

# NHS Friends and Family Test 2023

December 2023

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

Free text question. There were 158 responses:

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2023-12-01 08:47:22 Spoke  
to my own doctor.

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2023-12-01 09:59:51

Dr Degnan was pleasant and helpful. I didn't give an excellent rating - nothing to do with the GP that I saw - this is because of my frustration at having to wait so long to get my test results back.

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2023-12-01 11:45:29

Appointment made within a few days and seen by Dr Degnan on time. Excellent attention and ongoing appointment to be made

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2023-12-01 12:08:57

I feel very lucky to be a patient at Campden Surgery. They are professional and very caring.

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2023-12-01 15:55:54

Efficient. Friendly. Knowledgeable.

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2023-12-01 18:43:11

Very professional service.

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2023-12-02 10:00:26

Friendly, courteous, helpful, efficient, sensitive and sensible. S very good place with good people.

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2023-12-02 10:52:34

Call on time and good, clear questions. Felt reassured problem being investigated properly.

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2023-12-02 11:21:41

Caring and professional

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2023-12-02 15:18:12

An excellent consultation with Dr. Degnan towards my peace of mind.

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2023-12-02 15:35:11

Poor bedside manner. Dr didn't explain what he was doing. Lacking in empathy. Following appointment rec'd a text telling me to follow the link. Within seconds rec'd another text telling me to ignore the first !!!! Also said another link would follow. It didn't. !!!!!

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2023-12-02 19:51:37

Prompt friendly professional

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2023-12-03 17:48:01

Nurse was very helpful with trying to get blood, not easy from me

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2023-12-05 06:47:12

Friendly and caring help thank you.

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2023-12-05 08:41:57

Pleasant interaction and appointment on time

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2023-12-05 11:09:37 All

went well

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2023-12-05 11:36:04

Always gives me very good advice

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2023-12-05 12:47:31

Because I was pleased with my visit

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2023-12-05 13:29:38

Saw my doctor in person.

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2023-12-05 13:44:27

Appointment time kept. No crowd in the waiting room

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2023-12-05 14:44:32

The doctor told me about a new prescription and gave clear advice on what to do next

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2023-12-05 15:32:22

Always friendly and professional

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2023-12-05 15:32:46

Professional explained outcome

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2023-12-05 16:25:43

The student doctors were brilliant with my son as was Dr Zamir

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2023-12-06 04:57:56

I felt sorry for the sister doing my assessment. The technology was flawed

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2023-12-06 10:51:31

Ran to plan, efficient and effective treatment. Great manner.

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2023-12-06 13:04:34

Appointment very easily arranged, helpful text message reminders to ensure that I did not forget my appointment.

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2023-12-06 13:58:00

Staff all very professional and friendly

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2023-12-06 14:09:08

Actually saw my own doctor

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2023-12-06 14:54:52

Dr Khan listened to me and was personable.

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2023-12-06 15:27:51

As always very efficient . It annoys me when people moan. You are doing a good job. Cheers.

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2023-12-06 17:13:00

Spoke to Kevin the pharmacist today for a tablet review very friendly and polite went in on time for appointment excellent

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2023-12-06 18:15:14

Very friendly and professional service.  
Very friendly and professional service.

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2023-12-06 18:31:45

Pleasant atmosphere in waiting room but music a bit loud.

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2023-12-06 19:40:45

Helpful, friendly and professional

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2023-12-06 20:19:11

Lovely Dr

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2023-12-06 20:49:30

No complaints, great service

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2023-12-07 07:51:57

Friendly obliging staff

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2023-12-07 09:31:20

They are a caring family practice, and each person you deal with offers their help.

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2023-12-07 11:33:35

Helpful, efficient and friendly.

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2023-12-07 12:02:05

Very prompt and professional. Listened to my concerns and acted on them.

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2023-12-07 12:41:24

Appointment made quickly in response to blood test result.

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2023-12-07 13:13:04

Efficient pleasant

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2023-12-07 13:40:32

I saw the nurse as soon as I arrived at the surgery and I was out of the surgery a few minutes later after my blood test. Very good service!

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2023-12-07 13:52:53

Very caring an professional

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2023-12-07 15:46:30

I wasn't kept waiting and Dr Hodgkins was very helpful.

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2023-12-07 17:16:28 Efficient  
& friendly

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2023-12-07 21:36:07

The Doctor listened to my concerns and implement further tests which should reveal the cause of my health problem .

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2023-12-08 08:26:25

Dr H is patient and takes time to explain things. Never felt I couldn't ask a question.

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2023-12-08 10:43:28

Very prompt and great help!

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2023-12-08 11:06:20

Efficient service

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2023-12-08 11:33:43

Telephone call at given time. Thorough consultation.

