



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

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

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

- Always looked after me with the greatest of care.
- Dr Hill has been fantastic as a family GP under extreme upset the family always felt assured by Dr Hill and he always 'went the extra mile' – Total respect for him.
- Arrived early for appointment – seen early – got out early !! Marvellous!

#### **South Cerney**

None

#### **Kemble**

- Fitted us in to see a GP on same day

#### **RAU**

None

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

- Always helpful polite and understanding. Thank you.
- Appointment was on time. Nurse was friendly and helpful while still being efficient.
- Because its nice place to go see doctor and staff are helpfull
- Because the treatment given was excellent
- Brilliant service, and really helpful staff
- Doctor and Nurse very professional and nice
- Excellent. Service
- Good discussion about pain relief plans was just what I hoped for.
- Great doctor!
- I had kind and very helpful advlse from the doctor.
- Kind and caring staff. From reception to medical staff
- Nice pleasant surroundings , people that listen to the problems I got, good advice
- On time, friendly, efficient, effective, and parking available
- The doctors are all friendly with an "everything will be fine" look about them which I appreciate.
- The receptionists and doctors will always try to go the extra Mile, called in no appointments but dr Vernon fitted me in and arranged an ultra sound as well prior to seeing her. Excellent service as normal.
- The service is efficient, helpful & friendly



- Very happy with service generally and Dr Nicol's advice in particular
- Well looked after by caring members of the team. Thanks
- Your nurse was very nice and friendly

### **Website**

None

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

### **Phoenix**

None

### **South Cerney**

None

### **Kemble**

None

### **RAU**

None

### **By Text/email**

- I can never get an appointment with a Doctor