



## **Friends and Family Feedback October 2024**

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

#### **Cirencester**

- Always amazing and my docs are great as they know me so well always come out feeling positive
- Quick, easy, nurse was great
- Very efficient, helpful and friendly staff. Easy to book an appointment. My booking was on time.
- Great service lovely staff. Positive experience. Thank you
- Your wall mounted display for registering arrival is easy to use and effective. Nurse Carol is always friendly and efficient.
- "Worked like clockwork
- Very helpful receptionist & kind & efficient Phlebotomist "
- The nurse who dressed my leg was very caring considerate and helpful!
- Checked in 5 minutes before appointment and was called in within 5 minutes
- As usual seen promptly and with care.
- Very helpful
- Check in ok and saw the nurse on time. None. Appreciated ability to make appointment online without going through the switchboard. A wait of only some 2 weeks from date of booking
- Tina is the best asthma nurse - thank you Tina
- Very promptly received and dealt with. Parking was a struggle, although I know there's not a lot you can do about that
- Excellent doctor very in the picture with my menopause symptoms and so helpful
- I used the self check in and I was in and out within 3 minutes.
- Staff friendly, appointment was on time, Wish she could do my B12
- I saw a lovely lady phlebotomist. She saw me on time (early I fact) was chatty, engaging, and had a sunny disposition. The blood sample was taken painlessly and without any fuss. Very happy. Very impressed. Thank you,
- Lovely friendly greeting, excellent pain free experience
- Excellent efficient service. Helpful kind staff,
- Blood test on time and lady very friendly. I had to travel to Cirencester as Tetbury had no blood appointments for over 3 weeks and I wanted it done sooner than that.
- Seen on time. Friendly staff
- It was my first visit to Cirencester. The nurse was very friendly and helpful and put me at my ease and answered all my questions. The receptionist was friendly and helpful.
- Everything done very professionally. Cup of tea and a biscuit.
- Appointment was in time, check in easy, waiting room clean
- Very, friendly, caring and professional
- "Prompt and kind nurse"
- Signed in ok using self service check in. Only had to wait a couple of minutes for my check up. Nurse was very friendly and professional. No issues at all.
- Everyone is very polite and professional. A good patient experience.
- Dr Nichol was very kind & helpful.
- Jamie has a very good manner and showed knowledge and understanding
- Injection given on time and all questions answered.



- Its always a very pleasant visit.
- The nurse practitioner was polite, informative and made me feel comfortable on time and met with welcome
- Seen on time, Carla is a skilled phlebotomist, quick, no pain or bruising, very polite and reassuring.
- Appointment on time. Saw my usual doctor who was as polite, reassuring and professional as he usually is. Reception staff predictably flat out as first thing, but still helpful and organised. We are lucky to have you all.
- On time and very good treatment
- The nurse was very helpful and knowledgeable.
- Injection was at the pre-arranged time and all my questions were answered. I had a horrendous reaction to the Shingles jab so may be worth advising patients that they may be very ill next day.
- Dr Khalid is by far the most approachable, understanding, patient and kind Gp I have ever experienced. I am fully aware I can be awkward, but my medical experiences have not always been great. I find it easy to speak to Dr Khalid and am learning to trust and respect his knowledge, advice and understanding.
- Staff are very polite and helpful.
- Was a little late, they didn't make me feel bad for this and squeezed me not rushing in the appointment
- Appointment on time. As always all nurses friendly and reassuring.
- Staff were very caring and helpful.
- "There was an emergency in the surgery on my appointment time which could not be helped. When I did go in to see the Nurse/Practitioner she was excellent. With time to listen to my problem and was extremely thorough with my examination, giving me loads of helpful advice.
- Thank you to all who helped me. 😊"
- Quick, efficient, friendly
- Very little wait, appointment was carried out efficiently, the nurse and staff were very helpful
- Everyone appreciated the situation, doctor explained what was happening and I understood.
- Timing was good, all nice and friendly, 2 jabs in and out in 2 mins
- Didn't have to wait long. Do something about the abandoned bicycle in the cycle rack to the left of the front door. It's very unsightly.
- Easy check in via your screen in the hallway. Nurse Carol was as efficient and friendly as usual.
- "My appointment was for the Covid booster + the Flu booster. The appointment was exactly on time, quick and efficient and on my way home within 5 minutes. Excellent service 🙌"
- Seen quickly, thorough examination and time to ask questions. Very personable staff.
- Waiting time only short. Friendly and professional nurse who gave me my flu and Covid jabs.
- Came in for a COVID/flu vaccination but the day before I developed a rash on the same arm I was expecting to have injected. I mentioned it to the nurse and she was very effective in getting a doctor quickly to look it over and give me advice as to how to treat it. Very pleased.
- Seasonal vaccinations effected efficiency and on time. Thank you.
- Very helpful. Nothing, it's sad when people moan & complain when everyone is working hard in difficult circumstances.
- Receptionist and competent, professional nurse.
- Efficient.
- Was seen as arranged for my flu jab and offered Covid injection at the same time. Excellent



- Friendly and Kerry was quick and professional.
- Routine blood test. On time and efficient. Rather than the tick box blood tests, doing my own blood pressure and having a phone call I would like to be assessed by a nurse or doctor face to face once a year. If you can't do it then so be it but it doesn't stop me wishing
- GP listened and didn't rush me. Empathy was shown. Thorough examination was carried out. My concerns were dealt with seriously.
- Very friendly and efficient.
- Time honoured, efficient method of seeing many patients for flu/covid vaccines. Thank you: it worked well.
- Timely and efficient
- Very efficient
- Excellent service by the Nurse Rachel. A pleasant kind and caring person...
- Annual flu jab managed to slip my wife in with me as well her appointment wasn't until two hours later
- Practice nurse appointment. Very helpful and friendly member of your team.
- Quick. Efficient and friendly.
- On time, efficient, well organised
- More easily to do the appointment
- In out before appointment time
- I didn't have to wait, I went straight in, very nice nurse
- As always the staff were 👍
- On time, pleasant nurse.
- No delay. Nurse was friendly, professional and answered questions I had.
- On time in and out quickly
- Easy check-in, seen within five minutes of appointment, out two minutes later.
- Only slightly overtime for appointment. Very pleasant nurse.
- Rapid speedy test
- Friendly, caring and professional staff from reception to medics.
- All on time and seamless
- Everything was completed well, the Nurse Practitioner was friendly and efficient - it was even less painful than expected!
- Very efficient and polite staff.
- on time and efficient
- Came for flu jab - didn't wait too long - very pleasant helpful nurse
- Timely and friendly
- COVID and flu, small but acceptable wait, for which nurse Rebecca apologised. Clear explanation of process and allergies checked. Helpful outline of side effects. Sore arms but little bruising and no bleeding. Glad to see it was busy and to get an early appointment with COvid about and before flu gets going. Many thanks.
- I did not see a GP before booking an appointment online which I understand is incorrect. I was not sure I had to do this but I explained the reasons to the receptionist and the phlebotomist. The relevant clearance was given thanks to both and the surgery.
- Attended for flu and covid jabs all went well and Rebecca apologised for delay though it was only about 10 minutes
- Receptionist and nurse both polite and pleasant.
- I was seen promptly and Jamie was friendly, efficient and informative



- Seen on time. Nurse was quick, professional and friendly.
- Everyone is so kind, cheerful and pleasant. It is so appreciated.
- Very well organised
- Check in was good- just 5 minutes to wait before I had my flu vaccination- very pleasant nurse
- "Very quick visit with very pleasant nurse"
- Promptly seen and kindly dealt with.
- "Friendly, helpful staff.
- Very efficient. "
- Waiting time was minimal, the person who vaccinated us was friendly and very confident.
- Went to surgery for Flu and Covid vaccinations. The whole process was conducted by friendly, polite professionals. A very good experience all round.
- Went for flu vaccination - all organised very well. Nothing except perhaps re-decorate the waiting room. If it was a fast food outlet I'd be reluctant to use the place. The carpet is particularly filthy.
- Everything ran very smoothly & all members of staff very helpful.
- Covid/Flu vaccinations performed very efficiently by a very nice nurse called Rebecca.
- Had covid jab staff nurse was very good
- On time, straight in, jabbed (twice) and straight out ... also, no having to fill in reams of paperwork... Bargain!!
- "Very friendly reception staff and the nurse was very calming and friendly, over all a pleasant visit. Thank you"
- My husband and I had flu injections. The surgery was extremely busy as a result, but very efficiently organised by a friendly and helpful staff. The waiting time was minimal and our visit was quick and painless! A very professional and smooth operation. Well done to all the staff!
- Very organised and on time
- Very professional and friendly
- Came for flu, covid jabs and was super impressed by the efficiency of the operation. My nurse was friendly and quick and almost painless.
- "The flu jab morning was fast and efficient
- My nurse, Ellie, was lovely"
- Really quick and pleasant staff
- Very efficient staff well organised
- Very efficient friendly extremely well organised
- The nurse was pleasant, quick and efficient.
- I was at tye surgery fir Covid and Flu vaccinations. The whole experience was friendly and efficient
- Quick and efficient
- Arrived for my appointment and was waiting only a few minutes, went in and the nurse was lovely, both jabs were painless and very quick, I left there only 5 or 10 minutes after arriving... so impressed. The staff were all lovely and the whole appointment went very smoothly. Great experience.
- As always, well organised. Thanks to the staff for working on a Saturday.
- "The visit was seamless. Thank you."
- Caring, efficient and very helpful
- A full waiting room and my appointment was a few minutes late but my injections were done well and the nurse was very friendly



- In&out
- Very organised & quick for annual jabs. I think masks should be compulsory for those situations and I'm sure they will return sadly but the waiting room was clean, airy and plenty of room.
- Had an appointment for flu and covid jab. Very well organised no waiting and Tina my nurse was lovely.
- Well organised, on time, excellent visit. Thank you.
- COVID & Flu vaccination very straight forward.
- "On Saturday you ran a flu vaccination clinic with up to 5 nurses running lists. With so many people attending, it seemed to run like clockwork. I found out that you were a member of staff down due to sickness in another surgery and the remaining nurses were taking up the slack. All I can say is that any additional pressure you would undoubtedly have felt was well hidden from your patients. Well done to you all. "
- A great team of Covid/ Flu `jabbers' who were very efficient and got through a large amount of patients. Well done.
- Nurse friendly, .patient and efficient.
- It was for a flu/covid jab. The surgery was extremely well organised at the door, checking people in to the relevant nurses. And all done with a smile, certainly makes a difference and it was very welcoming. Inside, you checked in with reception, whom also was very efficient and smiley.
- The flu and covid clinic was very well organised and I was seen very quickly.
- A lot of people were having flu/COVID jabs that morning and the waiting room was full considering this I didn't wait very long. There were a few people waiting outside as I came out, however staff were all polite and it was all very efficiently organised.
- Efficient
- I had Covid and flu jabs
- Efficient vaccination process
- Flu jab... Short wait, but efficient service... Friendly staff as ever
- Very efficient t friendly reception staff.
- Visit to Cirencester surgery for covid and flu jab. Nurse Rebecca was very polite and professional in every way. 😊
- Efficient
- Helpful discussion with GP
- Prompt pleasant staff
- I attended for my covid and flu jabs. The clinic was busy but well organised and efficient.
- Staff very professional and polite
- Nice warm welcome, on time.
- Efficient nothing
- Well organised and on time
- I attended for covid and flu vaccinations-I was seen promptly and the nurse was very helpful and understanding.
- Attending for Covid and flu vaccination very fast and efficient-
- Very quick
- Polite organised staff who treated me with respect
- Efficient and speedy vaccination clinic - well done everyone!
- Well organised and on time



- On time, efficient
- There was plenty of staff so dd not have to wait.
- On time professional and friendly experience
- "Well organised.
- Appt. carried out quickly and professionally. "
- Well organised and executed.
- Swift prompt service.
- Nurse Sophie was very thorough and very friendly.
- "Very efficient trip to a busy Saturday flu jab clinic, the waiting room was well managed - it was full given the busy clinic and some people were arriving an hour before their appointment. They were turned away and told to come back 10 mins before which was good as the waiting room was already busy."
- All very well organised. Busy day with flu & Covid jabs just starting. Staff were their usual cheerful & helpful selves.
- All very efficient and friendly
- Had C19 and Flu boosters. All good.
- On time and very good treatment
- Quick, efficient, friendly and professional. Rebecca good at giving injections
- Quick efficient friendly atmosphere
- The sun was shining and everything was done in a very professional manner. All the staff were helpful.
- Everything was very well organised for the flu and coronavirus injections.
- Excellent...signed in.I was 5 mins early...waited 5 mins ...in with the nurse approx 3-4 mins & out again ...would be very happy with that at all the appointments 👍
- Quick and efficient
- I was very pleased with the overall performance. It was fast, efficient. safe and clean. Thank you.
- Well organised. People were greeted warmly and received vaccines as quickly as possible.
- I arrived a little early for my vaccinations and had to wait outside for maybe 10 minutes, but that was my fault. It would have been very different for me and several others if the weather had been wet!
- Treated well
- Fast service
- "Seen on time, no extra waiting. Service efficient."
- Flu and Covid injections session very well organised.
- Very well organized we knew who we were seeing. The lady outside was ensuring we went inside ready for appointment to book in with reception. I didn't wait for one minute
- Excellent
- Efficient, friendly and informative staff on hand for a highly busy flu jab clinic
- Smooth procedure from start to finish
- Well-organised queue; welcoming and efficient staff; delightful nurse (Kerry). Despite inoculating so many of us, appointments were on time – quite an achievement!
- I was checked in & seen on time & Lucy the nurse was efficient & pleasant.
- Very organised and quick
- It was a vaccination. All fine very efficiently. Thanks
- "The only trouble we had was parking.



