

NHS Friends and Family Test 2023

April 2023

Q: Please can you tell us why you gave your answer?

2023-04-01 07:28:15

Friendly and trusted care

2023-04-01 08:13:46

Very helpful and understanding with both Appointment booking and nurse facilities

2023-04-01 09:38:46

The nurse went above and beyond what she had to do

2023-04-01 11:15:40

Prompt professional service

2023-04-01 15:05:32

Dr D always a fabulous practitioner and empath

2023-04-01 16:14:12

No waiting time and friendly receptionist and phlebotomist.

2023-04-03 06:42:49

I had an informative talk with my nurse and was pleased to be given BT results.

2023-04-03 13:43:24

Superb service from Dr Degnan and all staff. As always.

2023-04-04 07:41:01

The nurse was on time for my appointment to change the dressings, very thorough.

2023-04-04 08:59:07

So thorough! Wonderfully helpful and friendly

2023-04-04 11:44:23

Because the staff are always friendly and helpful

2023-04-04 11:57:28

Always good service

2023-04-04 15:30:02

No wait, efficient and professional service.

2023-04-04 16:43:46

I called on Monday morning around 8.45am. The receptionist noted my reason for requesting an appointment. She said that a Dr would call me, probably within an hour and a half. The Dr called within 15 minutes and I was given

an appointment for 12.30 that day. I was seen on time, had a very thorough consultation and a follow up was arranged by the Dr for the following week. I couldn't have asked for a better or more prompt service.

2023-04-04 17:31:10

Appt on time and very efficient.

2023-04-04 18:57:22

Sally called as requested.

2023-04-05 08:26:20

Efficient, helpful and friendly - as always

2023-04-05 09:32:55

Polite kind and informative

2023-04-05 15:42:06

The face to face consultation proved far more rewarding than 3 or 4 'phone calls. It provided the opportunity for interaction on a more personal level and I came away feeling progress was being made with my problems - Dr Degan very pleasant and polite throughout On this occasion I came away feeling I'd

2023-04-05 16:48:01

Very difficult to make an appointment but otherwise fine.

2023-04-05 18:56:29

Seen on the same day. Small and what seems to be a caring practice. Assigned own Doctor rather than seeing a different one each visit elsewhere. Reassuring experience.

2023-04-06 07:27:04

Gave me the answers I needed

2023-04-06 10:36:50

Rachel was knowledgeable, thorough and friendly.

2023-04-06 11:28:02

Because you were making an appointment!

2023-04-06 11:44:22

Tracy was very kind and helpful

2023-04-06 11:53:54

Staff are polite, prompt and professional. Also caring with their approach.

2023-04-06 12:21:06

Lovely phlebotomist, thank you for your help

2023-04-06 15:12:48

GP was most helpful and gave me a thorough check over which also gave a couple of students hands on experience.

2023-04-06 15:47:50

My enquiry with the receptionist was positive - she gave me a time when the Doctor would call me to discuss my health problem. The Doctor rang the same day . Medication was prescribed and I began to feel better.

2023-04-06 16:03:57

Everyone is so polite and caring.

2023-04-07 08:13:39

Went in on time and lady very lovely

2023-04-07 10:51:52

Quick response from surgery after asking to speak to.Dr

2023-04-07 10:55:40 All

excellent

2023-04-07 10:55:50

The appointment was on time and the doctor was excellent in his investigation and conclusion

2023-04-07 11:41:30

On time friendly nurse

2023-04-07 11:46:48

On time quick and no drama

2023-04-07 11:53:14

Very friendly and helpful

2023-04-07 13:27:03

I found the surgery very efficient the staff well mannered and polite and very helpful

2023-04-07 13:46:24

Always very good!

2023-04-07 14:16:21

As always, I was well looked after and the injury is healing well.

2023-04-07 15:57:34

Because it was very helpful

2023-04-08 11:03:26

I was able to speak to the G P and got my meds in a short period of time

2023-04-11 12:57:06

Speed of response

2023-04-12 07:21:49

Very pleasant and efficient service.

2023-04-12 09:17:11

Dr Zamir and Kevin your clinical pharmacist are exceptionally professional, knowledgeable and show great empathy and care in their consultation. I believe Chipping Campden Surgery to be of an excellst standard in all areas from reception, Nurse Practitioners, Drs and Pharmacy.

2023-04-12 10:32:56

Prompt, clear, friendly and sorted out the reason for the call

2023-04-12 11:53:48

As always, the help was excellent . I am always well looked after at the surgery .

