

# NHS Friends and Family Test 2023

February 2024

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

Free text question. There were 205 responses:

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2024-02-01 09:20:15

Prompt and professional

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2024-02-01 10:18:09

Doctor Degnan, makes me feel at ease, very very clear with explaining medical problems etc .

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2024-02-01 11:06:19

On time, efficient & friendly.

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2024-02-01 14:52:50

Excellent advice and treatment as usual - cannot fault

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2024-02-01 14:59:13

On Time and Excellent doctor

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2024-02-01 15:38:41

Having been told I would be getting a prescription nothing was forthcoming after two days and me having to go to surgery and chase up.

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2024-02-01 16:55:20

Responsiveness, efficiency and friendliness

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2024-02-01 17:33:42

My appt was very professional and at the same time empathetic

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2024-02-01 23:15:42

Sister Linney was very kind to me. She was professional yet understanding of my worries. I'm so grateful to her.

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2024-02-02 08:20:35

Professional ,prompt and friendly

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2024-02-02 10:29:54 All

good

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2024-02-02 11:32:16

Seen immediately, no waiting in the surgery, for a blood test with telephone appt already made for follow up.

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2024-02-02 11:33:43

Efficient

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2024-02-02 11:37:49

Excellent service

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2024-02-02 12:08:06

My doctor listened, and was very kind and helpful

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2024-02-02 12:29:59

Lovely lady doing blood test.

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2024-02-02 13:16:30

All nurses particularly Sister Tracey are great

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2024-02-02 13:40:13

The check in screen produced ..... after I'd entered my details... phlebotomist called me anyway so it was ok, but didn't know whether 'I' was checked in or someone else.

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2024-02-02 15:12:40

Very helpful and good advice

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2024-02-02 15:22:25

Dr listened carefully & examined me & gave explicit explanations . Treatment recommended & prescription given .

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2024-02-02 15:45:31

Phone call was booked and happened on time. The pharmacist was helpful and positive

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2024-02-02 17:05:15

Professional charming and given the pressure everybody is under appointments on time

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2024-02-02 22:15:15

Awful attempts at taking blood

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2024-02-03 09:14:50

On time and blood taken expertly.

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2024-02-03 09:35:20

As always an excellent service provided by excellent staff.

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2024-02-03 10:23:47

The Doctor has organised a series of visits for me with various health specialists. I I asked questions and felt reassured before I launch on the procedures I need !

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2024-02-03 11:30:50

Good feedback on blood test results and Discussion of other concerns.

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2024-02-03 13:52:02

Prompt and efficient service, doctor private referral agreed as next step

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2024-02-03 16:42:30

Can't thank you enough for yesterdays appt with dr degnam. Caring and he listened so patiently - thank you. Now awaiting referral to ent and blood test booked . Thorough checks of previous medication prescribed for my vertigo attacks resulted in a new prescription- after feeling dreadful for many weeks x 1 new tablets to try and offset dizziness/ vertigo.... Above and beyond what I expected from the appt thankyou.

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2024-02-03 17:22:05

Very quick yet thorough. Thank you so much!

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2024-02-03 19:05:42

Caring staff friendly and professional.

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2024-02-03 21:27:27

Managed to get a phone consultation in ease, Doctor phoned at given time, answered my questions, easy to talk to , listened to my request, was more than happy to complete the referrals I was enquiring about.

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2024-02-03 23:13:17

Professional and efficient

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2024-02-04 09:00:29

Tend to experience minimum service and even when waiting for appt for extended period GP does not know recent history let alone long term history

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2024-02-04 09:16:32

Efficient service on time and excellent practitioner

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2024-02-04 21:15:30

I didn't wait for long time

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2024-02-05 06:24:11

Takes a long time to get an appointment, and it seems quite disorganised. Checking in is on touch screen and the hand sanitizer next to screen has been empty on both occasions I have been. On Friday the Doctor called to inform me I had missed my appointment and that I had kept her waiting.. I did not have an appointment and had no text messages to inform me of one .