- The service otherwise was very efficient."
- Very efficient
- Seen on time and dealt with in a friendly professional manner.
- I attended the flu jab clinic. Efficient system with getting people in and out quickly and promptly.
- In and out quickly for my Flu and COVID jabs.
- Good visits with the most medical people. Prompt reactions. If prescriptions are required. The receptionists provide a good service- efficient and very pleasant.
- Busy covid/flu jab surgery on a Saturday went smoothly no delays
- "Very efficient managing of a large number of appointments for vaccinations.
- Negligible waiting time.
- Good staff engagement."
- Staff very friendly.
- Quick efficient flu and Covid jabs. Nice nurse.
- Vaccinations for wife and I done very efficiently and nurse was very friendly
- On time and professional
- Very organised & Quick
- Attended for flu +Covid vaccinations.
- Well planned
- Flu clinic - very quick process
- Efficient and professional
- On time, vaccinations were done quickly, easily and in a friendly way.
- "I was welcomed and given clear instructions.
- The vaccinations were given efficiently."
- Really helpful receptionist who agreed to follow up a query with the pharmacist. Lovely nurse who was so busy but kind enough to answer questions. First time my arms didn't hurt after jabs. Well done.
- Very well organised and punctual.
- Efficient, friendly staff
- Very organised procedure to get flu and covid injections
- Professional friendly and on time
- All well organised and running smoothly
- Very efficient team effort to get the jabs done.
- Seen quickly and clinician was pleasant and efficient.
- Friendly professional service
- Very efficiently organised. Especially as I had changed time due to two granddaughters with me!
- Arrived I'm booked in straightaway sent through very pleasant. Nurse did my injections and was pleased with everything.
- Quick and efficient and friendly.
- Flu/Covid jab appointment on time
- My appointment was on time with friendly, helpful staff
- Appointment was at 11.27 and went in about 11.30 which was amazing seeing that the surgery was very very busy. Tina took care as I had experienced a sore arm previously.
- Saturday vaccinations - very efficient and timely. Professional (I didn't feel either jab) and friendly. Superb service!



- Well managed visit, in and out within 6 minutes and on schedule no delay impressive.
- Fast well organised and efficient.
- Pleasant, waiting time minimal, no fuss
- Timely and efficient
- Plenty of staff so waiting was get down
- Covid and flu jabs well organised.
- Timely and well organised at flu clinic
- Friendly staff.
- Very quick and efficient.
- Everyone was so helpful nothing
- Quick and efficient service re annual vaccinations
- "Busy day for the staff, well organised and professionally efficient.
- Two jabs done, all good."
- Efficient process from start to finish
- Kind and caring attentive staff
- Well organised
- Had my Flu and COVID jabs.
- Prompt and helpful attention
- Everything was smoothly run, so a good experience.
- Appointment was on time and was organised.
- Very good
- Everyone was helpful and understanding
- I was booked in for a Flu and Covid jab at 13.27. I thought the process you had in place for checking us in was excellent and very well organised and the nurse I saw Kerri called me almost straight in, gave me my vaccinations and I was on my way home
- Just a blood test on and out no problem except for the parking!
- Efficient service
- Efficient and friendly staff
- On time no waiting.
- Quick & courteous
- Kind courteous nurse very good at her job
- Quick and easy
- Prompt excellent service, caring and efficient
- Appointment was on time
- Very friendly and efficient staff.
- Annual inoculation
- Seen quickly, very helpful discussion of my problem, onward referral to appropriate place.
- Quick efficient
- Lovely diabetic blood test. Did not feel a thing and a super lady too.
- I went for a Covid & Flu jab
- Prompt appt. Injection almost painless, friendly staff.
- My visits to the Phoenix is always pleasant, from the friendly receptionist's to whoever I am seeing on the day. It really is the best Practice in Cirencester. A big Thank you from me
- Prompt. No fuss.
- Well organised and prompt delivery of the injections. Caring staff.
- Blood test - expertly carried out by surgery nurse.





- Short wait for combined Covid/flu I injection. Very pleasant practitioner and efficient execution.
- Very helpful
- Arrived in the pouring rain and greeted by a smiley receptionist. The nurse was very efficient
- Nurse was very polite, explained what she was going to do, and did so as promptly as she could.
- Happy with the treatment I received from Dr Hill
- Very
- "Came for my flu and Covid jabs. Very efficient pleasant staff. Bit difficult to park".
- The lady that I saw was very kind.
- Professional and efficient
- Excellent
- Very well organised for my jabs in and out in 5 min no waiting all on time
- Excellent doctor!
- Nurse took a genuine interest in my condition, resulting with appropriate treatment/advice.
- Nurse was very kind and understanding I felt looked after
- Seen very promptly and checked out thoroughly.
- The appointment was on time my problem assessment was thorough and explained fully with advice for myself moving forward.
- I came to have Flu:Covid jabs very friendly and at the reception as well when I booked an appointment
- My appointment for flu/covid jabs was done in a timely and considerate way.
- On this occasion I was having blood taken. All went very smoothly. Carla was so nice and helped me with a problem I was having with my blood sugar machine. She was brilliant. There are always cheerful faces when visiting the surgery. Thank you so much to everyone.
- Always a great nursing experience, quick and efficient, and friendly
- It was an easy experience from registering and a sort wait to have my blood taken
- "Very efficiently delivered service
- Quick and on time"
- Went in on time and Carla was very professional and polite.
- Very efficient, no waiting, superb care. Thank you
- Carla was very friendly & tried to help with my nerves- thank you
- On time. Efficient and friendly.
- In and out swiftly.
- The nurse was very competent, well-mannered and pleasant plus showing humility.
- On time and very good treatment
- "Helpful staff at reception.
- The appointment was on time and both vaccinations were delivered efficiently by a friendly nurse. "
- Very helpful, thorough and took time to listen and give extra, useful information
- Doctor was lovely.
- Nurse Lynn Adlington and her assistant were very helpful and very kind, which I very much appreciated.
- "The nurse who saw me was very nice, professional and managed to find a vein with no bother -
- Seen on time by nurse Carol.
- She was very professional, informative and friendly. "
- Had jabs for COVID and flu very nice nurse put me at ease
- Vaccination appointment right on time and procedure conducted efficiently and professionally.



- Seen promptly, staff bright and friendly.
- Very prompt and caring service
- Had a covid jab & was seen on time & very quick & efficient
- Teresa went above and beyond! Really can't thank her enough for all the help 😊
- Good and helpful reception staff and efficient vaccination staff
- Came for flu and covid vaccines and reception lady and nurse were both friendly and helpful.
- Very smooth and timely flu and covid jabs
- Had a flu jab and Covid jab felt very relaxed and comfortable
- The nurse was very efficient and friendly.
- As always a pleasure to see you all
- Very efficient. What?
- Prompt service, bang on time, very good phlebotomist
- I arrived early and was seen promptly
- Lovely nurse excellent care
- Very professional
- All went as smooth as clockwork!
- Easy injection session. Nothing personnel wise but paving outside when you exit by the side door is dangerously uneven
- Seen very quickly, professional service.
- Only had a flu jab!
- Appointment was on time, professional and efficient.
- The nurse was very caring and helpful and nice
- "Pleasant cheerful receptionist delivered an ""instruction"" she must have said so many times that day still with a smile."
- Very prompt. I was seen early and had two vaccination injections in less than a minute! Nice to have cycle parking available, too.
- Couldn't ask for a better experience, Doctor was amazing.
- Patient and friendly nurse.
- I would like to see face to face my GP.
- Nurse Lynn Adlington and her assistant were very helpful and very kind
- Very friendly receptionist and Nurse Carol was exceptional!
- Punctual
- Very efficient and friendly
- Very helpful staff. Everything done spot on and with no waiting.
- Excellent service
- Friendly staff
- Excellent service. Cup of tea and a biscuit.
- The nurse who took my blood was great. No pain at all.
- My wife and I were seen by the nurse for our flu & covid jabs. We were seen promptly and efficiently.
- Perfect again, Friendly staff, no waiting just how it should be.
- Check in was very easy, I was early for my appointment and the phlebotomist was also early which was great. The practitioner was friendly, super quick and the blood test was completely painless. Thank you and well done.
- Efficient professional friendly
- Had bloods taken. I seen on time. Lady who took bloods was competent and friendly.



- I didn't have to wait and the travel nurse was lovely and very efficient
- Easy check in, very short wait time, lovely nurse
- I was early and seen early
- Always very helpful.
- The nurse explained a procedure to me clearly and recommended a referral to an audiology dept.
- Appt was on time
- Helpful, efficient staff & very little time waiting to be seen.
- Saw the Asthma Nurse on time and was happy with the outcome of the appointment.
- "Didn't have to wait.
- The two staff members I met were very friendly and cheerful AND there was room to park my car! "
- Prompt and friendly service.
- Friendly surgery, seen quickly, very professional and informative doctors who were kind and approachable.
- Friendly and helpful staff
- Blood test was prompt
- the surgical procedure went very well and post op instructions were discussed and very clear.
- Easy check in and hardly any wait time
- Came for blood test. Smooth as silk as always.
- Seen on time and the nurse who gave me my injection very good, just as I had my flue and covid vaccine the week before. Thankyou.
- "I saw the phlebotomist (Sara?)
- She is wonderful. Just wonderful. "
- I had an 8.33 Appointment and clinic started on time and I was seen quickly
- Very helpful. I didn't have to wait long
- As usual reception helpful and valued time and advice with doctor Allen
- Great team members
- I came to have my flu and Covid booster jabs. I was seen on time, and all went perfectly. Thank you,
- Discussed my COPD regime with Marion my respiratory nurse
- Very quick in & out for flu injection
- Nurse listened to my questions, gave good advice
- At surgery for flu and COVID vaccine, appointment on time, very quick. Obviously an experienced nurse, returned next day for RSV vaccine, same experience
- My visit to the surgery was very good. Dr Allen answered my questions & put me at ease & reassured me by doing some tests & sending them off
- On time. Nurse very good with injections, hardly felt it
- Very attentive nurse
- Always good
- Always ready to help me and put my mind at rest
- Quick to be seen by nurse and very thorough and satisfied with medical results.
- Having viewed the chaos reported online at St Peter's Surgery last week (queues around the block!!), I wasn't looking forward to my visit to Chesterton Phoenix, but it was a delight...check in; two minute wait, then two jabs and out!!
- Tuesday 15th October had flu injection. Very good. Wednesday morning 16th October.



Spoke to the receptionist at the surgery about my mum. She was really helpful and I've received a phone call this afternoon from the frailty nurse who was also helpful. She's visiting ne

- Seen on time. Professional and friendly staff.
- Seen on time an vaccination given effectively
- In and out in 10 minutes
- The nurse was so pleasant and explained everything
- Seen on time. Felt my concerns were listened to.
- Dr Hill was fantastic, picked up on a much bigger issue.
- The nurse was very professional explained everything and I felt at ease
- Went in to see the nurse with hardly any waiting and just before my appointment time
- Covid & flu jab appointment
- Had covid and flu jabs
- Dealt with quickly and politely
- Called in to see asthma nurse and was dealt with promptly and came away satisfied with outcome.
- Fast and efficient, no problems at all
- Very efficient and on time
- Easy check in and efficient service for my double vaccination.
- Always welcoming & helpful
- Right on time. Nurse Tina took her time to go through some things possible solutions to my various nasal and wheezing problems.
- Very quick and efficient
- Very quick
- No waiting, checked in and was called through almost immediately
- Staff are always friendly, helpful and efficient. I had a reminder to attend and this was brilliant as I am really busy right now
- Painless vaccination after relatively short wait
- Your service is always very good
- Appointment was on time the doctor was very reassuring and gave an excellent assessment.
- Friendly and reassuring. Efficient and swift. I was in within 60 seconds of arriving
- "Good communication before visit. Efficient check in. DR Nichol listens carefully, is thorough in her analysis and doesn't rush to diagnosis where there is ambiguity.
- Efficient referrals to gather info to move to problem diagnosis."
- COVID flu jab on time
- In and out no problem
- No wait and very efficient.
- Quick, courteous and relatively painless
- No waiting,pleasant staff.
- Very prompt and efficient and very pleasant staff
- Although a COPD clinic appt. Time was taken to look at my records and listen to my current health concerns and decision taken to book a full blood test and appt. Arranged for the following day at Tetbury. Very impressive care & service.
- Very prompt.
- I came for some acupuncture after speaking to Doctor Niccol about my problems with the menopause.
- Very quick and efficient



- Fast efficient COVID flu jab
- Swift, efficient and professional.
- Trainee GP sorry don't recall name excellent
- The nurse was extra helpful. I went for a shingles vaccination. She took the initiative to research my history and found that I had a vaccination in 2019 and it was of the type that was for life and that I need not have a vaccination with the newer type of the vaccination. She then again checked my record and updated me on my requirements. I was very happy that she was so efficient. The newer type of shingles vaccination would have not have complemented the original version. She was pleasant and efficient.
- We were seen on time and everything was smooth and efficient
- Very friendly and efficient.
- I was seen on time with a satisfactory outcome.
- My appointment was 14.18 and I was called in at 14.18. Staff were very friendly and helpful.
- Interesting waiting room, number of waiting patients well managed; appointment just about on time; lovely nurse and painless administration of flu and covid jabs. Thank you
- The nurse was superb.even doing my wife's covid and flu a week early. She explained how we might feel unwell as we had covid back I the pandemic
- Quick flu jab turn around. Welcoming staff. Appointment on time.
- I was a few minutes late and was still looked after even though the reception wasn't sure if I would still get seen being 3-5 minutes late.
- Flu and Covid jab
- Reception was prompt. Nurse was on time and very efficient.
- Brilliant nurse
- Check in went smoothly using the automated checkin screen. Staff we saw were friendly and accommodating and didn't rush us through anything. My son enjoyed having a box of toys to pick through.
- Friendly efficient nurse
- I saw Dr Nichol who was as usual very thorough. She was running 15 mins late but they were exceptionally busy that day.
- On time polite efficient.
- "I came for a Covid test, the nurse was very very pleasant. . Within minutes it was finished"
- Efficient service. Everything explained clearly by nurse. Thank you
- Short waiting time. Went for Flu vaccine. Polite and helpful staff.
- Prompt service, friendly nurse. I was having Covid and Flu jabs and am always nervous of needles, but it was a reassuring visit, and she was efficient and skilled with the jabs.
- Appointment time was kept to, nurse was friendly and efficient. Receptionist was helpful.
- Both the nurse and the Dr who carried out Ravens postnatal check and vaccinations were outstanding.
- Appointment was on time and treatment given very well
- Appointment for blood test in time and completed expertly done in minutes
- Easy self check in. Very pleasant receptionist - I needed to book another appointment) and lovely nurse. On time.
- Never visited the Cirencester surgery before. Easy to find, not so easy to park. Appointment was on time and quickly felt with.
- "The nurse was brilliant with my unconvinced 3 year old who was having his flu spray, totally won him round!