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2023-12-08 12:29:29

The phlebotomist was excellent. I should add that the blood tests are routine ones for which I normally receive a reminder. I'm not sure why this didn't happen? As a consequence it's been over a year since my blood tests have been checked

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2023-12-08 14:26:00 No  
waiting

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2023-12-08 15:55:46

Had two consecutive appointments. We were on time. Attempted second appt first with nurse as doctor was late only for doctor to insist he saw us first. Making nurses appointment out of kilter

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2023-12-08 16:11:10

Punctual. Listened and gave feedback. Made me feel comfortable

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2023-12-08 16:24:41

Everything at the practice was friendly and helpful.

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2023-12-08 16:45:30

Nurse phoned early and was so helpful on the phone- thank you!

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2023-12-08 17:19:14

Staff was very friendly and made sure i was comfortable

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2023-12-08 18:50:52

Excellent service

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2023-12-09 09:56:19

Nurse Karen is very competent and caring, always has time for a reassuring chat.

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2023-12-09 10:41:14

Attentive and sympathetic. Knowledgeable.

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2023-12-09 11:19:00

Dr Degnan is always keen to listen to any relevant problems and presents a positive solution. Thank you so much.

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2023-12-09 12:00:41

A very good standard of care and helpful

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2023-12-09 12:01:13

Good service

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2023-12-09 16:10:13

The nurse was very friendly and efficient

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2023-12-09 17:21:03

The staff are always kind and helpful. Thank you very much.

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2023-12-09 18:14:49

This was a phone appointment which took place at the time I was expecting. I felt I was able to say everything I wanted to and that Sally listened carefully, gave me good advice and made sure I ended the call happy I had discussed everything I wanted to about HRT

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2023-12-09 20:06:22

Helpful, efficient and friendly -as usual.

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2023-12-10 07:45:07

Much better than the last blood test

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2023-12-10 11:12:31

Phlebotomist was very professional and helpful

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2023-12-10 14:40:39

Phone appointment within reasonable time for my issue. Called made on time.

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2023-12-11 08:53:01

Professional

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2023-12-12 10:09:27

Swift clean and precise

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2023-12-12 11:14:47

I was able to have an in person appointment with Dr Zamir who takes good care of my physical and mental health

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2023-12-12 11:30:21

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However the list with my problems that I had given at 9:14 to pre-empt my 10:00 appointment Dr. Zamir did not receive until I had left the surgery.

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2023-12-12 12:32:07

Efficient, friendly and professional.

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2023-12-12 16:17:25

Prompt and succinct

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2023-12-12 16:27:28

The nurse administering the vaccine was great. She put my little one at ease and really clearly explained what was going to happen.

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2023-12-12 16:34:37

Both gp and nurse explained everything very clearly to me

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2023-12-12 16:49:38

Dr Zamir is a very nice kind lady

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2023-12-12 17:53:02

Seen promptly at the appointment

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2023-12-12 19:32:29

Excellent service from Sally as always.

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2023-12-13 11:21:08

Prompt and thorough help, advice and treatments.

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2023-12-13 11:32:44

On time professional friendly service

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2023-12-13 12:24:10

Helpful and sincere local doctor .

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2023-12-13 12:31:18

Both Dr Zamir and Dr Degnam were excellent. Dr Zamir saw me as an emergency patient. This consultation was excellent and gave assurance that she would see me again if the matter was not resolved, which she duly did. Dr Degnam's minor clinic was also excellent.

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2023-12-13 13:22:48

Because the doctor went out of her way to help despite me not being a local patient. . Thankyou

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2023-12-13 15:24:01

Very quick and efficient

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2023-12-13 15:31:16

Appointment efficiently offered.

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2023-12-13 15:54:21

Always helpful

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2023-12-13 16:38:35

Dr Degnan saw both my husband and me with only short notice. As always, his help and professional support was excellent

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2023-12-13 17:04:36

Dr really listened and provided advice

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2023-12-13 17:57:54

Excellent patient care as usual

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2023-12-13 18:57:45

Prompt phone call with advice

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2023-12-13 19:19:33

Helpful, practical and thoughtful discussion

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2023-12-14 06:35:06

Good response

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2023-12-14 10:28:59

Kind lovely staff nurse

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2023-12-14 11:10:03

Productive conversations

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2023-12-14 12:31:43

Dr. Degnan is such a nice man. I always feel listened to and he is very thorough, which having been through cancer treatment is very reassuring. The receptionists are lovely too and kindly squeezed me in for a same day blood test appointment with a lovely nurse, who was equally lovely and kind.

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2023-12-14 15:17:12

Experience

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2023-12-14 16:42:41

Very caring, kind and considerate

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2023-12-14 20:23:46

Dr Khan was very sensitive and empathetic and took the time to explain what I hadn't understood, very patiently

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2023-12-15 09:34:39

The appointment was in time and the nurse was delightful.

