



Friends and Family Test Feedback October 2017

Voted Extremely Likely or Likely to recommend because:-

Phoenix (Chesterton Lane)

- Appointments available and friendly professional staff
- The service and care I always receive warrants this comment
- All the team are helpful, responsive, empathetic and understanding. A great practice from which others could learn much in terms of patient care and support.
- It is always a pleasure to visit the surgery. The nurse has been marvellous dressing my leg for several weeks.
- Reception staff are always friendly and helpful and I've always been able to get an appointment when needed. A great practice.
- Excellent as always. Kind, efficient, responsive.

South Cerney

None

Kemble

None

RAU

- Lovely nurse, convenient service.

BY Text or Email (Surgery Not Known)

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Website

None

Voted Unlikely or Extremely Unlikely to recommend because:

Phoenix

None



South Cerney

None

Kemble

None

RAU

None

By Text/email

- Appointments punctual majority of time. Staff pleasant and helpful. Like having choice of 2 locations. Seem to be able to see my name's doctor majority of times.
- Because the staff were helpful and friendly and well organised. Also clean and pleasant inside the surgery. Thank you v much.
- Dr was very positive.
- Even though I couldn't routinely book an appointment that day the Doctor, who I believe was standing in for my usual doctor, managed to see me within 2 hours of my phone call. I'd had a very painful experience the previous evening and she gave me a very thorough examination and reached a diagnosis which was a big relief. I was very grateful for the excellent care given by the Doctor and Phoenix Surgery that day. First class indeed!
- Having my flu jab was dealt with in a timely and efficient manner
- Helpful friendly staff, they put your mind at ease when having troubles or problems
- I find everyone extremely helpful.
- I find the whole experience of booking appointments, repeat prescriptions and attending appointments so easy and not at all difficult. The staff and Doctors are very helpful and polite.
- I had excellent care and attention from the Doctor
- I was very happy with the appointment. My doctor listened to my enquiry and responded very professionally.
- I was very satisfied with the appointment. My doctor listened to my enquiry and responded very professionally. Very pleased with my new doctor.
- I wouldn't want to broadcast the surgery too much or it might become too popular and hard to get an appointment!
- It's a nice place to go staff are helpful
- Knowledgeable, educated, responsive nurse
- Lovely staff and always have availability
- On time, good service!
- Professional. Prompt attention. Kind manner.
- Really professional and friendly staff that I saw for my 5 scheduled appointments. Thank you.
- Seen on time. Did not feel a thing when injected.
- The doctor is spending time to listen. Understand and reassure he is always there if I need him. As I have several conditions but at present been very sick over a year. Although I'm a new patient he is listening to me and I feel reassured that he will help me to battle this illnesses.



- Appointment system getting an appointment very fast. Staff are nothing more than very helpful & kind. I'm delighted with my new gp practice thankyou to all concerned.
- The doctor that I saw was really kind and empathetic and gave me exactly what I was after.
- The Phoenix surgery is friendly and efficient.
- Very efficient service throughout the practice
- Very friendly and efficient
- Very good as always