

NHS Friends and Family Test 2023

April 2024

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

Free text question. There were 182 responses:

2024-04-02 15:46:26

I was looked after very well. Thank you

2024-04-03 14:55:33

Very prompt attention and friendly reception staff thank you

2024-04-04 07:11:18

I had occasion this week to ask for a same day appointment. My GP returned my call within half an hour and saw me later that morning in the surgery. It doesn't get better than that!

2024-04-04 09:05:28

Very helpful and informative telephone consultation. Agreed plan moving forward.

2024-04-04 09:14:23

Very efficient and effective, didn't have to wait!

2024-04-04 09:56:31

Dr Zamir extremely helpful and informative .I hope the students found it useful

2024-04-04 14:03:32

Because the efficiency and understanding was wonderful

2024-04-04 14:46:38

Very quick and efficient

2024-04-04 14:48:44

Professional and concise

2024-04-04 15:47:50

Because the nurse listened and gave me the appropriate information to deal with my medical needs.

2024-04-05 07:51:44

I was kept waiting for 30 minutes beyond my appointment. No reason given. Experience with GP good.

2024-04-05 11:46:14

Appointment 5 mins ahead of schedule friendly professional staff, well done Campden surgery!

2024-04-05 14:52:02

Friendly, professional and thorough.

2024-04-05 16:29:16

Had a positive action done at the surgery to help my leg.

2024-04-05 16:57:00

Karen was very efficient , Also kind and I felt comfortable.

2024-04-05 16:58:48

I was expecting a cortisone injection in my wrist which I have had twice before. I'd waited nearly three weeks for an appointment only only to be told I'd be on a waiting list for minor op. I feel that those weeks, when I explained each time that I was in pain and not sleeping well have been lost when I should have been on the minor op list three weeks ago. The doctor said he needed to see me. If he'd read my notes he would have seen that it had been considered necessary by previous doctors. I was also half an hour late going in to see him. So I don't consider it a good experience.

2024-04-08 07:52:32

Professional, polite and respectful

2024-04-09 10:24:25

The Junior GP I saw yesterday and absolutely first rate

2024-04-09 11:13:25

The most hone call appointment was made and then the call came at the correct time.

2024-04-09 11:13:47

Nurse Angela was very helpful. She showed genuine interested in helping me manage my asthma. I came away with a plan, and feeling more positive. Thank you.

2024-04-09 11:13:47

Nurse Angela was very helpful. She showed genuine interested in helping me manage my asthma. I came away with a plan, and feeling more positive. Thank you.

2024-04-09 11:28:19

The trainee doc I saw was so friendly and thorough- I really appreciated it

2024-04-09 11:44:32

Phone call on time. Helpful and friendly chat

2024-04-09 11:56:54

Caring, knowledgeable and always a sensible plan of action.

2024-04-09 12:41:59

Was seen on time by my Doctor. The staff on Pharmacy are very helpful and obliging

2024-04-09 14:13:51

Prompt and clearly explained

2024-04-09 15:22:37

I had extremely good attention and Dr Thomas was very sympathetic and understanding.

2024-04-09 15:44:16

I feel Dr Zamir treats me with a reassuring air of importance which is gratifying.

2024-04-10 08:10:09

Receptionist was really helpful as always, had a call from doctor very quickly and prescribed my daughter medication straight away. Thank you!

2024-04-10 10:19:30

All happened as planned

2024-04-10 10:48:53

Dr Zamir was kind, interested and helpful.I was surprised to get 7 texts reminding me of appointment beforehand!

2024-04-10 11:22:43

On time and efficient

2024-04-10 15:18:03

No fuss not long to wait

2024-04-10 17:29:37

On time no pain professional interview

2024-04-11 07:44:42

Easy to book and seen on time.

2024-04-11 08:48:22

Carefully considered my concerns and provided a positive outcome to medication

2024-04-11 09:24:43

The Dr was kind and very attentive, he was well informed and happily helped me with everything I needed

2024-04-11 11:26:09

Excellent care given

2024-04-11 11:53:15

Thorough examination. Dr Zamir is a very nice Doctor, very approachable

2024-04-11 14:00:33

Very pleased with the nurse, very good and nice too

2024-04-11 15:08:42

Appointment on time , diabetic review completed . Great service

2024-04-11 19:45:17

The nurse was very helpful

2024-04-11 20:42:19

Receptionist was very helpful and efficient. The nurse who took my bloods was very good indeed, professional and very quick. Top marks.

2024-04-12 07:51:07

Friendly and helpful advice

2024-04-12 11:39:36

Instructions were clear.