- We were in and out in 5 mins. Great job! "
- Quick and attentive visit
- Very good care and attention
- Very pleasant nurse and seen on time
- On time, friendly, informative and quick
- Teresa, Nurse, very welcoming and explaining things
- Fast efficiency service on time
- Everything was fine
- Sophie the practice nurse has a happy friendly air and is extremely competent .
- There was no wait for my appointment. The reception was friendly and efficient. The GP who I have seen over the last few weeks, Dr Gudrun, has been extremely helpful and I feel very comfortable and confident with her. Her manner is very reassuring and she has been incredibly efficient in making referrals and follow ups. Thankyou
- Excellent health care, very helpful doctor prepared to listen and seek to resolve an issue not directly linked to the service I was booked in for
- Friendly & efficient & no long delay
- The nurse was pleasant and efficient.
- Easy to book in and seen on time.
- Very happy with the care that I received
- Completely satisfied with my appointment, everyone was welcoming and friendly. The procedure was explained and dealt with professionally. I felt at ease and well cared for.
- "On time and very efficient"
- Really helpful receptionist as usual. Short wait, very friendly & respectful treatment very quickly done. Excellent.
- Seen on time. Nurse very pleasant
- Efficient, on time, friendly.
- Nurse was really friendly and caring. Gave me all the information and talked through the process as she went. Felt very cared for and comfortable
- I was seen by the very professional nurse on time. I was administered the necessary Covid and flu vaccines efficiently with minimum discomfort and was on my way within 5 minutes.
- Very prompt, professional and friendly
- On time, quick and friendly
- Flu vaccination - quick, efficient and friendly service. Thank you.
- Efficient. Friendly staff.
- On time and friendly
- Appointment on time
- Seen on time. Nurse very pleasant and efficient.
- Prompt service, politely delivered, no pain.
- Nurse explained the purpose of vaccine. Side effects and what to look out for. Very clear
- I was feeling quite anxious as I was having a minor procedure. Appointment was on time though, the Dr and nurse were lovely and friendly and gave me lots of info about what would happen. They were brilliant throughout, couldn't have been better, thank you.
- Two minutes earlier than appointment for my blood test
- Lovely and friendly. Didn't feel needle either 😊
- Friendly and prompt
- Timely friendly and efficient service



- Quick, polite, engaging.
- Friendly staff
- Efficient appointment booking and attendance
- All good in terms of treatment. Flu jab done.
- Very organised and friendly went in on time
- Always been satisfied with treatment etc at Phoenix surgery.
- Lovely phlebotomy staff members. Kind and caring.
- The trainee doctor was very knowledgeable and helpful
- GP listened and no attempt to rush me. Very helpful
- My vaccinations were managed very well.
- "Flu and COVID vaccine. I was a few minutes early for my 16:18 app.
- Less than 5 minutes wait and was done and dusted by 16:16. Very good."
- I was able to do all the tests the nurse was excellent and everything was explained
- I phoned the surgery and initially was told I was caller number 13 and if I didn't want to hang on I would be called back, and I was within 10 minutes, excellent.
- Efficient and appointment on time.
- The nurse was trying very hard to sort out my on going problem. She acted in a kind professional manner. I was happy when I left the surgery that she had done her best for me
- Flu jab appt, done on time
- The nurse we saw was absolutely lovely and made me feel at ease when getting Lucy's first injections
- Appointment on time & Dr answered all of my concerns.
- On time and first class professional service
- Just so efficient. On time. A pleasant experience.
- Short wait, friendly and attentive nurse
- Very efficient
- The lady was very professional and explained the procedure
- Receptionist was helpful and polite.
- The wait was short. Nice lady asked which arm and said one in each. Did the injections quick. Didn't feel a thing. Very pleasant experience.
- On time, professional vaccinator.
- Very efficient
- Greeted at reception by two helpful ladies. I'd tried to book in online for my appointment, as requested, but service was out of order. They booked me in. Went in on time for my flu and covid jabs. Lady who gave me them was friendly and approachable. An all round good experience.
- Reception was pleasant, polite and efficient, in fact everyone was, and nurse who did the jab was great.
- "Our Dr has been so good and helpful and the surgery has been great in getting in touch etc"
- Efficient, friendly and professional.
- I was seen to on arrival, nurse very pleasant and professional.
- "The emergency practitioner I saw mon pm was very nice and thorough.
- The dr I saw on Thursday pm Dr Ghuram was very nice very thorough and had time to listen to me."
- Quick, efficient, kind
- We were expecting to wait for flu/covid injections but a quick polite service on time. Very



impressed

- Everything went smoothly & on time 👍
- "Checked in easily, didn't have to wait to see the nurse
- Queried why I was there and what jabs I was having
- Didn't hurt at all very pleasant lady "
- Efficient and friendly service
- Lovely doctor who took the time to listen and explain things
- I have a stupid fear of needles and have to say this was the best experience of giving blood I've ever had wouldn't have known it was being done 😊
- Professional, Efficient and Empathetic.
- Very efficient receptionist. Thoughtful and professional doctor.
- Check in was easy. Didn't have to wait long. Friendly nurse. Quick appointment.
- Always brilliant service very polite
- Pleasant Health Professional and on time,
- The nurse asked questions and explained the process well
- Friendly staff and very efficient"
- Flu and covid jabs. On time. VG as usual"
- Very helpful and on time
- Very quick to come back to me when I need it. Also Know when a Doc is needed or the staff.
- I was seen to punctually
- Quick and business-like vaccinations. Also some useful advice about future vaccinations
- First time attending the surgery after moving here, very polite staff
- Prompt service. Polite interaction. Helpful.
- On time and as expected.
- I didn't have to wait very long and lovely nurse!
- The nurse who administered my vaccines was very friendly. She explained the side effects and was quick and efficient
- On time so no waiting
- Quick service. All on time. Very helpful.
- I was looked after very well thankyou
- Very efficient
- Quick, efficient
- All on time. Questions sorted helpfully at reception.
- Staff and nurse were very professional.
- Seen earlier than my appointment time, friendly staff
- Appointment on time ,a d went well.
- Friendly, fast and efficient service
- Very well organised for my flu injection. Seen ahead of time.
- Always professional and friendly
- Seen promptly. The nurse addressed my concerns about second shingles vaccine for which I hadn't had a reminder and arranged a future date for that.
- Good reception-check in. Fast efficient service
- Check in process was easy. Nurse was kind and efficient.
- My appointment time was on time. Andy the nurse was very pleasant and efficient.
- "Polite, efficient, pleasant, that is why I travel from Tetbury. Worth the journey from Tetbury."
- Dr Hill examined foot and decided to give me painkillers which are working after having had





weeks of pain wonderful relief. Thank you

- My vaccination was exactly on time. Lovely friendly, efficient staff.
- Attended for vaccination. Prompt and friendly treatment.
- Was taken promptly. Vaccinations completed quickly.
- A very quick and efficient process. Very friendly staff.
- The nurse was very pleasant and the vaccination was without any pain - excellent!
- Efficient, friendly service
- Efficient and friendly as always
- Nice and easy and polite staff
- "On time, efficient and pleasant."
- Quick and efficient
- I was very happy with the surgery staff in and out in no time. Thank you everyone.
- I had Covid and flu vaccine, I arrived a little early and was checked in very quickly. I sat in the waiting room and was seen within minutes, an incredibly friendly, easy experience !!! 🙌😊👍
- Had flu & covid jabs didn't have to wait & everyone is always helpful & polite
- I had minimum waiting time and quick injections.
- Was quick and easy
- The lady who gave me my jabs was very good.
- No problems.
- Professional and polite
- It was a flu jab clinic. The team were very friendly and incredibly efficient
- On time, fast and very smooth, lovely nurse giving injections
- It was just a COVID/FLU jab, but Kerry was very helpful and friendly
- very efficient
- Fast & friendly
- Friendly, quick, straightforward .. welcomed at the door .. straight through and out in 5 mins .. felt super efficient
- I was seen on time and treatment was administered after a short discussion of the options. The whole process was quick and efficient.
- We were slightly early but quickly checked in at the door and then at the reception desk. Hardly time to sit down when called for our covid jabs. Excellent nurse, jabs well administered, hardly felt a thing. Well done!
- Efficient as they were organised and I had a very short wait. Pleasant nurse
- I had a blood test administered by a very kind and gentle Italian nurse, I was in and out within minutes.
- Appointment on very caring nurse
- All on time. Good service
- Efficient
- My appointment was on time, easy registration
- My nurse, Name??!! Check on my appointment, was AMAZING. So reassuring and I literally did not feel a jab!! X
- Fast, pleasant service
- "Called before my appointment was due pleasant friendly and efficient nurse Rebecca and was out of the surgery before my appointment time. Well done as usual
- Sue Eldridge "
- I was delayed by traffic and rang to say I would be late. Your Receptionist was very kind and



was able to reschedule my appointment to 15 mins later, which allowed me to arrive in time and receive both my COVID and Flu jabs. Your new system of opting for a ring back rather than waiting listening to the count down of where I was in the telephone queue worked well too.

- Very efficient
- Very quick and easy
- Since I am registered with Cirencester Phoenix Surgery I can say, without a doubt, this is the best Surgery I am in for over 20 years here in England. It's better in any aspects and I am very happy for that. 🙏
- Kind staff and well organised
- It was very good you are doing good job I'm very happy with the service thank you
- Easy registration on arrival via screen. Appointment very punctual. Injection swift and painless.
- Met by a very friendly person who pointed us in the right direction. Not long waiting before I received my vaccinations by a very caring, gentle nurse.
- Booking in procedure worked very well during my visit. Nurse carried out Covid/Flu jab very efficiently and kindly.
- Quick, efficient, on time, no cue jumping and very friendly and professional. Could not fault at all. Thankyou
- Seen on time for 2 vaccinations competently delivered. Thank you
- Quick process. A bit like being on a conveyor belt but I guess that is a sign of the times in which we live!
- "Taken right on time in a
- D out in 3 minutes no side effects "
- Good service on time.
- Members of staff were welcoming & efficient.
- "I have nothing but praise for everyone at the surgery. It's such friendly place and very efficient.
- I'm lucky to be a patient there."
- "I didn't have to wait long, as my appointment was on time.
- The person I saw was welcoming, and I was made comfortable and calm during my procedure. The procedure was painless and efficient. "
- Very prompt and excellent treatment
- I had my COVID and flu jabs. The administration was faultless with the right lists and times. There was no waiting and the vaccines were painlessly injected.
- Shingles vaccine - checked in - seen by nurse within 2 minutes
- No wait seen swiftly... nurse welcoming and calm
- Very efficient, professional and friendly staff.
- The nurse was very good very professional. That's all I can say.
- Very friendly and efficient nurse, surgery was very quiet so I was seen before my appointment time.
- Reception v polite, dr v polite and timely
- Good explanation of what was happening and a referral whilst in the office
- On time, efficient and courteous
- Friendly and informative.
- Always on time with appointments
- "Very efficient as always. I didn't have to wait.



- I was concerned I might be late (although I was on time) as parking was a bit difficult."
- Flu vaccine. All super efficient & on time!
- Everything went to plan. On time.
- Carol was very kind. Went thro some questions with me. Put me at ease before doing my smear. It was over and done within minutes. She said would be last one if no problems. I would recommend Phoenix Health.
- COVID and flu injections all done quickly and efficiently.
- The nurse saw me on time, she was friendly and informative.
- In and out within 5 or so minutes
- Always pleasant and friendly quick and professional.
- Perfectly on time. Very bright and bubbly nurse. Gentle with the injections.
- Very efficient
- Checkup with respiratory nurse. Nice, empathetic and efficient.
- I actually got to see my Dr. Not a phone call. Very nice to have a face-to-face. Reception were great too.
- Jab quite painless, and spot on time. Thanks.
- Fast, efficient and friendly
- Very pleasant young lady
- Pleasant receptionist and nurse.
- Reception are very polite
- On time, all very friendly and efficient.
- Went in bang on time and the appointment was quick.
- Nurse took my clips out from my total knee op and gave me a flu jab as well, saved Mr a trip.
- Very fast and everyone polite
- I was seen immediately and treated expertly in a friendly manner.
- "Did not have to wait long to be seen.
- Nurse extremely helpful and explained everything very clearly."
- On time, efficient and friendly staff
- Everything went smoothly .
- Lovely cheery nurse giving one confidence and care.. means so much.
- Attended vaccination
- Seen in good time and by an efficient and charming member of the practice.
- Appointment was on time. Nurse very polite
- Dr Maxsted is a fantastic doctor and always makes me feel at ease.
- Seen quickly and vaccinated efficiently
- Very pleasant doctor explained what she was doing
- "Flu and COVID 19 vaccinations. There was no queue and I was seen quickly. The Practice Nurse was friendly and efficient."
- Got seen on time and examination and tests were thorough
- Covid/ flu jabs
- Receptionists very polite and pleasant. No
- A perfect experience - on time, welcoming and friendly, procedure explained, did not feel the needle at all - I have difficult blood (historically) to find!) and this was done effortlessly and speedily! Thank you!
- Very quick waiting time. Very quick to see the nurse for a flu jab.
- Efficient work by Clara, taking my blood samples.