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2024-02-05 11:28:58

I was not entirely reassured, I'm afraid. Everything seems to take so long to sort out. I have to wait another month before seeing the doctor again. I am sure he is doing his best. I am just very worried.

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2024-02-06 09:33:20

Call on time, very clear and supportive

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2024-02-06 10:00:14

The nurse I saw was so lovely (they all are) she was chatty and helpful, she actually managed to move my two appointments round so they were together so I didn't have the stress of coming back later with my little one and being late for the school run!

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2024-02-06 11:13:05

Everything was answered and checked as needed

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2024-02-06 13:13:54

My appointment was in time, nonissues

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2024-02-06 15:40:46

Helpful dis cussion followed by positive advice and satisfactory outcome

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2024-02-07 09:13:26

Friendly polite and prompt.

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2024-02-07 11:44:20

It has always answered my needs of which there has been many!.

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2024-02-07 13:22:47

Seen on time with pleasant efficient nurse

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2024-02-07 16:34:40

My doctor listened and was very kind. Although She couldn't help me I feel She did her best and was very caring.

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2024-02-07 18:04:12 All 3

Nurses are FAB.

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2024-02-07 18:34:20

Very thorough examination

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2024-02-08 08:53:32

A problem occurred with my blood test and I am re-visiting today - fingers crossed !

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2024-02-08 10:20:37

Appointment was only for blood test, called in on time, blood taken. Actual room dingy, I appreciate you are waiting for a new surgery, but perhaps a coat of paint would be worth while, it's going to be years until you get the new facility.

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2024-02-08 12:32:28

Not very friendly reception .

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2024-02-08 17:56:27

Nurse Karen Gibson gave plenty of time for my appointment. My responses were listened to and respected. I feel my health check was thoroughly carried out and I left the surgery feeling reassured.

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2024-02-08 21:09:18

Always excellent service

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2024-02-09 06:35:14

Was seen in a few minutes of arrival which is important when you have to get back to work.

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2024-02-09 09:51:50

Charming and very efficient

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2024-02-09 10:27:53

excellent job

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2024-02-09 10:33:29

Always helpful if pushed

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2024-02-09 11:07:11

Call came as booked. Doctor was friendly listened and progress made

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2024-02-09 11:46:32

Successful sample of blood taken by the phlebotomist !

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2024-02-09 11:59:10

I needed some advice which Dr Zamir gave me and reassurance

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2024-02-09 12:37:36

Efficient and pleasant service

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2024-02-09 12:42:13

The Dr dealt with me pleasantly and efficiently.

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2024-02-09 12:46:46

Professional and helpful staff

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2024-02-09 12:53:59

I was able to get a non urgent appointment without too long a wait. My appointment ran to time and Dr Zamir was very helpful and friendly as always.

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2024-02-09 15:49:16

I had time with two students who were helpful. I then had the experience of dr Villarreal to go through the discussion and make a positive decision on the way forward.

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2024-02-09 16:04:43

I always find that the service in the surgery is excellent. All the staff are lovely, it's a pleasure to go there , thank you

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2024-02-09 16:33:27

On time telephone call, everything I wanted to talk about was covered. Doctor Zamora was excellent. Thank you.

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2024-02-09 16:59:57

I have faith in my doctor but wish there were more face to face appointments

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2024-02-09 19:22:07

Dr Zamir, kindly gave me plenty of time to go through everything in great depth that I needed advice and support with. I was listened to very well and given empathy which was much appreciated.

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2024-02-09 19:54:15

The reception staff are pleasant and my recent scheduled call by telephone was well within the suggested time.

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2024-02-10 09:48:04

Professional and caring. Thanks.

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2024-02-10 12:04:08

Friendly, full explanation given

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2024-02-10 13:21:12

Good service but it is a long wait to get served . A bit abrupt at reception

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2024-02-11 09:42:21

Having to wait 11 weeks for an appointment

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2024-02-11 15:09:12

Prompt efficient but always pleasant friendly and helpful.

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2024-02-12 11:16:51

Appointment on time and blood taken very well

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2024-02-13 00:54:11

Very helpful and attentive female doctor that saw me at short notice. I can't fault the service I received.

