



## **Friends and Family Test Feedback September 2017**

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

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

- Very good service this morning
- I have just had an excellent consultation with the Doctor who has both comforted me and advised me and sorted me. Outstanding Phoenix Surgery
- Because the doctor is a terrific Doctor and it is always lovely to receive great service from you all
- Reception have always been polite and helpful
- Friendly and helpful. Great Doctors and Receptionists! They try to be flexible too, service with a smile and most are very friendly on the phone. Doctor 10/10 Thank you !

#### **South Cerney**

None

#### **Kemble**

None

#### **RAU**

None

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

- Always helpful friendly staff and Doctors
- The Dr was really helpful as always and the admin staff were very efficient, in particular the secretary at the Phoenix. She was very supportive regarding sending of referral letters to Consultants. Thank you to such a brilliant team of professionals.
- Excellent service with care and attention.
- Friendly doctor who listened, advised and acted on request to progress diagnosis
- Friendly staff, caring Doctor
- Good check-in, appointment was on time, staff very helpful & friendly.
- Good doctors
- Great attention and access to medical help
- Good service for 20yrs+ in proud of all @ the surgery well-done.
- I gave the answer because I am very pleased with both the care, accessibility and annual check ups which I find very reassuring. Thank you.
- I have for the greatest part received wonderful treatment from the practitioners at the surgery, Doctors, nurses and support staff. Not many people can say that these days when they have time consuming complex cases like mine.



- Nice GP, easy to contact the surgery, was able to be seen same day.
- Really nice Dr but not sure what to do with me. So felt little advance from previous visits. Still feel lousy.
- Reasonably prompt appointments, helpful receptionist, confidence in my former GP (and hopefully new one)
- The appointment system is efficient & timely. My Dr is the best GP I have ever had.... both for diagnosis, treatment & manner.
- The doctor was very helpful. He gave me lots of information and answered all my questions.
- Very happy with Dr Nichol advice and treatment
- Very helpful very polite nurse and reception team

## **Website**

None

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

## **Phoenix**

- Felt rushed out of the appointment. Medication prescribed for 17 years taken off me.

## **South Cerney**

None

## **Kemble**

None

## **RAU**

None

## **By Text/email**

- Really poor consultation with the Doctor yesterday! Very slow and getting results and letters. Constantly having to chase and push very frustrating!
- The service I received this morning was diabolical! The doctor I saw didn't listen to my symptoms or read my notes!! I gave her list of the problems I was having, did even look at them once! She examined my ears and stuck the implement so far in my bad ear that I screeched with pain. She asked me if I had my bloods done recently I explained I had, yet she's sent me for more! I was prescribed amoxicillin for an ear infection which I was told previously does not clear up ear infections. Told my chemo was down to my poor health and weight loss even though I hadn't had chemo for 18 months. Was booked in for Dr to give me flu jab, she said nurse had to do it! Luckily the receptionist took initiative & got the nurse to squeeze me in for flu jab. Am awaiting Dr Douglass to call me I need a second opinion!!