- Super quick and extremely efficient
- Friendly and efficient
- Prompt and efficient service
- Efficient and friendly
- Arrived on time for my Flu jab and I was seen very quickly and on time.
- I was seen on time and the two injections were administered expertly.
- Ten minutes in out perfect thank you
- "It wasn't my usual surgery so wasn't quite sure how to check in but then spotted the touch screen.
- Very helpful nurse."
- Booked in for wrong appointment at
- Very efficient & friendly staff on desk as always. Not kept waiting long. I was having a blood test but first person whilst gentle, concerned & friendly couldn't find the vein. She wisely called in a colleague who took over & completed it. I was not at all upset but am simply saying what happened for your info.
- Didn't have to wait too long for my vaccinations .
- Had to wait a little while
- I was slightly late being seen but the nurse was very friendly and welcoming. My injections were quickly and painlessly administered.
- Friendly, practitioner who talked me through the procedure.
- Went in on time
- Appointment delayed by 10-15 mins
- Appointments were running late, no problem for me though
- It was difficult to hear the names of patients as they were called, partly as the announcer stood in the doorway, not the room, but also because there were noisy children in the room.
- Easy check in, efficient service
- The nurse was very good when I had my flu jab, even though I had to wait over My time she was very busy that day
- It was good
- Appointment was about 10.mins late
- "Unfortunately your registration app did not work. It made things a little confusing. Parking is a nightmare. Very unfortunate to an otherwise positive experience."
- Efficient
- "When arrived the front door was shut and a lot of people waiting, but the doors opened it was smooth running. We didn't have to wait. We were in and out, very quietly."
- It was good, full of people waiting for a jab.
- Went for flu and covid vaccine. Pretty difficult to park as so many people. Wasn't clear what to do on arrival as lots of people milling around. What to do was passed around by those waiting, Very quick once your appointment time came along and very pleasant doctor gave me the vaccinations.
- Waited 30 mins but arrived early.
- It was quite good, but the link announcing the patients arrival did not work causing unnecessary delays and having to wait outside due to the number of patients showing up. Thank goodness the weather was good.
- I thought the receptionist was in a bad mood because she was very short with people. This is the only thing stopping me giving very good.



- A bit of a wait but otherwise very good
- Had to wait past my appointment time but that's not really an issue for me.
- They were running late but overall good
- The nurse, Rebecca, was very professional and helpful
- The arrangement for handling the volume of people queueing for their Covid injections was very efficient – but it was lucky it didn't rain!
- For covid and flu jabs waited a little while
- Once my name was registered it was fine.
- "The building is neglected and this creates a bad impression and is also not good for the staff working there. Otherwise the service was fine."
- Very quick once I got in but I find standing difficult due to a health condition and had to wait outside for the doors to open as I was slightly early.
- Staff were excellent, but waiting room very unpleasant as there were far too many people.
- There were a lot of people eating but the wait wasn't too long. When I got in to see the nurse my vaccine was done quickly and efficiently.
- "My appointment for flu jab was at 1pm and I arrived at 12:50. A lot of people were queueing which I don't have a problem with. However there were people in front of me and behind that had appointments at 1.25 and 1.30pm. They were signed off at the door by the first lady but then had to be told by the 2nd point receptionist to go back and wait outside, because the waiting room was full.
- If people turned up at their allotted times and if this was explained/ stressed with them beforehand, it could avoid this pile up.
- Thank you, J."
- Everyone was efficient and friendly
- Polite helpful reception and appointment on time!
- Very efficient
- "Came over very well"
- Had a wait 10 minutes but Covi/Flu jab given quickly and professionally no problems.
- It was fine. Staff was pleasant
- The nurse was very professional despite there being another error as to appointment. I now have to wait until January for a longer appointment.
- Receptionist opened the door to the waiting room for me (I need a large rollator as I have Ataxia) and the phlebotomist was very pleasant and efficient
- On time and well organised, pleasant and friendly person doing injections
- The visit which was for autumn Covid and flu jabs was handled efficiently.
- "It was for the flu and covid injections.
- It was on time. The nurse was very professional "
- Pleased to be seen very promptly and reassured that further investigations are ongoing.
- Quick and straight forward. Luckily car parking spaces available.
- Only had to wait a few minutes
- "Receptionist seen after appointment & was friendly, polite & helpful. Thank you. 'Good' score based on this alone.
- Older nurse (not seen before) fell short of the warm, friendly, helpful & professional approach of all your other nurses. I would not wish to see her for further appointments. "
- I had hoped to see my doctor.
- Quick and efficient



- On time, gentle, understanding nurse.
- I went in on time
- Efficient and informative
- The appointment was 15 minutes late
- On time. Nurse very informative, with a smile.
- Appointment with a nurse to have stitches removed which went well.
- "Check in was easy, nurse was prompt and efficient. Added value by pointing out so was overdue a pneumonia vaccination (cancelled in 2020 because of COVID).
- Making an appointment for next vaccination was easy at reception and friendly.
- Only downside was poor condition of toilet. "
- After 10 weeks of pain am cautious!
- Pleasant efficient nurse and helpful receptionist
- Poor parking. Very bad uneven walkway
- Great service, in our and on my way, always very polite
- It went very quickly and ahead of schedule but no explanation what type of covid vaccine was given to me and no vaccination card given so traceability should be improved. But overall good experience. Thank you.
- Efficient
- "The check-in was poor.
- As per the text I tried to check-in via my smartphone when I arrived at the surgery but the link didn't work. So, I tried to check-in via the wall-mounted screen in reception, but thus didn't allow me to as I'd arrived too early (15 mins!). Finally, I went to the desk and the receptionist checked me in. Not very efficient!
- The waiting room is tired and uninviting. I didn't sit down.
- The nurse was great, but she had to come out to the waiting room each time to call the next patient. Not great for her!
- Overall, a poor experience. "

## South Cerney

- Very early to loge in and on time with the appointment. Staff are lovely.
- Cannot fault the nurse who did my blood test, she was professional, friendly and very efficient.
- Appointment time good. Clinician excellent
- Welcome and nice.
- Nurse very please with my blood test.
- As always, on time, friendly and efficient.
- injection in left knee doc Vernon gentle as ever good doctor all round as all ways.
- Helpful staff.
- Seen on time and efficient.
- My telephone appointment was immediately upgraded to face-to-face after the telephone consultation.
- I was 10 minutes late due to traffic. And the nurse was able to accommodate me 😊
- I have nothing but praise for the Pheonix surgeries. The response, the treatment, the doctors and supporting staff from nurses, front of house, etc etc. Great attitude. Great team. Well done all.
- Helpful friendly staff.
- Nurse was friendly and efficient.



- Better than on time very cheerful and hid a very professional job thank you.
- Nothing to say except that I have always had excellent service in South Cerney.
- Quick and efficient.
- The phlebotomist was very extremely professional.
- My appt was on time. The nurse was friendly and efficient. Thank-you.
- Extremely caring and told me everything I wanted to know.
- As always, friendly, on time and efficient.
- Always very efficient, staff friendly.
- Ease of injections.
- Always good.
- Very pleasant staff. Almost no waiting time.
- Excellent friendly service.
- My visit was brief and pleasant.
- Punctual.
- Efficient and friendly.
- A visit for covid and flu jabs!
- Very efficient.
- Didn't have to wait too long to be seen and nurse very polite.
- On time, professional and friendly. Well done.
- Received Flu/Covid injections and was seen nearly on time but very efficient and quick service.
- Professional friendly attention.
- The appointment was on time and the nurse was informative and very professional.
- Excellent and professional
- Appointment was on time. Very friendly and efficient nurse.
- On time and charming staff.
- The lovely ladies at the front desk were so kind and helpful. Sarah, who took completed my lab request was prompt and efficient and VERY experienced at her job. I didn't feel a thing and she found my vein on the first try. Well done! She even called me back early for my appointment.
- Efficient and friendly 🙌👍
- Always very professional
- Warm welcome from reception. Lovely phlebotomist was quick and helpful.
- Appointment on time, lovely nurse, very kind and professional.
- Prompt and professional service.
- There was no one in the waiting room and was seen on time.
- Lovely staff and all on time
- I was late as the traffic but the reception and blood test nurse were very kind to get my blood test done. Very appreciated.
- Very friendly, well explained and professional. Thankyou.
- I visited the surgery to give a blood sample. I was seen on time and treated well.
- Seen on time, everything explained, nurse was friendly and experienced, I felt well cared for.
- Very well organised and worked smoothly.
- On time pleasant and efficient very convenient.
- Excellent care and attention.
- Pleasant, helpful efficient staff, don't know what I would do with this practice.
- Seen on time not a rushed consultation very thorough and very professional



- The nurse was really lovely.
- "Can't fault Phoenix Surgery, always friendly and helpful staff, visited twice in the last week with no problem's".
- Lovely nurse
- Bloods
- Friendly nurse who put me at ease.
- The nurse took care and time
- Went to Sth Cerney as couldn't fit me in for blood test until day I go on holiday. No waiting. Very nice nurse.
- Friendly staff and efficiently run clinic
- Appointment on time
- Fantastic opportunity to talk about my diabetes
- The receptionist was very friendly and helpful
- Pleasant, efficient staff. Friendly too. Explained what was going on. Good follow up.
- Seen on time, very pleasant and capable nurse
- Friendly, professional and helpful staff thank you!
- "Lovely lady.
- Happy and friendly all went well thanks to her expertise. So refreshing to have another phlebotomist at your disposal who is so good at their job brilliant thank you."
- Dealt with promptly, helpful,
- Pleasant and friendly staff, very efficient
- On time and very pleasant staff
- Professional staff kind and attentive too from receptionists to doctor ...a great service. Thank you.
- Very prompt. Lovely staff.
- Everything went smoothly, both staff members were warm and friendly.
- Very friendly and helpful
- The office staff are always friendly and helpful. Carla is lovely and has a calm and reassuring manner. Appointments are always on time.
- Quick friendly appointment friendly staff
- Always very efficient friendly and helpful
- Sara was very friendly and delightful!
- Went for blood test, went previously but the nurse who attempted it was unable to get a blood sample, so I returned 2 days later and saw a proper phlebotomist and she took a blood sample without any problems, excellent.
- So quick, local and great service
- Very good service
- Prompt and friendly.
- I was delighted to be able to get a blood test appointment for within 24 hrs. On the day the nurse was able to see me immediately despite my early arrival. She was very friendly and put me at my ease. The needle was expertly inserted and I have no bruising. All told an excellent experience.
- The members of staff were very helpful
- Marion was amazing with my son and doing his blood tests. Something he has never had done before, she's a credit to the practice !
- A patient cannot ask for more timeliness focus care and understanding to their very real





concerns. Thank you it's a journey and I'm not alone.

- Efficient, professional
- Very good
- Very pleasant staff
- Lovely people
- Professional, courteous.
- Very helpful addressing all my concerns
- Everyone was lovely as always
- Professional, personable member of staff & effective treatment
- I had two appts 50 mins apart, however, when I told the first nurse, she managed to get my second appt forward & dealt with at the same time.
- Came for a blood test but unfortunately my veins were not functioning well enough so I had to rebook for next week
- Very prompt & very professional.
- On time as usual and efficient.
- Such a charming young medical student, seen on time, painless injections
- Punctual, friendly, efficient
- Appt on time. Friendly nurse. Not too busy. Very efficient. Thank you.
- I was seen at the appointment time and given my flu & Covid jab by a male nurse
- Made the visit easy and uncomplicated
- The students and doctor were very thorough and listened to my concerns. I have left with a clear way forward.
- expeditious appointment for an acute bleeding problem
- Quick and efficient
- Pleasant efficient service
- Got both my appointments done in one visit
- Very efficient
- The young trainee nurse he was lovely so was the other nurse
- Got my vaccinations on time
- Appointment was at a convenient time at the village surgery. Staff, as ever, we're efficient, knowledgeable and personable.
- Could not fault it very efficient had Covid and flu jabs
- Pleasant experience with receptionist and nurse.
- As always timing was spot on with no waiting and the staff are friendly and approachable.
- Seen on time everybody very pleasant
- Excellent service as ever
- Easy to check in. Seen by practice nurse on time, and easy process taking blood. What's not to like!
- Welcoming, on time and smooth appointment.
- The staff were very helpful and efficient
- Seen very promptly. I went for a blood test but also knew I was due another blood test and they were able to sort this out straight away to save me having to come back again.
- Very efficient and very friendly staff
- Could not fault this visit, never got to sit down. Home before appointment time.
- "We were greeted by a very pleasant receptionist before going to see the nurse for our vaccinations. The nurse was very reassuring, helpful and fun.