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2024-02-13 09:23:15

Went in early to my appointment. Phlebotomist checked if I wanted to lie down or sit for blood test

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2024-02-13 09:34:48

Friendly, professional, thorough, and respectful. They answered all questions and the trainees did a good job.

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2024-02-13 09:38:32

They answered all my questions and gave me a blood test at the same appointment

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2024-02-13 10:22:22

My appt for my blood test was on time & very quick.

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2024-02-13 10:25:01

Because it took 5 weeks to see my doctor

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2024-02-13 10:36:11

Efficient and helpful

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2024-02-13 11:02:26

Good Doctor

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2024-02-13 11:08:09

Clear explanation and advice.

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2024-02-13 11:56:58

Very kind, pleasant and quick staff.

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2024-02-13 13:47:23

Very pleasant staff in the bus

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2024-02-13 15:17:19

Speedy, professional and friendly service.

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2024-02-13 15:43:28

The trainee nurse was very pleasant and caring and carried out her duties in a very professional manner

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2024-02-13 15:49:08

Efficient, knowledgeable and friendly.

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2024-02-13 15:50:03

Felt comfortable. and my daughter in law was able to come with me.

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2024-02-13 16:05:12

Friendly and efficient the nurse gave me good advice

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2024-02-13 16:25:04

Within 10 minutes I in and out. Caroline Gent is by far the best phlebotomist I have been too !!

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2024-02-13 18:33:16

Very attentive, caring, listens to my problems, asks about how I feel about treatments offered, felt very included and cared for

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2024-02-14 10:24:20

Very informative discussion of medication.

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2024-02-14 10:31:36

Karen is patient friendly,she excused warm friendly to the patient

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2024-02-14 11:13:19

Recently received prompt and caring treatment

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2024-02-14 21:33:41

High standard of care provided.

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2024-02-14 22:31:10

Efficient and knowledgeable nurse and helpful screening and advice regarding my BP condition

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2024-02-15 06:58:24

Efficient, friendly visit to the nurse.

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2024-02-15 09:26:58

Prompt service

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2024-02-15 10:04:50

I always have good service at the practice

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2024-02-15 11:12:31

Doctor Hodgkins was kind and took time to listen

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2024-02-15 12:06:41

Fantastic GP, caring nurses and receptionist.

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2024-02-15 14:03:06

On time - efficient and kind during appt and reception staff very helpful afterwards - thank you

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2024-02-15 15:47:43

Good interaction. Gave me time to explain my position and responded precisely

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2024-02-15 16:22:04

Attentive, helpful, professional and patient.

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2024-02-15 19:09:29

I didn't wait for long time

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2024-02-15 19:16:18

Consistently good care

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2024-02-15 19:25:00

Dr Matthew Degnan is most helpful and will be missed when he emigrates to Canada.

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2024-02-16 07:39:04

Good fast service, job done! Friendly.

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2024-02-16 09:05:40

I had an early appointment so was bang on time

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2024-02-16 09:41:15

Always super easy process. Only issue sometimes is getting a sooner appointment, but not much could be done to change to. Dr deegan very welcoming and helpful

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2024-02-16 09:47:23

Seen promptly ; pleasant and respectful service ; once in the system the surgery is very good

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2024-02-16 09:53:34

My appointment had to be changed at short notice, this was handled by the receptionist with no problems at all

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2024-02-16 10:24:32

It was quick an efficient.

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2024-02-16 11:37:39

On time and very friendly

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2024-02-16 12:13:48

Appointment on time , everyone I interacted with in the surgery was very interested and very helpful

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2024-02-16 14:48:29

I was seen by 2 Medical students from Bristol with Dr Degnan adjacent . The students seemed very competent and then Dr Degnan completed the diagnosis and hopefully the remedy . I was happy with the whole procedure

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2024-02-16 20:29:20

Thorough and helpful consultation , by medical student .

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2024-02-17 12:50:13

Friendly and helpful

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2024-02-17 17:01:39

Very polite reception and excellent advice from Matt. Very professional.