2024-04-12 11:41:08

It was an informative appointment with a better understanding of my situation

2024-04-12 12:16:04

On time and most professional

2024-04-12 12:16:45

Always polite and helpful.

2024-04-12 13:45:02

Lots of information, very thorough explaining everything

2024-04-12 14:49:27

Doctor gave me time to discuss why I had needed to visit the surgery and explained the next steps, giving
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me a clear outline of the way forward.

2024-04-12 15:17:16

Felt like the doctor could have given a more thorough check on areas. Waited 20-25 mins so appointment was not on time. Receptionist helpful with appointment.

2024-04-12 18:24:43

Excellent service

2024-04-13 06:31:04

Friendly ,warm and caring people who have an interest in you.

2024-04-13 07:43:50

very happy with service

2024-04-13 09:11:40

Lovely nurse. Very understanding.

2024-04-13 09:46:46

Dr Hodgkin is a great doctor. Always helpful.

2024-04-13 12:11:31

The doctor I saw was very good and checked everything. Thank you

2024-04-13 14:21:48

Very friendly and understanding practice nurse carried out the procedure quickly.

2024-04-13 18:04:07

Concise telephone appointment.

2024-04-13 18:16:23

On time & answered my questions & concerns.

2024-04-13 20:01:37

Because it was a good service

2024-04-14 09:22:09

efficient, knowledgeable, friendly and helpful

2024-04-14 13:41:58

The wonderful nurse realised I had two appointments with an half an hour break and dealt with both appointments back to back. I was so grateful

2024-04-14 13:42:33

See previous comment!

2024-04-14 16:38:02

Very efficient, painless.

2024-04-15 13:12:08

Kind friendly service

2024-04-15 14:55:35

Doctor was amazing. However, signing in on screen didn't notify doctor i was waiting.

2024-04-15 15:12:17

Always happy with the service you provide

2024-04-15 18:24:33

Very friendly efficient staff top results.

2024-04-15 19:30:33

I had reminders re my telephone call from the surgery and the advice was friendly and helpful.

2024-04-16 08:51:20

The Phlebotomist was absolutely lovely, appointment was very quick, the surgery is lovely and clean and the music is pleasant

2024-04-16 08:54:41

Dr Hodgkins is so kind and caring, Everyone I deal with at the practice is. It's always a pleasant experience.

2024-04-16 08:57:36

Helpful and took time to understand issues

2024-04-16 09:29:30

I feel the surgery is doing a good job but on occasions feel appointments sometimes lack empathy due to communication issues.

2024-04-16 11:01:55

Very thorough and empathic

2024-04-16 11:18:04

Excellent service and ahead of appointment time

2024-04-16 11:19:12

Put me at my ease and understanding of the treatment recommended. I am totally confident in my recovery.

2024-04-16 11:57:23

Quick polite receptionist

2024-04-16 12:43:53

Appointment on time and staff pleasant and efficient..

2024-04-16 14:44:49

Because Dr Hodgkin listened to everything I said and tried to help as much as She could.

2024-04-16 14:49:14

Understood the problem

2024-04-16 17:32:04

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2024-04-16 19:21:42

Dr Hodgkins is very understanding and kind

2024-04-17 08:46:24

Kevin, very good

2024-04-17 09:03:27

I was seen promptly and the reception staff were very helpful afterwards

2024-04-17 09:44:37

Telephone call on time and helpful

2024-04-17 11:26:56

Arranged phone call occurred on time as arranged and clarified best way forward.

2024-04-17 11:31:23

Very good update by Kevin on my medication.

2024-04-17 11:42:48

Karen was competent and kind. She suspected an infection and checked with Dt Hodgkin who confirmed and prescribed an antibiotic

2024-04-17 14:05:35

Always good no problems

2024-04-17 16:28:35

Waiting times for any type of appointment have increased significantly

2024-04-18 08:26:54

Kevin , your clinical pharmacist was exceptionally good . First experience of seeing him & would highly recommend him . Very knowledgeable .

2024-04-18 08:31:13

No waiting time . Blood test carried out quickly and efficiently .

2024-04-18 08:42:27

Kevin was very knowledgeable and reassuring .

2024-04-18 09:39:35

Appointment on time plenty of time for the review. Good advice. But 3cm discrepancy between the height measurements in the two nurses rooms! Needs fixing.

2024-04-18 10:18:26

Kevin was super . Took time to explain things & knew what he was talking about .

