



Friends and Family Test Feedback March 2020

Voted Extremely Likely or Likely to recommend because:-

Phoenix (Chesterton Lane)

- Always had wonderful treatment and attention
- Friendly, efficient
- Receptionists always happy to help with all queries
- Excellent daytime services- drs & staff. Out of hours, very poor with 111 etc
 - Doctors, Nurses and Receptionist you get greeted with a smile and always very helpful. Oh and clean premises.
 - Great service as always, appointment was on time too which is helpful as I have to come out of work for appointments
 - Helpful receptionist and knowledgeable nurse who was very patient and kind to my elderly Mum.
 - I always feel that Dr Sethi actually cares about me as a patient. He listens and I respect what he advises.
 - I am always seen on time and treated with respect.
 - I find the surgery very gd since I've lived here
 - Prompt service- BP machine available and instructions clear to speed process, nurse efficient and responsive. referral for blood work received.
- The nurse I saw yesterday was lovely, really friendly and efficient. She put me at my ease and was clear and thoroughly explained my results. Whenever I contact the surgery to speak to a receptionist I always get an efficient and friendly response. As I'm usually anxious about something, that response is perfect. Dr Hill has always been brilliant. He's careful and clear, both on the phone, or during face to face consultations. This approach is priceless. I really appreciate it. Thanks to everyone at The Phoenix Surgery.
- I am a long standing patient of 36 years. Doctors always been caring and professional, although I am not a frequent visitor! I value having a named doctor which is not the case in some practices I understand. Generally I do not have to wait too long for an appointment - I have heard that some practices have 2 to 3 week waits for an appointment which is not my experience of The Phoenix. Reception staff also always polite and helpful.
- Experience with doctors excellent and reception now almost always the same. But no direct warning or understanding of change of doctor, and from male to female, with difficult/impossible route to change this. And neighbour employed with no consideration or contact with me about their access to my family's information, which I think is really poor.

South Cerney

- Always so helpful and understanding, time to listen ,
- Everyone in the surgery is very friendly and helpful, I can get an appointment within a couple of days and they are just lovely people to deal with - a very refreshing change from my last doctors
- Very efficient and friendly staff and system
- It was our first time at the Surgery. The midwife was good.

Kemble

- Polite staff. Appointment on time. Text reminders



RAU None

Tetbury

- I really don't like Drs but Dr Cardew is the loveliest Dr and made me feel really at ease, and reception were lovely too
- Angela on reception always try to help in a positive way like The Nurses
- Dr Cardew is the best Dr I've ever been to. I usually avoid going but she is very helpful and doesn't try to rush you out of the place and listens
- Great staff & clinicians, appointment availability is reasonable, helpful & friendly team. Thank you.
- I received excellent advice from Dr Cardew
- I thought that Dr Cardew listened to me about my reasons for the appointment and undertook a thorough examination. She spoke to me in a very caring and considerate way. She was confident in her diagnosis, explaining the next stage following our discussions as well as providing extra information for me to read. Overall I felt very satisfied.
- On time appointment, Friendly efficient doctor, Successful visit
- They sit and listen. They can only do their best.

BY Text or Email (Surgery Not Known)

- I believe that the Phoenix surgery is the best surgery I have had it is the friendliness of all concerned that puts you at ease as soon as you walk through the door and the professionalism of its Doctors is very reassuring to the patient

Website None

Voted Unlikely or Extremely Unlikely to recommend because:

Phoenix None

South Cerney None

Kemble None

RAU None

Tetbury

- I booked time off work specifically to have steroid injection for my elbow as its really bad and very painful and has been for months now and its limiting/affecting my daily life. I know and understand that we are dealing with an outbreak and only emergency is being seen but its not good enough to let us know at the very last minute(received text yesterday afternoon) about putting things on hold for the time being and cancelling appointments as this appointment was booked a week ago, i know that for some an injection is a routine but for a person who needs it its not..surely there is other way for the patients who has concerns or routine appointments to be seen as we wont know when will this outbreak/pandemic will slow down and we wont know when will our appointments will happen.

By Website None

By Text / Email None

Voted Do not Know because: None