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2024-02-17 21:00:25

Everyone at the surgery is very kind, polite and welcoming.

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2024-02-18 08:25:44

Nurses Tracy and Karen have been FAB! Thank you both x

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2024-02-18 18:02:35

On time - no waiting. Excellent treatment. Kind, thoughtful, pleasant and skilful nurse.

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2024-02-19 09:23:10

Had to wait a long time for an appointment (nearly a month) but actual appointment with the doctor was very good.

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2024-02-20 08:23:45

All the nurses at the surgery are lovely , very professional and caring .

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2024-02-20 09:38:59

The appointment never happened. The doctor didn't ring.

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2024-02-20 10:05:04

Unfortunately missed the call, but Kevin kindly texted me and advised me accordingly

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2024-02-20 12:10:40

Dr Zameer is very good. As are the nursing staff.

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2024-02-20 12:29:47

A very helpful discussion about my medication and any queries I had . It was such a good opportunity to speak to a Pharmacist .

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2024-02-20 15:28:45

We were late for our appointment and the nurse kindly agreed to see us

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2024-02-20 16:08:00

Did the job but cold & impersonal.

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2024-02-20 19:36:47

On time and very professional

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2024-02-20 19:57:24

Care and patience.

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2024-02-20 23:14:07

It was an extremely uncomfortable examination. I've not had that before.

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2024-02-21 07:59:22

Long time between needing the appointment and getting one. Other than that wonderful service

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2024-02-21 09:26:43

Everyone was polite and helpful. I wasn't kept waiting.

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2024-02-21 12:02:36

On time, as arranged. Professional

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2024-02-21 15:41:58

Friendly, efficient, reassuring

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2024-02-21 16:16:00

The asthma nurse was a very courteous and helpful lady with a chirpy approach to things!

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2024-02-21 18:37:11

The GP pharmacy gentleman who phoned me was extremely polite and spoke in a very clear and knowledgeable way. He would be very good in training others who make medical calls including all staff.

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2024-02-22 08:52:58

Appointment on time and the nurse who took my blood test was excellent

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2024-02-22 09:10:23

The face to face was better than a phone call and met my needs. However, I had to wait a few weeks for the appointment

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2024-02-22 09:25:00

My treatment was quickly done by a friendly nurse.

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2024-02-22 09:35:45

Fast attentive

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2024-02-22 11:35:06

Easy to book, little waiting, plenty of time for appointment.

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2024-02-22 11:37:27

Appointment was to see a female doctor in person. Happy with the service I received.

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2024-02-22 11:48:52

Efficient. Appointment on time. Nurse was personable.

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2024-02-22 12:00:58

Extremely efficient and caring staff.

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2024-02-22 12:05:22

Staff were professional, courteous and punctual.

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2024-02-22 12:12:26

Very prompt... much appreciated.

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2024-02-22 12:33:33

Friendly, efficient and professional staff.

Friendly, efficient and professional staff.

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2024-02-22 12:51:05

Signed off yesterday , can't thank everyone at the surgery enough for their help and kindness .

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2024-02-22 15:13:12

Excellent, little waiting. Very caring in taking blood sample as I have paper thin veins! Also caring staff generally.

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2024-02-22 16:15:30

Able to ask questions and got honest answers. The Sister was lovely!

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2024-02-22 18:52:38

Very good doctor and staff

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2024-02-22 18:53:35

Quick and efficient

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2024-02-23 12:47:31

Very efficient notification excellent

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2024-02-23 14:04:27

Attentive, understanding, thorough and reassuring. Inspires confidence. A very caring Doctor. I have been lucky to be looked after by her.

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2024-02-23 17:13:03

He was very helpful and knowledgeable about my medication.

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2024-02-23 17:36:36

The appointment was arranged well and the doctor rang in the time stated and arranged future treatments.

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2024-02-23 17:49:12

The appointment was helpful and informative

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2024-02-23 23:31:33

Well they do there best under pressure and the nurse was very helpful and kind.

