



Friends and Family Test Feedback April 2017

Voted Extremely Likely or Likely to recommend because:-

Phoenix (Chesterton Lane)

- Everyone is very helpful and friendly from the girls on the phones and desk and the doctors themselves.
- Excellent courteous reception on arrival and from the GP
- Satisfaction
- Everyone is always accommodating and friendly
- Always helpful – difficult to telephone!

South Cerney

None

Kemble

- Always accommodating and helpful. Excellent care.
- Excellent doctors, receptionists and service.

RAU

None

BY Text or Email (Surgery Not Known)

- Appointment was on time and happy with consultation and the option taken for further precautionary tests while also treating the probable cause of the problem now.
- Super dr and punctual appointment
- I had an aortic scan. Was seen early. Process was well explained and straightforward. Very friendly service.
- Immediate access to doctors. Good information given and any necessary action taken.
- The nurse I saw was very helpful and friendly.
- Because the receptionist managed to fit me in in two days after I phoned. thankyou xx
- Friendly staff
- For all the staff are so helpful at all times. Pleasant and polite. A wonderful surgery
- Nurse was very good and informative. Ease of making appointment
- I felt the doctor listened to me and trying to help me
- Staff are always reassuring and friendly from reception to the medical staff
- Because we have always been happy with the doctors there
- No waiting and swift and efficient care.



- The Phoenix is always very accessible and professional
- Helpful as always
- Because it is a very professional praise but also makes you feel welcome. You are put at ease and feel you can discuss anything. Have been a patient for a very long time and the praise has moved with the times but keeps a very friendly approach. Excellent practice all the staff are excellent at their jobs 10 out of 10
- Our family have been coming to Phoenix Surgery for about 28 years as patients of Dr Sethi. The practice is extremely well run with appointments always available, usually within 24 hours. Dr Sethi is outstanding as our family GP and the practice nurses are also superb, caring and helpful. Very impressive indeed, we would certainly recommend the Phoenix Practice.
- Efficient, pleasant manner, good explanation of condition.
- Very pleasant and helpful staff. Unfortunately out of stock of an item which may have been useful for procedure I had done. Hope this doesn't mean procedure will need to be re-done due to inadequate sample.

Website

None

Voted Unlikely or Extremely Unlikely to recommend because:

Phoenix

None

South Cerney

None

Kemble

None

RAU

None

By Text/email

- The Doctor failed to provide any treatment for my chest infection which had kept me from sleeping for 5 nights. He also failed to advise me on anything I could do to help my breathing problems on the flight to Australia tomorrow. He was most dismissive. I have since sought advice from my local hospital. His attitude was unacceptable. Hugh Pride

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Other comments:

