



## **Friends and Family Test Feedback April 2018**

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

#### **Phoenix (Chesterton Lane)**

- My GP is so attentive and caring – Dr Vernon
- Everyone is wonderful and the surgery is excellent !
- The Best !

#### **South Cerney**

None

#### **Kemble**

- All staff have proven to be extremely helpful at all times in my experience.

#### **RAU**

- Caring, attentive and have a real interest in trying to help.
- Friendly service, forward thinking and helpful.
- Great fun! professional
- Very helpful and reassuring
- Absolutely lovely, can talk about anything and not feel uncomfortable
- Friendly and professional service – felt comfortable discussing problems
- Helpful, straight forward, reassuring
- Very helpful and informative, friendly and happy to help in any way

#### **BY Text or Email (Surgery Not Known)**

- Always a Dr on the day to talk too. My only problem I have had is repeat medication, but Drs are 1st class.
- Always excellent customer service
- Both Lynn and Theresa were amazing. Lynn talked me through my procedure, providing me with the information I needed. She answered all my questions. I was quite nervous but Theresa helped me to feel calm while my procedure was taking place. Thank you
- Clean building, prompt attention, good levels of knowledge.
- Dr Khalid always gives a decisive plan of action, and explains the reasons why.
- Dr Khalid was extremely patient with me and also the lovely nurse that held my hand.
- Efficient and timely
- Efficient friendly service & good advice.
- Excellent service
- Good treatment from Dr Khalid!



- Great friendly service.
- I always find my doctor to be thorough and the surgery staff are very courteous and polite.
- I do not go to the Doctors very often but every time I have, they have been very thorough and dealt efficiently with my queries.
- I was treated well
- In the past month or so I have used the surgery more than I have done for years. I explained to reception my problem & she got Dr Vernon to call me, she then arranged to see me the following day. Excellent service as normal and thank you Dr Vernon for fitting me in with short notice.
- My doctor was very thorough and listened to my issues
- Only waited a few days for an appointment and was seen spot on time
- Polite. Efficient. Evidence-based consultation and treatment.
- Pro active GP
- Prompt and Dr very helpful.
- Staff are always so polite on the phone and Drs and nurses are great. Brilliant surgery, best one I've been registered with.
- The staff who work at The Phoenix are always very friendly & helpful.
- Very smoothly done. On time. Well-explained.

## **Website**

None

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

## **Phoenix**

None

## **South Cerney**

None

## **Kemble**

None

## **RAU**

None

## **By Text/email**

- Not very helpful considering new condition



- Because I went for a cervical smear test today, which isn't a very pleasant thing to have done. I was so glad when it was over and then two hours later the nurse rang me to say that she's sorry but she used the wrong pot and because of this the sample is useless!! I now have to repeat in 3 months time!!!
- I was so excited to attend my first ever midwife appointment today. Since the appointment
- I feel completely let down....She was 30 mins late, the receptionist and midwife gave me two
- different excuses. She was totally un-prepared. She lost her password details so had to leave the room to get a reminder. She had to leave the room again to get forms. Three people entered the room during the time I was with her as she was in the wrong room. She tried to send me for blood tests I had already had. I am 10 weeks and still have no scan date!
- It's impossible to get an appointment as for some reason, patients are only allowed to see one specific GP. Also, I transferred there when I moved to the area back in January and although they received my records from my previous GP within a matter of days, they haven't bothered putting them on the system yet which is making obtaining repeat prescriptions incredibly difficult to the point that I'm actually going without now as it's too much hassle