- All in all, although having vaccinations is not a very nice experience it was made bearable by the pleasant helpful staff. Thank you! "
- Covid and Flu vaccination. No waiting, straight in and done. Nurse was extremely pleasant and put me at my ease.
- Came for covid and flu jab. Went straight in. Nurse very friendly and efficient. In and out within a couple of minutes.
- I was seen on time, it only took a few minutes to have my injection's, then on my way home.
- Nurse was polite, showed sincere care + on time.
- "Punctual and prompt. Very pleasant nurse."
- Very good
- Dealt with on time and efficiently
- Efficient service and helpful staff
- Prompt, efficient, friendly
- Efficient and outstanding service
- "I was welcomed on arrival, and did not wait long for the jab, which was pain free."
- Flu /covid injection
- Very clear and informative regarding the recent test results.
- On time, efficient, pleasant
- "As we arrived we were called through.
- I had a couple of questions which I got a satisfactory answer to."
- Courteous treatment from LI staff.
- Very smooth service 🙌.
- Super efficient and as pleasant as any inoculation can be.
- Friendly staff
- Excellent experience and service
- Excellent service and care
- No waiting nurse was pleasant
- Person who saw me was brilliant
- Prompt and efficient
- Prompt and efficient
- Excellent as always
- Friendly, helpful - on time
- On time and very good treatment
- Efficient and friendly
- Nurse was prompt and friendly.
- I was seen immediately and the injections were carried out quickly and efficiently
- On time excellent
- Seen promptly. Friendly staff. In, and out with minimal fuss
- The doctor listened to my problem and is doing a follow up
- Very professional treatment made to feel comfortable and at ease
- Prompt & painless
- Seen at agreed time and jabs administered efficiently
- Both Helen for blood test & reception great, very efficient & knowledgeable.
- Nurse I saw for my blood test, was very good, and was able to take blood.
- Everyone is friendly and on time
- Blood taken no problems question's answered.



- Very kind lady and left feeling well informed
- Excellent service with great efficient staff Thank you
- Not kept waiting. Very pleasant nurse
- Prompt and friendly visit
- Quick and easy
- Seen promptly and easy check in process
- The nurse was quick, efficient and friendly as are the reception staff.
- Appointment on time, very efficient.
- Dr Gurung was very professional and thorough and I felt safe with her recommendations which have already resulted in an ENT appointment next week
- Staff are all lovely and incredibly helpful. Very quick and efficient.
- Easy to sign in on computer, swift and painless bloods taken, very helpful and cheerful staff.
- Friendly reception and friendly professional nurse.
- Very short wait and friendly staff
- Saw nurse for flu and covid vaccines. Was seen on time and a pleasant all round experience. Thank you.
- Seen straight away and very pleasant and efficient
- Sara was really good and she helped me when I felt a little unwell after my blood test. She was very caring and attentive really appreciated
- Very quick and efficient was the two jabs I had done nurse very good
- Appointment was on time. Practice nurse pleasant and efficient.
- Very straightforward check-in, no waiting, friendly nurse.
- Staff very helpful and wholly professional.
- Very helpful nurse and receptionist
- Called on time for vaccinations very straightforward, & nice to have it at South Cerney not having to travel to Cirencester
- Seen promptly and excellent service
- Arrived at appointment time and was seen in 5mins. Very courteous staff and nurse. An excellent Surgery.
- Arrived on time; seen within 5mins. Very polite and courteous staff and nurse. Excellent service.
- First class service as always
- Very good service
- "I felt at home the moment I walked in. The receptionist was on the phone but beamed warmly at me as I went through.
- The waiting room was clean and airy and I was called through very speedily and efficiently to the phlebotomist.
- The phlebotomist was AMAZING! She made me feel very comfortable and she took a real interest in me as an individual - noting that I had just had a birthday - and wishing me well when I left. She was so skilled that there was no problem extracting the blood samples - no stinging, no bruising. We chatted as she worked - which acted as a wonderful distraction during the injection - but also provided me with an enjoyable interaction during the course of my day. She was extremely supportive and capable - patients are extremely lucky to have access to her care and skills set. Thank you. "
- As always everyone was kind and welcoming and, as always, I left with a smile on my face!
- Went in to see the nurse on time ..very friendly
- "Friendly staff



- Very efficient "
- The injections were administered on time and the nurse was professional and friendly. The receptionist was most helpful in arranging a subsequent appointment.
- Nice surgery
- Smooth process no delays
- Very approachable and understanding
- Very friendly quick and efficient
- We were in & out very quickly after having our Covid jabs
- Due to several road repairs with traffic lights and having trouble finding a parking space, I arrived 10 mins late. Despite this the reception and nurse who I eventually saw were not judgemental and allowed me to still have my appointment.
- I was early and was seen early. Very, very cheerful and happy HCA who took painless bloods.
- No waiting around, went in on time. Receptionist was very helpful
- Very easy on time great location
- Went for Covid & Flu jabs. Check in simple. All bang on time. All my queries explained clearly. Painless injections and all this done with a smiling, welcoming and reassuring face to look at. Excellent
- On time, in fact early
- Flu and COVID vaccination. Seen before appointment time, everything fully explained by a lovely cheerful nurse.
- Appointment on time, nurse carried out assessment review comprehensively.
- Timely and professional service
- Efficient and very friendly
- Went in before my appointment (blood test) so very good
- Blood test was on time and professionally delivered
- Arrived early, seen early and excellent happy and professional nurse.
- Professional and not rushed
- The nurse was lovely, we were seen on time and Lilly was very worried and Carla reassured her and calmed her down
- Minimal wait and able to arrange further required appointments during this visit.
- No waiting. Friendly nurse. Very efficient.
- Most helpful nurse to give me my blood test.
- Short wait, quick blood test
- Very punctual and professional
- Everything as it should be
- Very efficient service
- Really welcoming receptionist. She got all the test kits required without fuss and made the whole experience stress free.
- Stitches out from hip operation, nurse very efficient, quick & friendly
- Quick and easy service.
- In time and very efficient.
- Booking in process easy. Appointment on time. Nurse was professional and pleasant.
- Blood test was done with efficiency and friendliness, very satisfied, called in earlier than my appointment time so very happy.
- Very good friendly staff
- It was good!



- So friendly and helpful all of them
- I N R Test, all good!
- Punctual, friendly, efficient
- I was seen by my GP on time and was pleased with treatment I received.
- It was the first nurse to use numbing spray before my injury in my tummy
- Welcomed in arrival
- The staff were very friendly and efficient
- Seen promptly.
- "My appointment was on time if not a little early.
- The nurse was extremely helpful and friendly."
- On time, efficient
- Dr Hill was brilliant. Thorough investigation, totally reassuring.
- Rebecca the nurse was very friendly, good sense of humour and most importantly I didn't feel a thing.
- Everything very effectively organised.
- It was fine so no complaint.
- My appointment was on time. The nurses were helpful and professional.
- Reception was great and really helpful. Appointment on time nurse was polite and excellent giving injections. Thank you
- The staff were all lovely thank you
- "Check in was quick. Staff were polite, cheerful and efficient.
- Vaccinations administered efficiently "
- We attended for our flu and Covid injections. As far as jabs go, it was a very positive experience. We were seen on time and well looked after by Rebecca.
- In and out quickly, on time, happy friendly nurse all went very well
- Efficient friendly and on time.
- "The Phoenix Surgery have the most kind, polite, helpful, reassuring staff at a GP Surgery I have experienced since my early years as a child with the family GP. You are a huge credit to the NHS and I and other patients are so fortunate to have a Team, from receptionists, phone operators, nursing staff and of course, my GP Dr Khalid.
- Thank you, best wishes Denise"
- Great local surgery, friendly and helpful team plus good results!
- On time appointment. Everyone polite. Great help sorting out blood tests.
- Very helpful and friendly nurse- Marianne. Also initiated updating blood pressure and weight records.
- "On time and efficient.
- Reception helps me solve an online in friendly manner "
- Brilliant service very friendly
- I went for a covid vaccine it was well organised and very efficient. Thank you
- Lovely nurse, flu covid vaccine given, seen immediately
- Arrived a few minutes early. Seen before my actual appointment time. Nurse was very helpful and had both flu and Covid jabs painless and fast. Very efficient service.
- Efficient and friendly
- Very good and efficient care
- Very friendly and helpful Phlebotomist who despite being unwell herself was very cheerful and made my visit a pleasure.



- On time, quick and efficient
- Nurse was quick and efficient and v friendly
- Prompt, kind and efficient
- Super quick and easy to check in and no wait at all. In and out for flu jab in 5 mins max
- On time, friendly, efficient....just a flu jab
- Friendly, professional and a prompt appointment.
- Very efficient, in and out in a couple of minutes.
- Very professional
- Excellent clinician and reception team
- Kind, helpful reception and minimum wait. Excellent treatment.
- No delay, seen on time, couldn't have been easier to get an anti flu jab
- Very straightforward
- Was seen very quickly.
- I attended for a flu and covid booster. Didn't wait long at all. Very polite and professional nurse
- Seen on time. Nurse very pleasant
- Very welcoming and helpful.
- Straightforward and efficient booking and a very professional appointment with Dr Hill - thank you
- Very good advice and helpful
- Lovely nurse and helpful receptionist
- Staff were pleasant. Nurse very informative.
- Three minute slots for vaccines not easy to do
- Satisfactory
- Just attended for flu jab.
- There were two student Doctors, being overseen by Dr Allen and the one leading the consultation was very thorough and both discussed possible outcomes/maybe further tests.
- Helpful advise and assessment
- Used automated check in
- Well looked after
- Jabs administered very smoothly.
- Pleasant Staff and fairly prompt service
- Seen on time. Phlebotomist very pleasant.
- Surgery great. Car Parking is a big problem at both S Cerney and Ciren. It worries me before every visit.
- Short of seating when waiting
- Seen on time, so good.

## **Tetbury**

- Seen promptly by the nurse, no waiting. Parking, at 09.45 am car park full and on road parking full.
- On time and took time to talk to me.
- The receptionist was extremely helpful and the two members of the medical team that dealt with my problem were professional and attentive and I came away with the thought that we are more than lucky to have such a professional set up in Tetbury.
- Blood test organised and no waiting for an appointment on the day. Just prolonged waiting time when phoning the surgery.
- Very prompt and professional.



- Punctual, welcoming, efficient and helpful service. Seemed low on supplies, ie wound dressings, is this due to costs?
- It was nice to see Dr Angus face to face.
- Kerry is amazing and very good at what she does. The visits haven't been easy but she's made us feel at ease. Thank you! Nothing.
- No waiting time, very efficient service. I came for a blood test. There's nothing on the check-in screen to tell you blood test patients should wait in a different area from other patients.
- Easy check in service no waiting around, nurses are so gentle, professional and just wonderful.
- The nurse was friendly and was on time no delays. No waiting around I was ontime with appointments.
- Careful thorough and thoughtful help care and advice about my cancer.
- GP took the time to answer patients questions and didn't rush her. Feel that the initial appointment with nurse practitioner should have been escalated to GP 4 weeks ago bearing in mind her clinical history . Suggested taking Benylin for a cough and phlegm in throat but was actually fluid collecting in the heart.
- Very kind and attentive nurse and a difficult appointment was made less traumatic.
- Appointment on time, Doc very helpful.
- Very impressed and grateful for the excellent care and support. Nothing. The care has been thorough, efficient and very much appreciated.
- My appointment was on time had to have blood tests for Cirencester hospital no problems all done and sent off. Thank you. Nothing, very efficient service.
- This appointment was changed to a telephone conversation. Dr Emma was extremely thorough and answered all my questions. A++. Nothing.
- The nurse was happy and filled me in on all my questions in a good way. Put a bigger sign on your front door. Walked past it with the door open the sign was not evident. Very small item. The self check in did not work.
- On time and efficient, nothing it was perfect.
- Once I got through the qualifying phone call, I got to meet my GP at long last. He was very nice and thorough. Why the need to triage by phone???
- Elaine, as always, was great. I was in and out before my appointment time. N/A.
- Efficient, on time, pleasant staff (Elaine), clean and calm surroundings. First class as usual! Keep up the good work!
- Very helpful, nothing.
- Dr Kate Groom was in my opinion interested and listened to my comments. Dr Kate explained everything to me and agreed action to be taken. N.A.
- Very empathetic and understanding doctor.
- Doctor explained everything to me in a language that I understood. Was most assuring and helpful. Gave me a thorough examination. Nothing.
- Quick and painless, nothing.
- Covid and Flu vaccine. Got seen quickly, nurse very nice and efficient and it did not hurt! Nothing.
- Seen on time, made to feel comfortable. Nothing really.
- Very fast and efficient vaccination. as always a pleasant experience from friendly reception to caring nurses and doctors.
- Nurse Sophie did our flu & Covid jabs in a friendly and efficient manner. Thanks.
- Efficient and friendly, all okay.
- I was seen on time and the injections were administered with skill by a charming lady. Being old I would have preferred a morning appointment.



- My appointment was on time.
- Staff is always pleasant, helpful and wonderful. Dr's Leech and Groom are an asset to the surgery.
- Went for flu and covid vac, very quick, only waited a short time. Nurse was lovely. Nothing on this visit but would like to be able to see a doctor more easily when necessary.
- On time, no problems.
- On time and very nice.
- Quick check in and the nurse giving the covid and flu vaccine was on time and efficient. Nothing.
- Receptionist was very friendly and as it was my first time in the surgery directed me to the nurses station to have my flu and Covid injections. Nothing to improve.
- On time, friendly and efficient. Nothing, everything was fine.
- On time, friendly and efficient. Nothing.
- On time and efficient. Nothing.
- Blood test with Elaine.
- Visiting 4 Oct for a blood test that won't be discussed until mid January does not feel ideal.
- Everything as expected, seen on time.
- Nurse was ready for me and very pleasant. Everything was good.
- COVID and flu jab, quick efficient jabs, both arms so pain well balanced! Perhaps should have asked for or been offered a plaster as jabs bled on shirt.
- I had my Flu and Covid vaccinations and everything was professional, friendly and efficient. No I don't think so.
- Friendly and efficient.
- Everything went to plan. No problems or delay in appointment time.
- Seen on time, pleasant staff. Nothing.
- I didn't have to wait long and the nurse was very nice.
- The jabs were administered swiftly and smoothly.
- On time, nurse very friendly. The waiting areas always seem too warm. A few people commented on the waste of energy.
- Lisa the receptionist was very patient and showed great composure with a difficult patient in front of me when I was waiting to book in and doctor Sherringham gave me great confidence in resolving my problem. Parking needs to be addressed.
- Very professional nurse and overall well run surgery. Nothing. The current building is being used to best advantage and the staff are always pleasant helpful.
- Very smooth. Give them a bit more time. Someone in front of me asked questions and that threw all the timing out.
- Problem free. Signage.
- No waiting and nurse very good at her job and very informative. None.
- Professional, friendly, on time. None.
- Covid, Jane went very smoothly. Well organised.
- Well organised. Welcomed Booked in by receptionist. Although early seen by P. Nurse after previous patient left. I thought it had been well thought through. No I don't think you could have done any better.
- Very efficient and a very pleasant nurse.
- Helpful staff, good service and appt on time.
- Well organised, friendly, informative! Nothing
- Fast and efficient.
- Excellent slick service Flu and Covid jabs. Nothing.





- Flu and covid jabs, no pain. All okay.
- Very efficient, had my vaccines on time with no problems. N/A.
- On time, no queue, friendly and efficient. Nothing.
- Prompt and efficient vaccinations were provided by the nurse. Nothing on this occasion.
- Prompt, expert service carried out efficiently and skill. Nothing.
- No hustle, straight in and had what I needed to have done and straight out and very pleasant staff. Nothing.
- All very quick and helpful.
- Seen at correct time and nurse was gentle and reassuring. Nothing.
- Double jabs on time and total time in the building 7 mins. No very efficient.
- Nothing.
- Perfect! Nothing.
- 2 jabs: seen early. All patients marshalled very efficiently.
- I had flu and Covid jabs, the nurse was very helpful, reassuring, and efficient.
- Extremely professional, calm, engaging, pleasant Phlebotomist. All highly organised and efficient. Reception and signing in point could be labelled clearer with arrow or the like as a number of prospective patients walked passed it. I was sitting for about 15 mins and observed this.
- Appointment on time. All fine.
- Easy booking, good waiting area, seen for jabs almost on time!!
- App ran smoothly. Excellent. Nothing.
- Practice Nurse Marion was kind and pleasant. The service was very efficient. Closing the practice completely for lunchtime and leaving reception unmanned, isn't working well. Patients arriving a few minutes early for their 1pm appointments found they were entering the Marie Celeste and they were understandably unimpressed.
- The nurse was very considerate and the car parking was excellent.
- Appointment was on time and swiftly dealt with.
- Very pleasant lady and quick procedure. Nothing.
- Very prompt and friendly staff.
- It was for a Covid and flu vaccine. I didn't have to wait very long and the appointment was quick and efficient.
- I had Covid and flu jab.
- Made very easy for both my husband and me. I can't think of anything.
- The staff were brilliant. And it was all made so easy. Thank you everyone.
- Flu jab. I was told I would get a text inviting me for a covid vax as I did not want it combined with flu vaccine. I have had no text.
- I was seen on time for my flu jab appointment. Both reception and the nurse were polite and efficient.
- All went very well.
- Prompt and efficient friendly service from a very sweet nurse. Nothing.
- I went for my flu jab. Everyone was kind, welcoming & efficient.
- Caring and professional, no improvement necessary.
- Very prompt, in and out in no time. Couldn't have gone better.
- Helpful and efficient.
- Seen by nurse within a few minutes. Vaccines given. Nothing.
- Went for my flu jab on a Saturday- quick, efficient service. Staff welcoming & friendly.
- Kind, courteous staff, no problems.
- I was seen promptly and the service was very good with a friendly smile.
- Polite, efficient, excellent time keeping and professional service.
- Great service from the team.



- Quick and polite.
- Friendly efficient service.
- A busy day for everyone doing winter vaccinations but the team had it all sorted!
- The appointment was on time and the surgery seemed calm and well-managed, with orderly queues. The injection was painless and expedited calmly, pleasantly and professionally.
- I was a little early but it caused no issue...they even fitted in my husband who was booked for later...great help for us, thank you.
- Very efficient on time couldn't have been better thank you.
- Extremely efficient friendly receptionist, Tammy is so lovely even if she did put 2 needles in me 🙄
- Polite friendly staff, in and out in no time.
- I waited in a short, orderly queue, was seen on time and was treated painlessly and with friendly efficiency.
- Went for flu and Covid vaccines very pleasant nurse , good we can now have the vaccines in Tetbury.
- Vaccination, every aspect was perfect.
- Waiting was kept to a minimum despite a large volume of patients. Flu and Covid Vaccines delivered with the usual expertise, Thank you to all the staff deployed on Saturday to keep us healthy and safe.
- Friendly greeting, appointment time on time. Fast turn around , friendly nurse.
- Very quick and efficient.
- Nurses very organised and professional and considerate.
- Appointment for a flu jab earlier in the afternoon which I was late getting too so was rearranged for later in the day and was fine.
- Excellent, professional friendly on time.
- Very friendly and efficient.
- Very organised chairs well spaced out. Staff very pleasant..
- Prompt and friendly patient care.
- On time, nothing.
- The nurse was very happy and talkative, and explained what injections I was having.
- All excellent.
- Always friendly and excellent service.
- I met Paul. After a month or so of trying to get a diagnosis re the pain in my wrist/thumb I was pleased to get to see him. He carefully examined my left hand and diagnosed DQT which he explained and I understood. He explained things clearly and took time. He said that he would see if another doctor would support giving me a cortisone injection. It would have been good on reflection to understand if this was now down to the practice affording giving me the treatment or not. And a timescale.
- Quick ring back by receptionist, very friendly and gave me accurate answers and information. Covid/Flu vaccination on Saturday and 'sharp scratch' was hardly noticeable. Blood tests were able to be done today so all in all very friendly and efficient. Nothing.
- Rebecca was very professional and a pleasure to meet.
- On time and friendly nurse.
- Efficient and friendly.
- I was seen on time and had my blood test for rheumatoid arthritis done with no Problem. Nothing.
- No wait and very pleasant nurse.
- Friendly and efficient, everything was fine.



- Seen on time for vaccinations with extremely pleasant and friendly nurse practitioner.
- Was seen very promptly by the surgery nurse.
- I attended for the flu and Covid jab and was seen very quickly.
- I went for my flu/COVID vaccination and I was out before my appointment was due, brilliant.
- Appointment on time. Very pleasant nurse. RSV injection done comfortably.
- The staff were very helpful with sorting out my husbands appointment to fit in with mine.
- Welcoming and efficient.
- The nurse was amazing and made my visit very enjoyable.
- Very efficient help with very pleasant nurse. Thank you.
- Flu and Covid jabs painless and efficient.
- It was excellent.
- Almost on time. Rebecca the practice nurse was delightful, professional, and gave a pain free flu jab.
- Seasonal vaccinations. Practice nurse displayed good medical knowledge coupled with a friendly engaging manner.
- Appointment on time friendly and efficient Nurse.
- Visit was for covid and flu vaccination, all went well, nothing as all running smoothly.
- Quick and on time.
- Very relaxed appointment, lovely nurse. Really didn't feel the vaccination at all. Nothing really, tea & cake afterwards 😊
- Efficient and quick. Nothing.
- I was seen quite promptly and was jabbed and out within 5 minutes. All good.
- Efficient, quick and personable. Nothing.
- Nurse very efficient and friendly.
- My husband and I were seen to really quickly thank you. My husband had to lean on the radiator because there weren't any chairs with arms on and he finds it impossible to get up from armless chairs.
- Efficient and quick.
- Timely and efficient with friendly staff.
- Prompt and friendly service expertly carried out.
- Lovely and friendly and putting me at ease the entire session. Nothing as you can't really improve on perfection.
- I had a diabetic review the nurse was excellent in everything she done.
- Very satisfactory in every way.
- Very friendly and competent nurse (Ann). The floor of the room didn't look the cleanest.
- Very quick, very efficient and went above and beyond to help me remedy and issue. even though this are into the nurses time. Big thank you to the team.
- Very efficient, polite and knowledgeable staff,
- My appointment took place on time and my vaccinator was friendly and professional.
- Kerry was very efficient at her job and answered any questions 100%.
- Very helpful, nice lady to deal with. More face to face.
- Efficiency personified.
- Very friendly.
- Vaccination on time agreed.
- My nurse was extremely good, have had her last year excellent.
- Always polite friendly and efficient and helpful.
- Always very good thank you.
- Most efficient.



- Blood test, had to wait but as expected.
- Had a flu vaccination and did not have to wait long for appointment. Saw a very pleasant nurse. All painless.
- Seen at scheduled time and vaccinated with no fuss.
- Quick, well organised, efficient and very good manner.
- Most efficient.
- Prompt call in to see the nurse. Rebecca was friendly and put me at ease. Vaccination was quick and painless.
- We were seen by Emma who was very thorough, she also rang through to paed's who gave us answers all whilst at our appointment. She went above and beyond.
- So helpful with callback from first telephone contact and follow up by Doctor. Thank you all for your professionalism, efficiency and care so reassuring to know that help is there in these difficult times.
- Efficient, Tea and biscuits would be the icing on the cake.
- Nurse was very kind and helpful and quickly gave my wife and myself two injections Each.
- An efficient vaccination process.
- Very efficient and friendly nurse.
- More or less on time but otherwise a normal vaccination. A few more chairs in the waiting area. Don't see the point of this survey for a simple visit.
- Quick very helpful. No need for improvement.
- Punctual, efficient, friendly.
- Seen promptly. Nurse very professional and friendly. Making clear where the waiting area for the appointment was. This was not clear (although from previous appointments I had an idea) so I had to ask to check.
- A blood test visit - nothing more to say.
- Excellent doctor knowledge and inter-personal skills, Extremely helpful and constructive. A chair with soft seat in the room would be helpful for patients with lower back problems. I used a typing chair to sit on which was across the room.
- The Doctor was on time and very pleasant.
- The nurse was very efficient.
- Understanding practitioner.
- Was seen by the nurse at exactly the appointment time. The nurse gave me the flu and COVID jabs and let me know what to do if I had a sore arm the following day.
- Blood test so it was quick and easy.
- Vaccination, on time and efficient. Thank you.
- The nurse was very pleasant and very efficient with my injections.
- Prompt appointment for covid and flu jabs
- Very short waiting time, treated in a very friendly and professional way.
- Great nurse. Faster in reception, there was a long queue.
- Excellent all.
- Flu and covid jabs delivered very efficiently and in a friendly manner. I was not sure if I should check in at the touch screen after arriving. I did, but others arrived after me and did not. Maybe put a sign up specifically for people arriving for covid and flu jabs.
- Efficient.
- My appointment was with Dr Emma. She took time to listen to my symptoms and then undertook a thorough examination. Her professionalism and people skills are to be applauded and I left feeling confident that we'd get to the bottom of my concerns and find a solution.
- No waiting, appointment time exactly as booked.



- Was on time, very friendly and smiley nurse.
- Quicker than I expected, I am surprised 😊
- Two weeks ago and I've been into the surgery quite a few times since because I've had a few complications the service has been fantastic. Couldn't for it thank you. There's nothing you could've done better I'm very satisfied with your service.
- Swift, friendly.
- As always good service 🙌 by getting the new surgery done.
- Polite, professional and respectful.
- Receptionist very kind nurse chatty and gentle in all a nice experience.
- Very good very quick service for flu and covid jabs all good thank you.
- Appointment on time. Friendly service. Useful reminders sent by text.
- Didn't have to wait at all for my appointment and lovely friendly nurse.
- On time and polite.
- All ran to time, all good.
- Efficient reception and appointment with Nurse Sophie precisely on time. Handled most professionally and with a smile.
- Very helpful and efficient.
- Appointment was on time.
- Professional service and friendly staff.
- Came for vaccinations. Nurse able to answer questions. In and out in very short time.
- I was in and out in 5 minutes.
- Covid and flu vaccinations, quick and efficient.
- Staff service was excellent, nothing for now.
- Had my flu and covid injection no pain at all even days after.
- Excellent service - last minute booking and timely efficient process. Thank you.
- Gave me flu and covid vaccines together in time before I become immuno compromised.
- Everything was exactly as needed, nurse very friendly and helpful.
- Seen promptly- helpful staff and very pleasant practitioner administering.
- As usual on time very efficient.
- Very friendly and efficient.
- The surgery was completely empty at 8.45 am which was very surprising but benefited me as I was the only patient and I was only having an injection.
- Two injections delivered swiftly and painless!
- Walked /checked in and was seen on time. Nurse was very good.
- I always find staff and patients friendly and pleasant. If there is any sign of dissatisfaction I try to lighten the atmosphere and raise a laugh. We are so lucky in this area. Nothing. Even my wanting to have 2 jabs separately was dealt with quickly and professionally.
- 3 minutes allocated to two injections is a couple of minutes too quick
- It was busy but efficient.
- Friendly and professional staff.
- Ears de waxed very good service.
- I was seen very promptly I was in and out within ten minutes of coming for my vaccinations. The nurse was professional and treated me with dignity and respect.
- Seen on time by Dr. No problem. Informative about procedure.
- We were running late, the receptionist immediately noticed we were rushing and set us as arrived. The nurse was really kind and understand.
- On time, nothing.
- Front of house reception was very helpful and friendly. I have no complaints always found the surgery first class and staff. Happy to make my comments public!!