2024-04-18 10:42:12

Carolyn was professional and efficient

2024-04-18 10:42:18

I am very happy with Dr Hodgkins, I feel she listens and does what she says she will

2024-04-18 11:19:49

On time and very efficient

2024-04-18 11:28:32

Professional and responsive

2024-04-18 12:20:53

Very efficient and prompt service.

2024-04-18 12:36:58

I found the medication review very helpful. so actually think the person I saw (Kevin) was incredible! informative, positive and not overwhelming or judging. I actually think he's one of the best members of the team i have engaged with.

2024-04-18 13:17:54

Always happy with Chipping Campden Doctors Surgery. Thank you.

2024-04-18 14:12:15

Nurse professional, listened and gave very useful advice.

2024-04-18 14:23:39

Very clear advice

2024-04-18 15:35:12

Telephone appointment arranged really quickly and called on time

2024-04-18 17:15:16

The listened to me and helped me

2024-04-19 08:18:05

Very quickly taken into appointment, and very quickly and efficiently dealt with.

2024-04-19 09:30:35

GP very good but receptionists both tied up on phones with queue of up to 6 people waiting to speak to them . Surely one should always remain free from phone calls even if it means callers waiting longer

2024-04-19 11:05:37

Pleasant visit

2024-04-19 13:18:23

On time, no delay. Bloodtaking carried out with no issues. Great team.

2024-04-19 17:02:55

I am so impressed with the kindness and professional care I received. I can't thank you enough for going the extra mile.

2024-04-19 18:34:55

Call on time met my needs

2024-04-19 19:07:01

I needed a blood test within 48 hrs due to having a knee operation on Monday 22nd. Am I was given a next day appointment.,

2024-04-20 08:01:09

Excellent care and attention from Sister...

2024-04-20 08:06:49

Dr Hodgkins listened and asked questions - good interaction

2024-04-20 08:08:04

The appointment on time - job done in minutes

2024-04-20 09:22:59

I was seen on time and a nurse took blood samples

2024-04-20 10:12:41

On Friday I arrived for my 9am appointment five minutes before I checked. After waiting patiently for over 30 minutes, Watching other patients being called. I thought I should just check with reception, thinking I may have come on the wrong day or time. The receptionist was extremely patient with me & helpful. Unfortunately I'm going through a very stressful time in my life, added to this painful sciatica so I started to

cry. I was taken off to see the Practice Nurse I believe, to whom I explained everything. Eventually I did see a doctor, It seems I was missed I told him my troubles, but feel He didn't grasp what I was explaining .He spoke so quickly, I can't remember anything I was told. I was so distressed by then and really didn't feel very cared for or reassured. All I wanted to do was go home. When I did leave I felt worse then when I arrived. The receptionists were so kind and I apologise for making such a fuss. Thank you

2024-04-20 10:31:10

I managed to get an appointment to see a GP face to face on Friday morning which was great. Dr Thomas really helped me and took the time to put a safety net in place and make sure I was happy. However, I have been trying to make an appointment for the past 4 weeks. The first time I was told that there were no nurse appointments and I should go to Gloucester for a swab, despite my midwife advising me to go to the GP. Then the second time I tried to get an appointment, they put me on the telephone list and I received a call at 6pm on a Friday night so too late to do anything about it- they advised me to call 111 if I was worried. Being pregnant and anxious about a potential infection, I really dread having to call as I feel like it's a battle to be seen and I'm made to feel like an inconvenience. That being said, my most recent experience was really different and the receptionist was helpful, a doctor then called me to discuss and asked me to come in later that morning. Thank you to Dr Katarina Thomas for being so kind and reassuring!!

2024-04-20 10:45:45

She was a good listener

2024-04-20 21:34:24

Rude receptionist

2024-04-22 09:19:10

Referral happened quickly. Thorough and prompt follow up phone call from doctor.

2024-04-22 13:58:23

Always pleasant

2024-04-22 19:52:09

Not much to do to do a blood test. The Nurse was very good and kind.

2024-04-23 08:32:57

Appointment with GP was good. However i was forced to book appointments to discuss two separate issues on different days. Massively inconvenient for me but I was told it is a policy?

2024-04-23 10:38:00

Excellent young doctor. Very thorough, knew what she was talking about and listened to what I said. Very good indeed.

2024-04-23 11:57:21

Kevin really listens, did research on my behalf and then got back to me as he said he would.

2024-04-23 13:37:40

The Lady doctor was so easy to talk to Dr Thomas Fernander

2024-04-23 13:56:57

Very friendly staff and good service

2024-04-23 14:04:00

Empathetic and efficient

2024-04-23 17:38:21

Everything was sorted with what I went for also very helpful

2024-04-23 17:50:51

Friendly, helpful staff.