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2024-02-24 10:39:40

Dr Degnan is the most thorough, nice and explanatory GP that I have ever had. He and the nursing and reception staff are the best mix of professional and lovely.

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2024-02-24 12:33:55

As always, excellent professional care and attention by everyone

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2024-02-24 13:06:21 You  
asked me.

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2024-02-24 13:11:42

The phone call was within time frame I was given. My only criticism is that I had to wait a month from calling to make the appointment to the appointment. The wait for an appointment time is very long

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2024-02-24 13:39:47

I didn't attend because the appointment was rearranged by the surgery and I hadn't picked up on this

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2024-02-27 08:01:54

I'm always impressed by the service I receive. Well done & Thank You.

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2024-02-27 09:56:47

Nurse professional and friendly, pain-free blood test :)

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2024-02-27 10:00:06

On time, Doctor very clear and professional in advice given.

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2024-02-27 10:06:21

Friendly and a comprehensive set of questions

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2024-02-27 10:48:27

Always helpful

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2024-02-27 11:57:27

Kevin very informative friendly and professional

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2024-02-27 15:47:30

Prompt and highly skilled at taking a sample of blood. Also very pleasant and professional,

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2024-02-27 16:34:06

Friendly and helpful staff. My Doctor listened to my issues, carefully assessed the potential problems and took immediate action to address these. I felt I had received a very satisfactory consultation with all necessary steps in place to give s full diagnosis

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2024-02-27 17:51:44

Timely and very informative conversation/advice.

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2024-02-27 17:54:00

You always get looked after well

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2024-02-27 19:56:16

As always excellent GP support and help from Dr Degnan.

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2024-02-27 23:16:36

Sorry I missed the call did not receive Sorry I missed the call did not receive

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2024-02-28 09:19:07

Prompt response to my needs and always there for me.

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2024-02-28 10:06:54

Didn't feel at all rushed. Allowed time to discuss and left with plan for issues raised.

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2024-02-28 11:56:11

Helpful appointment for sorting things out.

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2024-02-28 14:30:49

Appointment was prompt, friendly and time wss taken to find out any problems.

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2024-02-28 14:31:41

Recent cortisone injection Very kind Dr and nurse

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2024-02-28 14:47:15

Nurse was excellent

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2024-02-28 16:56:37

Quick and clearly explained before painless steroid injection. Good to have nurse and students present

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2024-02-28 17:04:56

Has answers to my questions

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2024-02-28 17:38:00

Appt on time all my questions were answered, wasn't rushed all in all a very pleasant experience

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2024-02-28 18:47:17

Cheerful receptionist and fabulous nurse who put me at ease.

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2024-02-28 22:26:31

Punctual Attentive and considerate Helpful

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2024-02-29 07:50:25

Appointment was on time. Nurse was efficient and friendly

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2024-02-29 08:51:31

I found your pharmacist Kevin Gilbert to be very knowledgable and helpful. A good addition to the surgery's resources.

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2024-02-29 09:30:24

I was listened to and able to discuss in detail.

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2024-02-29 10:08:19

Chipping Campden surgery is very helpful kind and efficient . Having moved here recently I can say that CC surgery far surpasses my former surgery in many ways due to the staff

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2024-02-29 11:17:50

An early appt but efficient & friendly atmosphere .

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2024-02-29 12:20:33

3 weeks to get an appointment but quick to get subsequent physio appointment. I witnessed very poor skills at reception where an appointment had been cancelled by reception staff when they had spoken to the dementia patient directly and not his carer. The effort to get to surgery for a patient with significant mobility issues must have been considerable and no apology was offered.

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2024-02-29 12:24:59

The whole team, always try to do their best for the patients

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2024-02-29 12:39:52

Kevin was very patient and answered all my questions.

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2024-02-29 12:43:14

Helpful and pleasant

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2024-02-29 17:50:48

Dr Degnan is the most caring and approachable doctor, so if it was based purely on his work it would be very good but unfortunately I had to wait 6 weeks for an appointment.

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2024-02-29 18:56:41

Respond accordingly in timely manner

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2024-02-29 22:26:34

Time efficient and test carried out quickly