



Friends and Family Test Feedback January 2018

Voted Extremely Likely or Likely to recommend because:-

Phoenix (Chesterton Lane)

None

South Cerney

- I am very happy with the surgery

Kemble

- I myself had a good service

RAU

- The nurse is super nice and helpful
- Very well treated, good service
- Its really easy going to come here. Very professional and nice while being very pest!
- Always very helpful and appointments easy to get.
- Very welcoming and supportive
- Very helpful and friendly

BY Text or Email (Surgery Not Known)

- Always extremely efficient, friendly and professional.
- Always friendly and helpful and take the time and trouble to listen
- Anna the nurse I saw today was superb. Extremely helpful and very reassuring
- As always good, friendly staff and good treatment / referrals from Doctor Hill
- Automated check in good. Dr running only five minutes late. Listened to what I said and treated me appropriately. Very polite and helpful.
- Because i have the best doctor in the world.
- Because its an excellent practice where all the staff are efficient, friendly and approachable
- Dr Hill was friendly, listened to my issues and nothing seemed too much trouble. Also had a telephone consult with him last week and his advice was spot on! Great to have him as my GP.
- For general helpfulness & efficiency. Providing appointments or other contact with a doctor at short notice where needed. I regard myself lucky to be on your books. Thank you.
- Good service. Accurate and to the point. Very helpful.
- GPs are very friendly, staff welcoming and helpful. Quick check in is available
- I came this morning for my annual blood pressure review and blood test results. I saw a practice nurse called Helen who was lovely. Took time to discuss things. We set out a plan and she was very supportive.
- Everyone is so busy these days and have times to stick too but she was delightful and I



didn't feel rushed. Thank you.

- I had excellent response from the clinic staff and from my Doctor, who dealt with my problem immediately, for which I am grateful.
- I would highly recommend this service. It was efficient and friendly.
- It's a very good surgery
- I've been with the surgery for twenty years and have no complaints
- Luckily I don't have to come often. But when I have I've been treated very well.
- Nurse Anna was really quick and gentle whilst doing my cervical smear test. We also had a great chat about lots of things and I really enjoyed it. In the past the Phoenix Surgery helped me to keep my Mum at home whilst giving her end of life care for cancer. I have nothing but praise for all who work at The Phoenix Surgery.
- Phoenix Surgery always treat you as an individual and listen when you need them. I am always treated with respect.
- Receptionist has a smile in her voice and response to call is excellent.
- Responsive, empathetic, friendly and efficient.
- She had read my history before I arrived and there was excellent communications between us with a workable solution identified to overcome my problems.
- Staff are always kind and caring.
- The reason is because there is so much negativity around so praise should be given when due – always pleasing staff & helped immediately. Thank you.

Website

None

Voted Unlikely or Extremely Unlikely to recommend because:

Phoenix

- My appointment ran 35 minutes late. I missed my bus to Cheltenham for another appointment and had to get a lift there instead. Not worth it for a minute flu jab appointment when I could've gone to the drop in at work.

South Cerney

None

Kemble

None



RAU

None

By Text/email

- I rated 5 as the interim doctor was simply awful. Intimidating and quite unhelpful. Waste of mine and NHS time, too long to explain my simply bizarre appointment and will complain as I dont wish for her to act the same way with someone else. This doctor needs to seriously reassess her career as she is not suited to dealing with people.
- Because I have no trust in the doctor as he doesnt follow up on blood tests or treatment