2023-04-12 13:59:43

Rachael is a very kind and caring nurse, she has always got time for her patients.

2023-04-12 16:34:50

It was difficult to get hold of reception so I went in person and once there things went well. The original nurse couldn't come for my appointment but they found another slot quickly and the other nurse was friendly and efficient.

2023-04-12 16:45:45

Go on time and very efficient

2023-04-12 19:44:14

Friendliness and helpfulness

2023-04-13 08:36:01

Waiting room comfortable. Appointment on time. Doctor excellent

2023-04-13 10:12:27

The Doctor I saw yesterday was very helpful and professional

2023-04-13 10:27:02

Everything was excellent

2023-04-13 10:27:57

Running quite late for my appt

2023-04-13 12:18:42

The nurse I saw for my blood test was empathetic and efficient

2023-04-13 13:43:31

Because my experience was very good. Actually, it was excellent!

2023-04-13 14:44:20

Dr Hodgkins is amazing. So kind and thorough. The lady who took the blood test today was so kind and experienced

2023-04-13 15:47:50

Efficient informative and friendly

2023-04-14 08:45:09

Because there is excellent continuity of care.

2023-04-14 10:07:20

Call was when expected

2023-04-14 11:02:51

Helpful, kind and responsive.

2023-04-14 11:12:24

Excellent clinical care - always in time and so kind and considerate

2023-04-14 13:28:20

Attended for blood test - all went smoothly and pretty much to time

2023-04-14 15:47:10

Friendly and professional.

2023-04-14 16:45:10

Appointment made right on cue, unhindered and plentiful car parking on this occasion. Nurse extremely polite & courteous.

2023-04-14 16:57:18

Appointment exactly on time and the procedure (blood test) completed deftly.

2023-04-14 17:40:07

Very helpful and informative

2023-04-14 17:49:37

Excellent in every way possible Diagnoses advice rapport follow up I am fortunate to be a patient at this surgery

2023-04-15 08:15:45

When I attend my appointment everyone and all is carried out in a professional manner. Waiting almost a month for a face to face appointment with my doctor is frustrating

2023-04-15 08:34:38

Always happy with the service although not happy that its so hard to get to actually see a doctor. I have suffered due to this telephone procedure

2023-04-15 08:41:23

Highly competent and kind. Perfect combination

2023-04-17 09:27:51

Dr very polite, and made time to talk to me.

2023-04-18 09:27:06

Always feel well cared for

2023-04-18 10:10:48

Prompt call, friendly staff and problem delt with

2023-04-18 11:47:09

Timely, fast and efficient

2023-04-18 12:10:31

As always, Tracey as with the other nurses, was very competent and kind

2023-04-18 14:17:59

Always proactive with maintenance care. Everything is always followed through. I feel that the staff and doctors really care.

2023-04-18 15:03:43

All went according to plan and everyone was pleasant and helpful

2023-04-18 15:16:14

Always efficient and helpful

2023-04-18 17:46:39

Prompt professional care.

2023-04-18 22:35:18

Prompt attention

2023-04-19 07:16:05

Everyone is very helpful and friendly and kind.

2023-04-19 09:00:27

The pharmacist gave me an estimated time that he would ring and rang at that time. My previous surgery only gave you the choice of morning or afternoon and the phone call could be at any time. The pharmacist was helpful and supportive

2023-04-19 09:33:00

My appointment was seamless and all staff were so helpful with detailed explanations

2023-04-19 09:40:47

On time and very efficient

2023-04-19 09:56:50

The surgery is welcoming and peaceful . The doctor was lovely and helpful

2023-04-19 10:01:58

I have always valued our local gp and practise, staff are always amazing, friendly and helpful. They don't get enough credit for their work

2023-04-19 10:15:02

Spoke to GP Monday and got a cancellation for next day to see in surgery !! Call it luck.. but very pleased! Also yesterday asked for X-ray results to be emailed to me.. they arrived this morning!!!

2023-04-19 10:33:29

The clinical pharmacist was very helpful and explained everything about my new medication. He also directly sent my prescription to to pharmacy which was very helpful.

2023-04-19 10:52:13

Very helpful and cheerful doctor - made me feel completely at ease during treatment

2023-04-19 11:28:26

Nurse was extremely good as I have to have my INR checked every day as I am having a Bronchoscopy on Monday.

2023-04-19 14:23:14

Consultation with pharmacist was excellent and reassuring. However previous communications via email sent in February remain unanswered which is very disappointing. Emails were sent to avoid taking up the time of the receptionist and having to wait on hold for lengthy periods.

