to know where things might be not going quite a smoothly as they should.
- Important letter not sent to me, but found online 2 weeks late. Ensure letters are actually sent out.
- Initial appointment booking was with an abrupt, unhelpful woman, who told me the appointments for the service required were on a Tuesday only - a difficult day for me. This proved completely untrue. The appointment given was for three weeks hence - the surgeon had specified two weeks. A later check on another matter showed she had not booked it in anyway, but this person gave me an appointment on the



Thursday of the correct, earlier week! The eventual appointment with the nurse was conducted pleasantly and professionally and expertly. The times taken to make appointments at this surgery are completely unacceptable. Getting to see a doctor involves days wait for a telephone conversation then more days wait if it is deemed necessary to be seen in person. In my opinion (50 years as a pharmacist) it is almost always necessary to see a patient in person.

- Just thought it was a nice place was greeted very nicely didn't have to wait long the nurse was supper friendly.

## **End of Feedback**

**Thank you for reading.**