



# Friends and Family Test Feedback September 2019

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

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

- They are 'Simply the Best' no other Doctor's Practice is anywhere near as good
- I suffer from a bad Disease and have regular contact. Always get the help I need very promptly
- Always happy to help and I never feel a burden. Lovely as always
- Local, familiar, friendly, professional
  - Always efficient and have time for you
  - As I have said before the phoenix are the best surgery in Cirencester hence why all my family are there
- Because I always receive a friendly welcome at reception and my doctor always makes me feel at ease. I never feel uncomfortable visiting the surgery.
- Because i have always been able to see or speak to a doctor when necessary. Helpful staff on the phone.
- Because, every time i visit your surgery, whether it be doctors, nurses, or receptionists, i am treated, politely, efficiently and caringly. Thank you very much
- Dr. Douglas is always calm, reassuring & professional. Dealt with the issue & referred me on to hospital whilst ensuring I didn't panic unduly.
- Everyone is happy, friendly , understanding and very helpful.
- Excellent and informative service.
- good and effective advice given. thanks
- I was seen on time and had a successful consultation
- If one is unable to get an appointment you will always be able to speak to a doctor to discuss the problem. I have been with the phoenix surgery many years and all the doctors are very efficient and deal with any problems promptly.
- Nurse Holly was incredibly warm, made me feel comfortable & the cervical screen was painless for the first time ever. She also set up a phone consultation for me. Very efficient, professional & a great manner. And no waiting. Thank you.
- Nurse was fantastic and very friendly. Also, helpfull.
- Nurse was very kind and cheerful on that day , made me feel very comfortable
- On time, dealt with perfectly.
- Very good appointment availability. Patient Access system allows easy access to making appointments and ordering medication. Dr Strong is a wonderful GP.
- Very happy with the practice
- Very professional consultation. Plus reception staff were efficient and very helpful. Excellent
- Very professional service for my NHS Health Assessment. Many thanks.
- Warm friendly professional prompt service. Thank you
- My nurse Hollie was very good. She was reassuring and gave me the information I needed.
- If one is unable to get an appointment you will always be able to speak to a doctor to discuss the problem. I have been with the phoenix surgery many years and all the doctors are very efficient and deal with any problems promptly.



## South Cerney

- Efficient and friendly
- Friendly, polite doctor. Easy to talk to. Easy to make online appointment.
- I am so very grateful that I am always seen when I feel poorly, the staff appear to have almost a sixth sense. Speaking to friends, I know that some struggle to be seen, or even get an appointment. Dr Sethi, is kind, compassionate and has always helped me back to health. Thank you Phoenix Surgery, you are ALL doing a brilliant job - and for that my family and I are very grateful.
- Promptly given an appointment and great response from the Dr

## Kemble

- GP had a holistic approach and gave me time to discuss concerns

**RAU** None

## Tetbury

- The dedication that the nurses and the staff are giving to all the patients is really unbelievable and I personally like to thank them
- Seen promptly and my problems explained and blood test booked. Friendly receptionist
- Appointment on time very happy nurse easy to talk to!! I say this so often we are so lucky to have a surgery and have always been able to get an appointment when needed. Well done Tetbury and staff
- Dr. Woodward is an excellent doctor professional, good listener and always makes sure you don't feel rushed although all done within reasonable time frame. Thoroughly recommended
- Easy to make appointment, appointment on time, nurse Elaine very pleasant and efficient. A good service.
- Friendly reliable and efficient
- I didn't wait long for my appointment and was seen very quickly today. Always a very good service
- I would recommend phoenix surgery as Dr Khaled was very helpful, respectful and empathetic and went the extra mile. The surgery contacted me after leaving to ask that I go for blood tests for something potentially unrelated that he must have picked up on after my appointment. Please thank him on my behalf.
- I'm very happy with the care and attention given by Dr. Cardew ( more so than I've received from the other doctors)
- Prompt attention. Good explanation of the process. Pleasant person to deal with. Totally satisfied.
- The care and support I have received from Phoenix Tetbury has always been great.
- The nurse was very friendly and considerate. Appointment was on time.
- The reason for this is the lovely way I have been treated by your doctors and nurses. Many thanks again.
- The service was efficient and the HCA was very professional and personable. I left the surgery feeling informed and content that I had received a thorough check.
- Dr Cardew was very caring, able to discuss my concerns thoroughly and didn't make me feel rushed at all. However, my appointment was 40 mins late - slightly annoying but understandable as it towards the end of the day.



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

- I think you're a 1. Great
- Recommendable because nurse punctual, friendly and gave me injections competently including recommending flu jab at same time to be efficient as well as good practice
- Prompt appointment Excellent care
- I have always had brilliant service from Phoenix Surgery and today was excellent. Thank you.
- I am delighted with the provision
- Excellent support
- My answer is 1. Excellent
- Flu jab. This morning, very efficient
- The reason for this is the lovely way I have been treated by your doctors and nurses. Many thanks again.

**Website** None

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

### **Phoenix**

- I was 8 minutes late as I was waiting for a parking space, but the screen said I'd missed my appointment. This set off my anxiety and panic, which is why I'd come. I think I needed reassurance and advice but I came out with a prescription for Anti anxiety tablets which I didn't want to take. It was unfortunate that I'd made myself late, but I feel I might make another appointment and try again.
- Fobbed off yet again.

**South Cerney** None

**Kemble** None

**RAU** None

**Tetbury** None

### **By Website**

- The system for repeat prescriptions is no longer working. Twice in 3 months I have gone to collect my prescription from Boots, to find the repeat prescription has not been processed by the surgery. This time Boots contacted you on 7 September and on 15 September you have still not approved it! What has happened to this wonderful surgery.

**By Text / Email** None