



Friends and Family Test Feedback February 2018

Voted Extremely Likely or Likely to recommend because:-

Phoenix (Chesterton Lane)

- Due to the fact that every staff member is friendly and beyond helpful everytime!
- I and my family have had excellent treatment from everyone at the Phoenix Surgery
- It is very good.
- Professional stuff.
- It was excellent, huge thank you to my Doctor

South Cerney

- Very caring – always ready to listen and see patients if possible.
- I'm fed up of the media knocking the NHS. This surgery has been excellent.

Kemble

- I can always get an appointment

RAU

None

BY Text or Email (Surgery Not Known)

- 100 % all aspects
- Always had a good efficient service from my GP and the practice staff. GP always listens and treatment and referrals have been done when necessary. I also care for my mum and I often need advice or prescriptions for her and I feel that the practice staff are supportive .
- Because I hadn't been for a few years and found the asthma nurse really helpful - wasn't expecting her to say anything I didn't know. Plus I used the opportunity to ask for forms for vaccinations and she then asked about my trip and said as for charity they give 10% off costs, and then went onto say I could be online to get repeat prescriptions. Really informative and helpful.
- Brilliant speed of response. Appt made within the morning. Diagnosis completed and recovering already. Thank you so much Dr Hill
- Didn't have to wait long. Satisfactory outcome to consultation. Friendly doctor
- Dr Khalid is someone that I have confidence in. Thank you.
- Every time I have to go to the surgery the reception staff are always friendly and helpful and the doctors are outstanding, the waiting room is always clean and tidy, it's just a very nice place to come to if you have to.
- It's easy to get hold of someone on the phone to make an appointment. They rang me back quickly when there was a query. My doctor is great and I trust her



- Prompt. Efficient. Professional. Pleasant.
- Speed of being able to get an appointment and an understanding Doctor (Woodward).
- Very friendly and caring
- Very friendly staff and good service from the Drs and nurses.
- Very good surgery

Website

None

Voted Unlikely or Extremely Unlikely to recommend because:

Phoenix

None

South Cerney

None

Kemble

None

RAU

None

By Text/email

- Because you can never get same day appointment. Telephone calls always rushed. Doc does not listen to what is being said.