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2023-12-15 10:04:24

Very efficient

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2023-12-15 10:27:44

Everything met my expectations and was on time

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2023-12-15 10:47:37

All of the staff are so pleasant and helpful

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2023-12-15 11:00:43

I was welcomed, treated with respect and accommodated with my hearing/audio disability, so refreshing. Thank you!

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2023-12-15 11:00:43

I was welcomed, treated with respect and accommodated with my hearing/audio disability, so refreshing. Thank you!

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2023-12-15 11:36:23

Friendly and efficient

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2023-12-15 12:32:58

I did not receive the planned telephone call

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2023-12-15 13:00:07

Very poor experience with a student

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2023-12-15 14:08:37

Nurse was so lovely and appointment on time

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2023-12-15 15:03:56

Appointment on time. Minor op completed efficiently. No problems.

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2023-12-15 16:10:04

Very professional

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2023-12-15 17:16:32

Excellent professional friendly service

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2023-12-15 18:12:57

Although I was late for my appointment, I was greeted in a friendly and professional manner and the necessary procedures were carried out efficiently.

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2023-12-15 21:41:12

Friendly, helpful knowledgeable

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2023-12-16 11:09:00

Lovely and caring nurse

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2023-12-16 13:57:47

Appointments timely and thorough.

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2023-12-16 15:35:15

Time to discuss a couple of issues with Dr Degan who as always was thorough, friendly & considerate. I liked that I was offered the opportunity to rebook my face to face appt should I prefer that option at this time.

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2023-12-16 16:50:23

The receptionist was friendly and efficient and handled my concern well.

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2023-12-16 17:45:18

I was seen by Dr Zamir in sad circumstances. She straight away was very empathetic & made me feel at ease

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2023-12-16 18:11:05

I am lucky to have such a competent and thorough doctor.

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2023-12-16 20:17:12

Lovely doctors. Efficient surgery. Extremely helpful pharmacist.

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2023-12-18 17:53:33

The outcome of the appointment made for a positive step forward.

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2023-12-19 09:53:49

Very prompt and fully prepared for the two different tests

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2023-12-19 10:35:41

Appointment on time lovely greeting, such good advice given felt listened too and not rushed

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2023-12-19 10:53:32

I came in for a blood test. This can be a horrible experience for me because I have 'deep veins' and it can take lots of jabs before it's successful! Carole the phlebotomist was great - it did take two jabs but it wasn't traumatic !

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2023-12-19 11:25:22

Efficient and professional

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2023-12-19 14:47:38

Prompt. Helpful. Professional.

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2023-12-19 18:55:29

The doctor who called was extremely helpful.

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2023-12-19 19:53:02

Very friendly and professional

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2023-12-19 21:37:21

Thorough and explained everything well.

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2023-12-20 12:05:19

I take my blood pressure at home, so would appreciate a prompt prior to my 'annual service' that I should bring my latest result along with me for the nurse.

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2023-12-20 14:48:45

Note: a little puzzled as why I was not called into the practice once they had received both letters regarding the results of tests? Rather than me ringing and booking to come and ask

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2023-12-20 17:03:20

I feel as if I am treated with compassion, especially by Cath and Dawn in Dispensary. Highly recommended.

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2023-12-20 18:55:27

## Understanding and advice

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2023-12-20 19:21:53

It all went efficiently and the nurse was very helpful

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2023-12-21 10:56:43

Seen at an earlier than scheduled time. Friendly and efficient staff.

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2023-12-21 12:15:45

No wait, super helpful team (nurse and pharmacist)

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2023-12-21 12:24:42

Fine

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2023-12-21 16:41:23

Easy check in and knowledgeable friendly staff

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2023-12-22 10:52:44

Highly satisfied aa usual.

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2023-12-22 11:33:02

Prompt and friendly care

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2023-12-22 14:50:18

Efficient but not friendly

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2023-12-28 10:49:38 Very

helpful kind nurse.

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2023-12-28 11:03:00

Prompt and painless blood test expertly performed

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2023-12-28 11:36:25

Appointment got cancelled so I cannot comment on how good it was.

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2023-12-28 18:11:39

Fast and efficient

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2023-12-28 19:35:12

Phone contact booked and consultation with Dr Villarreal excellent

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2023-12-28 20:02:33

Good quality staff but appointments for non urgent matters can be difficult to arrange within 3 weeks

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2023-12-28 21:06:51

Great care

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2023-12-29 05:07:17

Helpful doctor, quick appointment

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2023-12-29 10:58:39 On  
time & very friendly.

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2023-12-29 12:28:42  
Always good service

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2023-12-29 15:46:31  
Very helpful

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2023-12-29 17:17:13  
Thorough, but friendly and easier over the phone.