- Pleasant and rapid. Nothing.
- Dr Angus McMyn was looking after my daughter in this appointment - he was so good, made her feel very at ease and explained everything.
- I had my flu booster by a lovely nurse.
- Easy to register, appointment on time, nurse explained what was being done. Ensure all inoculations are recorded on my file. Flu vaccine details added but not the Covid.
- Nurse was very pleasant and efficient.
- Empty waiting room. Nurse on time for my Covid jab, very pleasant and I was not rushed. Shorter waiting time for an appointment.
- Nothing wrong with this part, other things in the past not so good.
- Professional and on time.
- Dr. McMyn gave me positive support for the problems I raised.
- As usual, most helpful and accommodating staff.
- Quick and efficient.
- Seen on time quickly.
- I saw Adrian who was very thorough about checking my pain and explaining why he was using his needles in my shoulder to help the whole arm down to my thumb!
- Very understanding and caring.
- Excellent visit to Angus. After ten weeks with a bad wrist it's hopefully on the mend after a steroid injection. Thank you.
- My blood appointment was on time the nurse was very friendly.
- Seen exactly on time and all very efficient.
- Pleasant member of staff, appointment was on time.
- Rebecca was extremely polite and caring in her approach. Also ran on time.
- Did not have to wait long, nurse was lovely.
- As always treated very nice.
- Very efficient and friendly.
- Friendly and efficient.
- Quick in and out.
- Went in with extreme pain down one side down to groin. Receptionist contacted Dr Alimo who saw me within 10 minutes. Suspected kidney stones. Rang to find out which A&E I should go to and sent me with a letter. Gave me pain relief to help during journey. Nothing, excellent service.
- The nurse was very pleasant and explained what jabs i was going to receive. Nothing.
- Timely, professional and efficient.
- The inoculations process all went smoothly.
- I arrived on time, I was invited in on time, I was offered both jabs (flu and Covid) despite only being booked for flu. I was gone again minutes later! Perfect. It's not always obvious where you should wait in Tetbury without troubling the receptionist. That's a minor point though not a criticism.
- Easy, on time and quick answer.
- I was seen on time and efficiently.
- Professional Service.
- Dr. Pete Hill gave us our vaccinations and he was very nice and friendly and efficient.
- Appointment on time, Dr very courteous, whole procedure very efficient.
- Seen early. Receptionist very good.
- Appointment on time. Excellent experience, couldn't be improved.
- All very efficient and on time.
- Very helpful and did not have to wait long. Not been with you very long to answer that one.



- Went for blood tests, COVID booster and flu jab. All were excellently handled and I was seen promptly after my arrival. As usual, first rate treatment.
- Vanessa Smith was excellent. She was thorough, gave clear explanations and showed a genuine interest in helping me address the things that could improve my health.
- Didn't have to wait at all. Phlebotomist was very professional and friendly.
- I didn't have to wait long receptionist was nice and polite doctor helped me straight away picked up medication straight away overall I was very happy with my experience with the surgery.
- Staff were very helpful and friendly.
- Kind efficient and informative and answered my questions. Cannot find any aspect of the consultation that could be improved.
- Was seen quickly and efficiently. Nurse Marion was lovely.
- Went in with severe abdominal pain. Seen very quickly by Dr Alimo. Given pain relief and sent with a letter to A&E at GRH.
- Appointment easy to sign in, on time and relaxed atmosphere.
- Phoned the surgery made an appointment Doctor Angus phoned on the day arranged saw me in the afternoon all went very smoothly.
- I went and had a smear and I had a lovely nurse called Marion.
- I seemed to go well.
- Staff really friendly, consultant was friendly informative and extremely professional.
- Dr Peter Hill was very efficient and put me totally at ease.
- I attended for a flu vaccination, and the clinic was running to time, and I was very quickly and efficiently vaccinated. I also needed to collect some hearing aid batteries for my 99 year old father in law. Both the receptionist and nurse were pleasant and really helpful.
- Very prompt, lovely friendly nurse, pain-free covid & flu jabs, then out the door within 6/7 minutes. Great surgery 🙌 Have calming music playing quietly in reception 🎵
- Didn't have to wait long before going into see the nurse for blood test. Elaine is very friendly and caring.
- Not rushed and the phlebotomist very accomplished.
- Dr Carrington was excellent and so was the chaperone, made me feel very comfortable and reassured.
- The nurse was excellent!
- Friendly efficient service.
- No waiting, very efficient nurse took blood sample quickly.
- Appointment on time and quick. Medically nothing however car parking was horrendous and motorcycle filling the disabled space. Needs improving.
- Very efficient.
- Dr Cardew very helpful after waiting so long for an apt. Moving ahead slowly to see a Consultant. Apt taking too long when you feel very poorly. This causes untold stress.
- Was seen on time and efficiently by the nurse.
- Get the new surgery built asap.
- Blood test - in and out in 10 mins.
- Professional and competent nurse to do my smear test. She put me at my ease.
- Had 3 skin tags removed. Everything was explained to me and I had chance to ask questions. Very professional nurse who assessed the tags and was able to do the best for each one. Prompt appointment time also, I was not kept waiting at all.
- Helpful nice place and lovely nurse.
- Very polite and engaging nurse. Quicker appointment
- Visited surgery for flu jab. Nurse was really friendly and helpful and checked a date for



- me re second shingles vaccine
- Staff were reassuring.
- Very helpful and understanding.
- My daughter had her flu jab the nurse was fantastic with her when she was nervous.
- No waiting. Saw the doctor together with my husband. Had our jabs together. Friendly and efficient.
- Each vax (shingles and pneumonia) was explained and possible side effects etc. Delivery was quick and painless. The confirmation message was for 15 mins later than the original appointment time, which was confusing, and meant I was slightly late.
- Professional friendly on time.
- Professional and friendly.
- Excellent care.
- Friendly staff.
- I didn't have to wait at all as I went straight in to see the blood nurse who was excellent at her job and was very friendly.
- It was fine, the nurse was nice and everything achieved very quickly
- Quick and efficient service.
- Timely, efficient, polite & friendly
- I arrived early to ensure that I would not waste your time and was called immediately. I was given both vaccinations and all my questions were answered fully and efficiently.
- Easy to book in. Polite Receptionist. The ease of the Nurse, putting a calming effect to the appointment. I do and have always found, the surgery to be efficient, polite, sensitive, and give that personal touch.
- Lovely nurse did our jabs.
- Appointment was on time and the nurse was very pleasant and professional
- Excellent service.
- Seen on time.
- Punctual and friendly.
- Fantastic consultation with Dr and seen at appointment time.
- Organised and efficient. The nurse was exceptional in the painless injections. Wad not too sure when it was started and completed. Excellent.
- Seen promptly and all very efficient but friendly.
- Saw a lovely nurse who put me at ease.
- A very good appointment to syringe my ears although the I had to wait many weeks for the appointment.
- No problems
- The visit was on time and went very smoothly.
- Vaccinations for flu, notified to me, booked online, on time, no problems at all.
- "Everything was on time.
- Nurse was pleasant and efficient."
- Very quick blood test without delay
- Staff from the reception to doctors have been amazing.
- Practitioner was friendly, professional and I was really pleased they were able to take my blood as sometimes people have found it really difficult to find a vein!
- Diabetic tests were done thoroughly and quickly. Results adequately explained. Helen was professional and friendly.
- Very good and no wait.





- Nurse was extremely efficient.
- I was early but a gap appeared I was then seen.
- Went for my Flu and Covid jabs. I was seen straight away and the nurse was lovely as always.
- Very polite young lady.
- Quick and efficient.
- Excellent nurse and perfect timing.
- Staff were friendly and efficient. The doctor was friendly and explained my condition well.
- Thanks very good.
- Everything ran on time, Anne very efficient and in and out in no time.
- Had our covid jabs done in a second.
- I attended for my NHS health check. Vanessa was very pleasant, efficient and professional and explained everything well.
- Was seen early!
- Flu jab
- Saw the nurse at the correct appointment time and she was very nice and good at what she does.
- "Had my Covid /Flu injections. Very fast and efficient "
- On time and quickly dealt with.
- A very welcoming, professional and informative vaccination experience
- Lovely diabetic nurse felt very competently dealt with.
- Reception staff organised my post op bloods appointment with Sophie as there were no phlebotomy appointments. I was in early and out by my allotted time. Sophie checked how I was feeling post op and had a kind manner.
- Saw the nurse at the correct time.
- Dr Hannah Leach has finally seen me and put actions in place to help sort my issues which have been ongoing for at least 4 years with no outcome with other professionals in your surgery. Shame on all of you and well done Dr Leach.
- Excellent advise and patient care.
- Perfect visit, friendly, on time and efficient.
- Arrived early for my appointment and was seen before my appointment time. In and out within 15 minutes.
- No waiting, vaccine given by nurse.
- Seen promptly and very professional approach by nurse.
- Friendly and on time
- Excellent nurse, all on time, very impressed
- The reception and nurse were very friendly and the practice was very welcoming.
- No delay, friendly and efficient.
- Both my appointments were on time. Elaine and Sophie were friendly and did their tasks efficiently.
- Smooth running
- The nurse was excellent!
- Efficient friendly reception. Prompt service.
- Flu & covid jab, so quick.
- Efficient and professional
- The text notifications and online appointment system works well for me. No waiting around at the surgery and very pleasant staff.



- I came today to pick up a prescription. It was ready and I was only there for a couple of minutes.
- On time. Friendly, efficient. Flu jab and in and out very quickly.
- Very polite and engaging doctor
- Professional.
- "Easy to check in. Extremely helpful, informative and very importantly approachable Dr. Receptionist helpful."
- Professional staff running to time.
- Went in to see the nurse on time, very pleasant person.
- I was on time the nurse to give me my injection vitamin B 12 was on time very polite and cheerfully so hopefully a good start to the day for both of us 👍
- Staff do a wonderful job
- Went for blood test and was impressed with the service I received. I was welcomed and treated in a professional manner.
- Quickly seen by the nurse who was very engaging and confident which made me feel relaxed.
- Nurse very good found vein first time.
- I had my flu and COVID vaccines.
- Nurse was ready & waiting for me...I was early too!
- Our appointments were on time and the covid Jabs were carried out swiftly and efficiently.
- Covid jab carried out with care and consideration and on time.
- Prompt attention, friendly service at reception & nurses. Excellent
- I came in for a Flu jab - the nurse spent time with me yet I was on my way home very quickly.
- Well organised fast and efficient.
- Very quick, and very efficient. No waiting today!!
- Really very good experience.
- Very prompt and efficient.
- As a carer both my disabled son and myself had our covid and flu jabs, excellent staff
- Was seen promptly nurse very nice.
- Didn't have to wait for my appointment and the nurse was excellent.
- I was seen exactly on time and the personnel were very pleasant.
- Covid and flu injections
- "Booked for vaccines Covid & Flu. Kindly advised & agreed I could have one
- Only as I was nervous if becoming poorly living on my own. Another appt booked for me to have the second vaccine."
- I was seen on time and jabs given very efficiently.
- All very quick and efficient.
- Well organised.
- I came for a flu jab. No waiting time. The nurse was very quick. In and out in less than 5 mins.
- Covid and flu injections very well organised and efficient. In and out in 5 minutes.
- Appointment on schedule and administered efficiently.
- Very professional & quick.
- Quick and efficient Vax appointment.
- "Very organised. On time. Very friendly. 😊"
- It was a speedy process.
- Very efficient service.
- Very pleasant staff and quick and efficient.



- Every polite and helpful
- Easy jobs
- The nurse was so lovely, reassuring and very efficient and professional. The experience couldn't have been improved.
- "All very good. Thank you"
- So grateful to have such a great GP practice with such dedicated, lovely staff.
- Very efficient, friendly service.
- Appointment on time very personable and helpful staff.
- The nurse was helpful and cheerful.
- Staff very friendly and prompt.
- Alice the nurse was very good and we had a laugh.
- Appointment on time and successful.
- Quick & efficient vaccination clinic.
- Appointment was on time, efficient and friendly.
- Really well organised and well done.
- Efficient and quick.
- Seen on time by welcoming staff.
- Lovely doctor.
- I only waited about 8 minutes, the jabs were done swiftly then I was on my way. Thank you.
- Short wait on a very busy day. Efficient & pleasant nurse.
- On time. Flu jab sorted and asked for covid jab as well ! Which I was given. Saving myself and you staff time.
- Fast easy.
- Appointment spot on time and a very lovey nurse. 😊
- Friendly helpful staff.
- Flu & Covid injection, friendly nurse, on time no waiting.
- A little late being called but 2 jabs done in quick time.
- Staff were excellent, booking and injections.
- Quick and friendly.
- Staff lovely apt on time.
- I was there for the flu and Covid vaccines, the nurse was cheerful and very efficient, I was very impressed that I was in and out so promptly and the time given for the appointment was when I was seen!!!! Impressive
- I didn't have to wait long. Being on antibiotics, I wasn't able to have my jabs, but I have been advised when and whom to contact when well.
- Reception excellent.
- I had both Flu & COVID Booster vaccines administered by the Doctor, which was done effectively without fuss.
- Excellent staff
- We saw Nurse Emma promptly at our appointment time. She introduced herself to us both and was friendly and reassuring throughout. Well done Emma!
- 100% satisfied. A well organised and well managed day.
- Flu jab. Well staffed, very efficient and on time.
- "Receptionists were very helpful, polite and respectful especially as it was so busy.
- The waiting was minimal with being seen nearly on time."
- Appointment was on time. Easy check in. Nurse was very pleasant.