2023-04-19 14:40:25

The nurse who I spoke to was brilliant, efficient, knowledgeable friendly and professional at the same time. Shame I had to wait several weeks for the appointment.

2023-04-19 14:42:49

Fast efficient, helpful service

2023-04-19 14:52:08

Dr Degnan timely and courteous listened to my issue not just staring ar a computer.

2023-04-19 15:05:42

helpful and professional

2023-04-19 15:44:25

I was treated extremely well & with care.

2023-04-19 16:11:34

My GP listened to how I was feeling and put plans in place to investigate and treat. Very pleased.

2023-04-19 20:04:26

I was satisfied with the service I had, Dr.Degnan was really helpful. All the staff were nice.

2023-04-20 07:46:26

No wait, seen on time, efficient and friendly service

2023-04-20 07:59:02

The practice is unable to do many relevant tests which I require. Staff very pleasant & helpful within their limited knowledge & training. Blood test nurse excellent. Some doctors do their best but not able to look at root causes. Too much dependence on patients being within set ranges. Need to be aware of individual overall physical,mental ,emotional aspects of each person.

2023-04-20 08:19:36

Professional, courteous and polite

2023-04-20 09:06:38

Because the doctor listened and tried to help as best She could.

2023-04-20 11:01:20

Phlobotanist quick and early

2023-04-20 11:11:51

Friendly, efficient and on time. I liked the door being open in the waiting room to give fresh air

2023-04-20 11:25:43

Very professional and quick

2023-04-20 14:30:14

Dr Hodgkins so very kind and empathetic.

2023-04-20 14:59:26

The doctor was kind in her manner and helpful and constructive with advice

2023-04-20 16:23:34

Excellent appointment with Dr Degnan Always very helpful and knowledgable

2023-04-20 20:35:42

What one expected+ no explanation of why my procedure had changed.

2023-04-20 21:30:29

I was very appreciated with my visit which was excellent

2023-04-21 08:22:31

Because you asked

2023-04-21 09:12:49

Efficient and friendly and caring.

2023-04-21 10:36:41

Dr Zamir is just so approachable and I felt the appointment exceeded all my expectations. Thank you!

2023-04-21 10:59:08 On

time. Efficient.

2023-04-21 11:32:26

Dr Zamir is brilliant but it's so difficult to get an appointment

2023-04-21 12:45:58

Very understanding and efficient

2023-04-21 13:36:27

It was great to see my allocated Doctor face to face, even thou it took several weeks wait to do that. Waiting room has lost its feeling. Could do with a welcoming make over. Coat of paint and good clean wouldn't go a miss.

2023-04-21 14:30:59

Great friendly and efficient thanks

2023-04-21 15:04:17

Excellent care, empathy, professionalism and understanding.

2023-04-21 15:29:20

Asthma Nurse went out of her way to check on progress

2023-04-21 20:06:16

I was expecting a call from the doctor. She rang exactly on time and was friendly and helpful.

2023-04-22 06:26:54

It cannot be easy to be a GP in 2023. It is difficult to imagine how stressful being on the front line during the pandemic must have been and how the financial straits the NHS constantly face impinge on actually carrying out the job. We are fortunate however to have a surgery where should you need urgent advice or attention you are given it, where the reception staff are friendly and helpful and where you can send a text message, view test results and order medication online. A far cry from surgeries of the past. My own GP is exceptional and I always feel reassured and confident that I am getting the best advice.

2023-04-22 09:19:04

Insufficient parking

2023-04-22 09:36:18

Dr degnan Made extra time for me to discuss medical problems.

2023-04-22 09:44:36

Very helpful

2023-04-22 15:04:22

As usual I received superb explanation of the results of my recent blood test.

2023-04-22 15:07:55

Very inferential and nurse so lovely and helpfull

2023-04-22 15:32:49

Friendly, helpful staff and seen promptly

2023-04-22 16:13:32

Made sure I was seen quickly, listened to my health issue and acted appropriately and professionally but with kindness, sensitivety and support

2023-04-22 20:23:33

The staff at the surgery are always very helpful and friendly. Communication is very good and phone waiting times are good. I would have to say it was 'good' and not 'very good' as I felt the waiting times for a face to face appointment were a little slow.

2023-04-23 08:52:31

Efficient and very professional

2023-04-23 08:59:29

Responses were timely and helpful.

2023-04-23 11:37:48

Always helpful and prompt to react

2023-04-23 17:36:16

All aspects have been very efficient.

