



# Friends and Family Test Feedback August 2019

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

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

- Staff here are always polite and caring
- Almost prompt and helpful. Very pleasant doctors
- Nice relaxed atmosphere. Staff very helpful

### **South Cerney**

- Excellent service, especially Dr Khalid

### **Kemble**

- It's a very good, efficient service and everyone is extremely friendly and helpful
- Local treatment, not too many miles to travel. Easy for pharmacy

### **RAU** None

### **Tetbury**

- Excellent service. Short wait time for appointment. Valuable consultation with Dr Woodward. Many thanks.
- Phoenix Tetbury very good
- I know my problems with my health were made worse by my social situation but they have been managed so well by the social person. Lisa has been so helpful over the past 6 months, invaluable in fact. I seem to have been able to cope better with my situation. I know that my health was affected by other things and I thank you for a most excellent service
- Excellent surgery
- Extremely helpful, professional and friendly consultations with nurses Wendy & Rachel
- Always have a good response. Friendly and efficient at all levels

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

- Ann was very helpful and knowledgeable about which hand were needed.
- As Dr vernon is a great doctor and Kemble surgery is not far from where I live and can get my perception their and I don't have to go into Cirencester to pick it up.
- Available. Genuine. Thoughtful. Polite. Helpful. Constructive approach to my health needs. Thank you.
- Dr Vernon is such an excellent GP. Would recommend her to anyone.
- Dr Woodward is AMAZING. I've never had such good advice, and so well explained. Its refreshing to have the continuity of same doctor each time and for the whole family.
- Dr. Emma has been so helpful, caring and attentive. A doctor with whom I feel such a good rapport and can relax and trust.
- Excellent and friendly Doctor and receptionist as always
- Excellent GP consultation, not too long to wait and everybody very friendly.



- Great doctor & nurse care
- Great doctor ??
- I am always treated with respect. The staff listen to you and give you the time needed. I am always seen on time.
- I had a very smooth appointment at South Cerney this morning. The injection was done quickly and professionally and the next one planned efficiently.
- Incredibly helpful, and fast reactions to my problem, amazing
- No waiting all ways on time and friendly
- On time very efficient helpful and sympathetic
- On time, organised, efficient and friendly. Great service.
- Professional and friendly
- Service is great
- Simple: friendly, professional, on time service. Many thanks for looking after me.
- Very friendly 9 out 10 on time all good
- Very helpful receptionist this morning, triaged within an hour and seen on the same day, swiftly and good consult with the nurse practitioner who was excellent
- always satisfied with doc. Been with for years. Also lovely friendly lady on reception, making feel welcome.
- Am generally pleased with your level of care.
- Staff at Phoenix surgery are fantastic. Always friendly and helpful. Would definitely recommend
- Great service
- Really impressed with my visit this morning. Super friendly and efficient

**Website**    None

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

**Phoenix**    None

**South Cerney**    None

**Kemble**    None

**RAU**    None

**Tetbury**    None

**By Website**    None

**By Text / Email**

- I was not happy having to spend 7.65 at the chemist for something which should have been on a script.