- Appointment punctual, nurse Anne was very friendly, efficient and explained everything really clearly.
- Fast and efficient.
- It was all very good.
- I loved every minute of it, especially when the nurse injected me with my covid and flu vaccination 😊
- Straight in to see a very pleasant nurse, the whole thing probably was no more than 5 minutes.
- "Everything was excellent from no waiting, pleasant and efficient Nurse. Excellent thank you"
- On time and pleasant Nurse.
- Friendly and efficient attention from nurse Rebecca
- Very little wait to have my blood test and very efficiently carried out by the nurse, who was also friendly and informative.
- Appointment on time with very nice, friendly and competent young nurse.
- The nurse was very pleasant and she administered the medication perfectly
- Fitted me in, very kindly, when I'd missed an earlier appointment. Nurse Alice Grube was extremely pleasant and efficient .... Particular thanks to her.
- Arrived 10 minutes early for flu vaccination. About to sit down when the nurse called me in! Also after a short discussion I elected to have the Covid vaccination as well. Epic.
- Excellent, felt very much at ease with having injections.
- Arrived early as husband's appointment was before mine. Seen early. Excellent service.
- I had an appointment, I registered and was seen immediately. Excellent service.
- "Seen by the doctor of my choice on time.
- As always he listens to what you have to say and dealt with professionally."
- Nice and efficient.
- Appointment met on time without any delays.
- Friendly and efficient nurse gave me my Covid and 'flu vaccines and suggested ways I could minimise side effects, which I was worried about because previous vaccines had made me feel quite unwell for several days.
- We were seen promptly.
- The nurse is 1st class!
- Seen on time. Lovely nurse. Pain free. Thank you.
- Everything was very efficient, appointments were all on time. Receptionist was helpful.
- No delays or problems (except parking).
- On time and friendly.
- Nurse was friendly, professional and efficient.
- Went to time all very good.
- Seen on time.
- No waiting for the nurse appointment was on time.
- Very helpful staff at reception desk and excellent doctor.
- V polite and efficient.
- Seen very quickly with only a few minutes wait. The injections were done by the Doctor very quickly and perfectly.
- As always, everyone is pleasant, helpful and professional.
- I was seen very quickly and staff were very kind and helpful.
- Minimal waiting time and friendly nurse.
- Quick and on time.



- Friendly and prompt
- Had covid vaccination all quick & simple.
- Nurse very professional and friendly.
- Attended to in a timely and courteous manner. Very helpful and informative consultation.
- Quick and efficient.
- Always very polite and helpful.
- Very friendly and helpful doctor.
- "The nurse who gave me the two injections was thorough and gave me the opportunity of having two in one arm or one in each arm, which I took, and barely felt a thing, although today they are sore but she explained they would be, and to take painkillers if needed."
- Was booked in quickly, saw a fantastic dr who got a second opinion and took her time. Brilliant service.
- Very efficient. Attended to very speedily and nurse equally efficient.
- No complaints. No delays with my appointment and the nurse was quick and efficient.
- Attended to immediately and nurse explained all to me.
- Prompt and efficient, friendly too. Thank you!
- Efficient and helpful.
- Friendly speedy injections—excellent 😊
- Dr Emma was excellent.
- Excellent service.
- The asthma nurse Marion was a complete joy! So kind and so thorough.
- Seen at the appointment time.
- Very efficient.
- Came for blood test and was in the building for less than 10 mins Efficient
- I find the nurses excellent.
- Friendly and efficient,
- Very efficient and friendly.
- Appointment was on time, very friendly and helpful staff.
- Very pleasant experience. Managed to get my Flu & Covid jabs at the same time as my Blood Test. Excellent.
- Always very helpful, polite and caring, thank you.
- Quick and easy.
- The best Doctor in the neighbourhood nothing.
- Very prompt service right on Time
- Very efficient & friendly
- The nurse, Kerry Tickle, could not have been more welcoming and reassuring. Well done!!
- Visit was for blood check. Very prompt and cheerful, all done painlessly and calmly.
- V. Efficient.
- Easy booking, short wait, swift vaccination.
- Friendly staff and appointments on time.
- I was seen promptly after signing in to say I was there. The nurse was polite, helpful and efficient while giving me my Flu vaccine.
- Efficient and friendly.
- Nothing further to say.
- Receptionist not too friendly
- Lovely nurse



- I couldn't check in so had to go to the desk. I think the receptionist had just started work as was trying to log in. Luckily I was early and had time but the process took longer than I would expect it to.
- Very helpful Staff!
- "Quick in/ out.
- No time for general update on any issues.. blood pressure not taken etc... "
- I had a telephone appointment so I didn't go to the surgery
- No issues
- My annual flu/covid booster appointment was on time and very good.
- I saw the Practice nurse, Helen, who was very helpful
- Good Service, only waited 15 mins
- My treatment, (flu and covid injections), we're fine but every time I visit the surgery I'm struck by how dilapidated and scruffy the inside of the building is. I understand a new surgery is planned - it can't come soon enough.
- "I seen the nurse right away. Husband a little later today, Saturday Wally not well. He can't stand, going hot and cold. Doesn't want to eat or drink. Don't know what to do. Don't know 😞. But he isn't very well tomorrow I will have to call someone."
- On time friendly
- Didn't have to wait too long. Lovely nurse
- Quick to see the nurse.
- Vivid jabs quick and on time slot.
- Quick efficient professional service for flu injection. Much appreciated. Thank you.
- Covid, Flu jabs. Seen very quickly.
- Long queue in reception delayed me checking in.
- No waiting.
- Didn't have to wait too long after my appointment time and the nurse was quick and efficient.
- Nurse was prompt, painless, cheerful and courteous.
- When you log in, I think you should get feedback of where to wait!
- I only got this appointment because the nurse Kerry made it for me. It is a pointless exercise try to phone for any appointments as you will not get one
- Prompt to appointment Speedy & efficient.
- I have already done this review
- Version quick to be seen.
- The nurse was very helpful and efficient.
- Efficient and not a long waiting time.
- Delay at reception caused me to be overdue for my appointment. The nurse was extremely efficient and friendly.
- Only issue was that when I registered on my arrival no one told me where to go for the jab. The reception desk did not assist.
- Nurse friendly and efficient. On time appointment.
- Nothing to say
- Attended appointment for flu and COVID vaccinations. Due to nurse being busy, jabs were given 5-10 minutes after appointment time. Nurse was friendly, very efficient and jabs painless.
- Quick efficient service. Both jab sites a bit sore for 36 hours but thereafter fine and no noticeable side effects.
- I had an NHS Health Check which was professionally conducted in an efficient and pleasant



manner.

- Auto check in didn't work for me.
- They were very quick.
- Medical attention excellent. Booking experience somewhat confusing.
- Went for RSV injection. All ok.
- I was in and out quickly for flu injection
- Car parking available, all going on time, very friendly nurse to attend, vaccination carried out promptly.
- Despite appt being 11.30 it was 11.45 before being called.
- Quick and efficient however continuing to receive invitations to have my flu jab when I have obviously had it!
- Was seen early, nurse was friendly and competent at taking my blood, this has been problematic before.
- Did not have to wait long friendly staff.
- I came in for a flu and COVID vaccine. The nurse was very good, and the appointment was on time.
- Staff helpful with booking in system as I was early for my appointment.
- Phlebotomist excellent, polite, friendly and reassuring.
- "Nurse was very reassuring about procedure.
- Receptionist was helpful over changing an appointment "
- My first time at the surgery; I didn't know I had to book in on the screen - or where to go once I had.
- No queues and very relaxed.
- Rebecca was friendly and efficient.
- Easy to check in and did not wait long to be seen.
- My appointment was with my own GP - but when I attended I was informed it was her day off!
- Speedy and efficient
- The nurse was great, it was quick.
- Staff helpful. Efficient.
- Experience was great, had flu and COVID jabs BUT my NHS app only shows me having the flu jab.
- Very helpful in dispensary
- Flu and Covid jabs. Speedy, no issues.
- The appointment was timely & the nurse undertaking the vaccinations was kind, efficient & knowledgeable.
- No problem
- Same experience as usual. Quiet, no interaction needed having made the appointment on line.
- Perhaps they could make it clearer where you're supposed to wait
- Good
- "Prompt, on time, helpful and polite.
- Thanks to all."
- "The reception experience was okay but not brilliant. I rarely attend the surgery and was unaware of the automated check-in procedure. Perhaps there could be some signs at the reception desk directing you to the terminal? If there are any, I didn't notice them.
- Once with the nurse, the experience was efficient, friendly and five star."
- Pleasant, efficient and on time.



- I had my flu and Covid shot at appointment time but it felt like a cattle market the speed at which patients were ushered in and out.
- "I attended the Covid & flu vaccination clinic. There had been a late change to my appointment time, which was sent the day before, unfortunately I had not seen it & went at the original time I was given at the time of booking it on the NHS app & put in my calendar straight away!!
- However, despite being late for the new time, I was accommodated very quickly while at the surgery. Thank you 👍 "
- I was seen on time.
- Quick
- All very efficient
- My experience was good, but my husband also attended, having been given an appointment. He was turned away as being in the wrong age group for the vaccination in question. Carelessness in booking.
- "Vaccination service on time. Pleasant member of staff.
- Request for hearing aide battery member of staff barely able to communicate "
- Last attendance was for Covid & flu jabs and the whole procedure from arrival to having the jabs was very well organised and efficient. Staff particularly helpful and friendly.
- Friendly nurse...efficient
- The check in went smoothly and the nurse was lovely. But there was a note on the computer that neither I nor the nurse were aware of, suggesting that there was a potential issue with my son's appointment.
- Think the doctors should see us instead of phone calls
- 

## **Kemble**

- Had blood taken, efficiently and professionally done.
- Always met with a positive smile both front of house and Dr Vernon. Pay them more 😊 great team always will to go the extra mile. We are blessed in Kemble with our village medical facility service.
- Very quick and attentive.
- Running on time, efficient & friendly staff. Absolutely nothing.
- I attended the Flu clinic, the nurse was very pleasant explaining what I was having, flu & Covid vaccines. I was called on time and the Receptionist was friendly and welcoming. No, everything was as expected for this surgery.
- Very friendly, everything was perfect.
- Quick efficient communicative all good, nothing.
- Local and efficient.
- Excellent service as always.
- On time, friendly and helpful staff.
- Staff were lovely even when I brought to their attention of an unpleasant smell left behind by an earlier patient they took it in good heart and would deal with it. All fine.
- I was late for my appointment but the nurse squeezed me in and all done in 2 ticks. It would have been nice to know which Covid vaccine I had.
- Very quick and efficient vaccination.
- No problems, nothing!
- Seen on time and so helpful, all good.
- Prompt appointment for covid/flu vaccines. Nurse was pleasant and efficient with no fuss.





- Prompt and engaging service.
- Very efficient. Very friendly. Spot on time. As in bygone days a sweet to dull the pain. But have to think of the teeth!
- Went like clockwork.
- The appointment was carried out on time, I felt happy with the outcome.
- Quick efficient service. Two vaccinations. Staff are lovely. Nothing.
- Friendly and professional.
- One time and efficient, nothing thank you.
- All excellent.
- Always courteous and respectful and above all competent. Nothing
- Always happy with the level of care and understanding.
- Reception friendly and polite, nurse also welcoming. No suggestions.
- Friendly welcome by both receptionist and the nurse who explained what was being offered - flu and Covid vaccinations, checked that I wanted both and gave them quickly and efficiently. The information on the NHS app after these inoculations could be clearer. I don't believe that it shows the Covid jab or if it does I am not sure how to identify it?
- Relaxed atmosphere. Polite receptionist and nurse .all good.
- Visit for vaccination. On time and great staff.
- As always made welcome 😊, appointment on time.
- Prompt efficient service.
- Went in straight away and out, all took about 3 minutes. No.
- Vaccine visit. We were sorry not to be told which manufacturer. See above.
- Covid/flu vaccine. On time, quick, efficient. Waiting room could be more comfortable.
- Had both flu and Covid injections quickly and painlessly.
- Good polite staff, on time, efficient. Nil.
- Very local and friendly always.
- Covid /flu vaccination both administered professionally and efficiently without pain by a very friendly nurse
- The treatment Dr. Vernon administered has been VERY successful. None.
- Nurse was helpful and professional.
- It was a very thorough assessment. The doctor explained everything and was reassuring. She was then happy to discuss 2 other issues I raised on the visit, and follow them through. Nothing it was a very good service.
- Friendly greeting from staff. Appointment on time. Parking can be tricky.
- It's a very laid back surgery it doesn't make you uneasy whilst waiting and the staff are very friendly. Bigger car park but that's never going to happen as it's in a very nice area.
- On time appointment, quick and efficient vaccinations.
- Receptionist very helpful didn't have to wait long.
- Brilliant helpful receptionist with "can do". Obviate need to go through telephone appointment before F2F, in this case not necessary.
- Vaccine efficiently administered.
- Friendly, kind and helpful.
- Was seen on time, nurse was very good, vaccination was seamless. N/A.
- Routine flu jab.
- It was so good to actually see Dr Allen in the flway and get his diagnosis as to what was going on in my feet. Nothing.
- Very organised and efficient had my covid and flu jab. All on time in and out within 8 mins. No everything was fine.



- I didn't have to wait any length of time, and the nurse was very fast and efficient but friendly at the same time. N/A
- We were quickly seen and out of the building within 15 minutes. Receptionist showed no sign of friendship.
- Flu vaccine efficiently and quickly administered.
- Quick and easy, didn't even feel injections. Nothing.
- Good friendly welcome. There is a lack of parking space but I managed. The medical care was very good.
- Phone call with Dr Vernon 1<sup>st</sup> August re BP. Nothing.
- Friendly, efficient and pharmacy available. No follow-up from blood test and X-rays in July.
- Nothing to add. Nothing.
- Appointment had a strangely very precise time of 2:12pm. The man before me had 2:08. He was called at 2:20 and I went in about 2:30. I suggest the surgery in future asks patients to come say 2:00-2:30 etc.

## **RAU**

- Was the most lovely nurse who made me feel very comfortable. Literally nothing.
- Flu jab, lovely nurse.



## **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 (No negative feedback)**

### **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 as 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.**