2024-04-23 19:11:48

Good timing , very helpful and respectful as well as professional.

2024-04-24 10:48:13

Covered everything and arranged follow up

2024-04-24 13:54:33

Friendly receptionist. Seen on time.

2024-04-24 14:23:49

Dr Thomas Fernandez is a very caring doctor who is interested in her patients and wanting to do the best for them.

2024-04-24 14:27:27

Everything good

2024-04-24 14:31:10

Friendly and helpful

2024-04-24 17:40:28

Very clear advice

2024-04-24 18:00:18

Very efficient and pleasant

2024-04-25 08:53:45

Empathic and helpful doctor who 'phoned at the appointed time and dealt with my issues efficiently and sympathetically. Would have put "Very good" except that it took several weeks just for a telephone consultation. Not the fault of the surgery, but hoping to add my voice to those urging the government to do better by the NHS instead of blaming those who work in it.

2024-04-25 10:06:07

As always caring professional and kind staff who are so helpful. Excellent!

2024-04-25 10:40:21

Excellent service by receptionists. Doctors very good,if and when you can actually get to see one.

2024-04-25 10:44:57

Very helpful in arranging drug regime.

2024-04-25 11:11:41

Nurse was very friendly and informative and on time!

2024-04-25 11:24:48

Answered my questions and asked some important ones too.

2024-04-25 11:40:19

Went in before due time very pleasant person quick easy no problems

2024-04-25 13:16:33

I cancelled my appointment, due to ill health.

2024-04-25 13:17:01

I was seen promptly & efficiently for blood test.

2024-04-25 15:04:15

Efficient and friendly service from all of practice team

2024-04-26 07:04:45

Reception efficiently sorted out reason for my appointment and my ECR was implemented was done well by Sister.

2024-04-26 08:54:40

Friendly and efficient lady took my bloods.

2024-04-26 10:17:43

Friendly kind patient

2024-04-26 10:45:28

All went well.

2024-04-26 11:43:41

I was given the best of service with regard to blood taken for samples

2024-04-26 12:15:13

Not long to wait for my appointment, nice friendly place

2024-04-26 12:50:47

Appointment on time and, as always, well treated by Dr Zamir, who is an excellent GP.

2024-04-26 13:12:55

Everyone is lovely

2024-04-26 13:16:08

A very empathic and supportive experience to someone with a needle phobia

2024-04-26 16:36:27

Such professionalism and people that treated me with a friendly personality

2024-04-26 17:57:23

Helpful and useful advice from very pleasant nurse.

2024-04-27 07:45:38

Timely appointment, on time, polite/ friendly.

2024-04-27 09:23:18

Seen on time. Very helpful and engaging health professional..

2024-04-27 09:24:08

I waited up to 25 minutes in the waiting room to be called for my appointment and received no acknowledgement for same.

2024-04-27 09:52:57

Easy to contact with helpful staff and caring knowledgeable professionals

2024-04-27 10:06:21

Because very understanding and good at listening. Overall happy with the service thank you and the new medication is helping perfectly and feel so much better,

2024-04-27 10:21:54

The Doctor took the time to listen and analyse my condition and made a plan for further tests and treatment

2024-04-27 10:38:38

Nursing Sister Karen Gibson was excellent- thorough and very helpful.

2024-04-27 11:00:49

Kind and efficient. Tracey was good

2024-04-27 14:00:52

Prompt, polite, helpful nurse

2024-04-27 14:02:10

Excellent care I am pleased to be under the care of this surgery

2024-04-27 14:26:40

Nurse very proficient and empathetic

2024-04-27 14:52:36

Karen is a very professional, warm and friendly nurse. Her care and compassion are exemplary. Karen is an asset to Chipping Campden surgery. You are very lucky to have her !

2024-04-27 15:42:32

The nurse seemed very nervous and didn't know which coloured bottles to use which wasn't very reassuring.

2024-04-29 16:32:06

An excellent consultation and treatment

2024-04-30 09:45:59

Happy with all round service in the surgery.

2024-04-30 10:19:19

They was very helpful

2024-04-30 10:42:51

Always very kind and helpful

2024-04-30 10:52:20

The wait time was not great but the GP was brilliant and listened.

2024-04-30 11:32:15

Angela was kind and efficient . Couldn't be better

2024-04-30 13:15:32

The Doctor was excellent and it would have been "VERY GOOD" if they were not running over 20 minutes late
