

NHS Friends and Family Test 2023

February 2023

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

Free text question. There were 66 responses:

2023-02-22 15:50:36

GP was very helpful and informative.

2023-02-22 15:52:19

I was dealing with a student and I understand that young people have to gain experience. He was very polite if a little nervous, I hope I was encouraging!

2023-02-22 15:54:43

Timely and helpful in discussing more than one symptom and ideas for treatment.

2023-02-22 18:33:03

On time. Friendly nurse. As expected

2023-02-23 10:15:28

Face to face appointment, didn't have to wait long, very informative doctor who spent time listening and discussing next steps.

2023-02-23 10:20:17

Efficient and friendly

2023-02-23 10:24:09

The phlebotomist was very efficient and friendly and undertook the blood test without any issues.

2023-02-23 11:51:10

On time and blood sample taken easily

2023-02-23 11:57:35

Dr Degman very kind and approachable

2023-02-23 12:31:41

Dr Hodgkins is so accommodating, professional and approachable. Wish all drs were like her. We are so lucky to have her at Chipping Campden surgery.

2023-02-23 12:33:07

Dr Degnan is a good doctor and does seem to listen to me but still find it difficult that I have to wait so long for even a telephone appointment. Would much prefer a face to face appointment.

2023-02-23 12:51:00

Dr Hodgkinson is a lovely and caring doctor. The staff in the dispensary are very efficient and friendly. I would have given very good if it weren't for the very long wait times in order to see a doctor. Over 4 weeks. Other than this, a lovely practise.

2023-02-23 16:00:07

Excellent

2023-02-23 16:01:58

I was called with a cancellation appointment time thinking it was for an appointment with the Nurse. Turns

out it wasn't and was for an appointment I'd already had the week before. I've left a voicemail for the practice manager to contact me as I'm really not very happy!

2023-02-23 17:21:33

Appointment went exactly as promised in a friendly and efficient manner

2023-02-23 17:58:39

Receptionist rude

2023-02-23 19:35:03

Patience, understanding and good explanation of the plan going forward

2023-02-23 19:53:31

I received a very caring and supportive consultation

2023-02-24 08:50:53

Second to none Very good

2023-02-24 08:51:58

Could not understand what the locum was saying disappointed

2023-02-24 09:51:39

Service was quick and efficient, only small observation was that I was prescribed some medication but have not been advised how I get it....

2023-02-24 10:17:07

Thoughtful discussion, pragmatic decisions.

2023-02-24 11:03:14

Doctor was professional and provided good guidance and information

2023-02-24 11:11:53

The call answered all that I wanted to know and the Doctor was friendly, knowledgeable and professional. I was very satisfied with the telephone conversation, which was all that was needed for this particular problem.

2023-02-24 11:19:09

I was treated on time, professionally and at the same time in a cheerful and friendly manner .

2023-02-24 11:48:03

Call was on time and I felt I had plenty of time to talk to the nurse.

2023-02-24 12:05:37

My doctor is superb but the reception team is 'mixed'. Some staff simply ignore patients that are waiting at the window. It's rude and displays a total indifference and disinterest in patients. Doctors 10/10, Reception 2/10.

2023-02-24 13:16:55

Doctor had no idea..

2023-02-24 16:26:27

Excellent appointment. Very thorough and not rushed at all.

2023-02-24 21:29:38

Blood sample taken quickly.

2023-02-25 09:33:10

Yes. Good care and concern and monitoring of illness.

2023-02-25 11:36:28

Quick wait time and good organisation

2023-02-25 11:59:06

Doctor was excellent and very reassuring with my condition.

2023-02-25 14:04:26

I was able to speak to the nurse without feeling rushed at all. She answered all that I asked, covering several different things.

2023-02-25 14:12:40

I was called at stated time and discussed recent tests and outcomes to my satisfaction.

2023-02-25 15:52:39

Quick and efficiently done!

2023-02-25 16:13:46

The words "service" and "care" are no longer applicable to the Campden surgery, in my opinion.

2023-02-26 16:38:55

Short wait, friendly and professional consultation.

2023-02-27 12:00:09

I cannot speak more highly of the care and attention I have received from the nurses. Their very professional and thoughtful approach made the whole process extremely effective.

2023-02-27 14:04:17

Efficiency

2023-02-27 15:51:45

Never had a problem with getting appointments or with quality of consultation.

2023-02-27 18:30:40

On time appointment. OK with the outcome with the doctor.

2023-02-28 09:06:22

nurse was really nice and supportive, put my mind at ease

2023-02-28 09:32:22

Difficulty with language communication

2023-02-28 10:21:42

Polite helpful staff, swift service. Pharmacy was friendly too.

2023-02-28 10:24:56

All went well

2023-02-28 11:17:36

Rachel Rawlings is always helpful.

2023-02-28 11:43:43

Didn't have to wait to see the doctor When I did meet him my faith in Campden surgery has been restored as I have been seriously thinking of changing surgery as I find it very difficult to get a face to face

appointment

2023-02-28 12:05:08

When I needed help the staff at the surgery gave me an appointment immediately. Thank you.

2023-02-28 12:05:50

Everything was very easy, short wait to see Doctor and appointment on time.

2023-02-28 12:08:48

On time, friendly, efficient

2023-02-28 12:13:53

Dr Zamir always has time for the baby, nothing is too much trouble for her. How ever many times I have to contact to speak.

2023-02-28 12:14:36

Dr. Attentive and concerned

2023-02-28 12:55:37

Appointment on time; very friendly and efficient nurse.

2023-02-28 13:42:44

I was given a telephone appointment very quickly. Informative & supportive.

2023-02-28 13:47:42

Very brief and to the point.

2023-02-28 13:54:33

Friendly

2023-02-28 14:08:21

The nurse was very thorough and supportive.

2023-02-28 14:36:12

Dr dealt with my problems efficiently.

2023-02-28 14:36:44

Because the appointment was on time and hopefully my appointment with my doctor will be also

2023-02-28 15:13:23

Professional consistency

2023-02-28 16:49:15

My appointment was with a nurse she was very informative and made me feel very relaxed

2023-02-28 18:35:24

Appointment on time

2023-02-28 18:51:10

The nurse and doctor were very friendly and helpful

2023-02-28 19:08:39

Sally was very professional and caring.

2023-02-28 21:50:56

Friendly, positive, concise.
