



# Friends and Family Test Feedback April 2019

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

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

- Dr Hill is an excellent GP, sympathetic, analytical and a good communicator. He is able to do his job effectively because he is supported by a management and team system that appear to put the patient at the centre. All patient facing support staff are helpful and friendly. We are fortunate, indeed to be registered with the Phoenix.
- The practice provides excellent care which these days is sadly lacking in so many general practices in the current NHS.
- Theresa the nurse was lovely

### **South Cerney**

None

### **Kemble**

- Great service
- Dr Vernon is a brilliant doctor – she is kind and sympathetic but also very professional and knowledgeable. The receptionists at Kemble and Cirencester are very helpful and friendly. I find it very useful to be able to make appointments over the internet.
- I live in Kemble – its very convenient to walk here, for GP and for pharmacy. Staff are friendly and its great to be recognised by them. The building is light, warm and peaceful – very soothing. Good, broad spectrum of health information in the waiting room. On another matter, new format practice website not helpful and takes much longer to access the required page.

### **RAU**

None

### **Tetbury**

- Just moved to area. Excellent service, helpful,friendly.

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

- Although the wait time can be long, Exceptionally good service and really nice doctors
- Because the service and care I received from Dr Strong was exemplary and very thorough. Also the secretaries were extremely courteous and efficient. Having not had much to do with gp surgeries over the years, I was pleasantly surprised, thank you
- Because they are the best surgery in Cirencester hence why I am transferring my father
- Courteous and caring staff
- Dr Maxted under training from Dr Khalid had obviously read my notes in advance and had thought about my treatment and options. Very clear advice given and onward referral for a minor op in Cheltenham. I think he'll be a great fully qualified GP



- Dr Vernon was excellent
- Excellent prompt service. Was seen before time. The HCA was friendly, helpful and knowledgeable
- Excellent surgery. Efficient & friendly. Dr Sethi is by far the best GP I have ever had. He listens, is empathetic & superb diagnosis skills.
- I got very useful advice on treatment I had in Swindon hospital.
- I was given my injection in a friendly, efficient, professional manner.
- Polite, professional, helpful and easy to access service
- Really helpful - took the time to answer all my questions & reassure me & give advice on future action
- Seen on time. Nurse was informative and understanding. Thank you.
- Staff are always helpful
- The surgery was spotlessly clean and the staff were welcoming, knowledgeable and deserve to be thanked.

### **Website**

- Good prompt friendly service
- My grandparents are moving to Cirencester from Minety, have recommended this practice to join
- Really helpful reception desk

### **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**

None