2023-04-23 18:32:22

Complete examination of knee issues with two graduates and Dr

2023-04-24 11:24:17

I'm not confident that telephone diagnosis is so great for all conditions.

2023-04-25 08:56:45

Dr Zamir gave me plenty of time for everything that I needed to be covered and was very helpful kind reassuring and friendly

2023-04-25 09:47:29

I was seen very promptly by the nurse . There was only one other person in the waiting room, and it was Monday morning and I expected more patients to be there.

2023-04-25 09:53:38

Prompt and efficient service.

2023-04-25 11:14:05

Quick, efficient, friendly service. As always.

2023-04-25 13:46:40

As always, careful, kind and efficient

2023-04-25 19:25:36

Not offered face to face which limits discussion

2023-04-25 21:17:04

Efficient service. Caring and friendly doctor

2023-04-26 08:33:19

Friendly and helpful

2023-04-26 08:59:41

The call was on time Next steps plan was discussed

2023-04-26 09:18:22

Got to see the doctor very quickly and he was very helpful/kind.

2023-04-26 10:44:14

Timely, helpful, knowledgeable

2023-04-26 11:09:47

I always feel listened to and things are clearly put in place to move forward which is very positive and comforting.

2023-04-26 12:56:32

Pleasant friendly and helpful

2023-04-26 13:34:27

Prompt and helpful

2023-04-26 18:45:38

I was very satisfied with everything the doctor discussed.

2023-04-27 05:30:51

I was given a date and time for an appointment and that happened. Dr Degnan was very great as always. Caring and understanding and gave clear explanations.

2023-04-27 07:59:41

We get the same good service every time

2023-04-27 08:08:28

Punctual, efficient and friendly

2023-04-27 09:07:55

Highly professional and knowledgeable yet again I realise how lucky I am to have Dr Degnan as my GP
Also his team is excellent

2023-04-27 10:09:36

Dr Degnan was friendly, thorough and reassuring.

2023-04-27 10:46:11

Although time and venue were changed the call was on time and gave me time for discussion about my medications. Follow up meeting has already been sent. Very efficient. Face to face is always good but this was the next best option. Thank you.

2023-04-27 12:12:53

Nurse was amazing

2023-04-27 13:14:09

Very helpful and efficient

2023-04-27 13:55:29

My nurse I saw at my appointment was very helpful and couldn't have been more clear if she tried. Made me feel very comfortable and relaxed.

2023-04-27 14:29:01

Doctor excellent

2023-04-27 14:29:27

Had to wait 4 weeks for a phone call.

2023-04-27 15:57:36

Very professional at all times and very helpful.

2023-04-27 16:09:15

never got a call

2023-04-27 17:23:26

No waiting time to have a blood test.

2023-04-27 17:33:11

Caring, helpful and took time to explain

2023-04-27 18:19:50

Very thorough.

2023-04-27 20:36:09

Results to questions are always a relief as well as good

2023-04-28 09:22:37 All

very good

2023-04-28 09:32:25

Helpful and obliging

2023-04-28 11:03:56

Professional advice and atmosphere in every possible way. Treated with care and understanding throughout. Experience couldn't be improved upon. Thank you Campden surgery

2023-04-28 11:39:19

As always. The treatment was good with kindness

2023-04-28 12:20:22

Prompt. Efficient.

2023-04-28 12:42:20

Very quick blood test - no waiting and very quick and efficient taking of blood sample

2023-04-28 15:11:16

I was seen quickly & my appointment was really reassuring with a referral.

2023-04-28 18:22:38

Only reason Difficult to get an appointment

2023-04-29 07:45:58

Consultation first rate but wait for appointment to see GP seems excessive

2023-04-29 08:59:50

Staff and doctors always patient and make me feel supported.

2023-04-29 11:14:33

I had an immediate diagnosis of my problem and progression towards treatment.

2023-04-29 12:02:23

Gave time

2023-04-29 12:37:34

Very reassuring discussion

2023-04-29 14:40:39

Helpful and understanding of my situation

2023-04-29 17:50:07

The nurse Angela a very lovely and kind nurse and very professional

2023-04-29 18:08:29

Great service

2023-04-29 18:16:14

Caring, understanding, patient, very thorough

2023-04-29 18:32:48

All at chipping Campden Surgery are very supportive

2023-04-29 22:12:52

Very good advice in a relaxed atmosphere. Thank you.

2023-04-30 17:39:13

Dr Degnan called punctually and was extremely helpful, affable and empathic.
