

NHS Friends and Family Test 2023

January 2024

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

Free text question. There were 174 responses:

2024-01-03 09:25:08

Excellent service. I have a repeat prescription and it is always delt with very efficiently. I am always reassured that they won't let me be without even if there is a slight delay in blood test appointments etc. Excellent, straightforward Covid vaccination booking system too.

2024-01-03 10:56:36

Very good care an understanding an helpful the nurse was brilliant

2024-01-03 12:48:35

It is brilliant to have a specialist who deals with prescription reviews. Especially when they are so helpful and knowledgeable as Kevin ? was. The review was carried out much earlier than it would have been if a doctor had been involved!

2024-01-03 16:49:34

Relevant information was discussed and future action agreed.

2024-01-03 18:31:57

I was expecting 30 minutes and it took 5

2024-01-03 21:07:44

Service was everything I could hope for

2024-01-04 10:37:25

Reception very helpful. Medical staff friendly and professional

2024-01-04 12:35:59

He was very helpful during the most recent visit, hopefully he will be going forward also

2024-01-04 13:45:27

Very efficient and friendly treatment by the Sister.

2024-01-04 16:50:20

GP very knowledgeable and full of emphatic. Unfortunately very unpleasant reception

2024-01-04 17:20:39

Smooth and easy to Attend

2024-01-04 18:24:41

Because it always is, however onenof the receptionists was rather rudd to my husband when he attetobook in snd couldn't- she said well you're too esrly that's why..

2024-01-05 07:59:52

Because I was only in for 10 minutes, from booking in and my bloods taken by a really nice phlebotomy.

2024-01-05 09:39:03

Sally was just very helpful & told me the facts on long term HRT

2024-01-05 10:46:05

Call was on time and answered my question with an action

2024-01-05 11:04:10

Prompt, no waiting and no bruising resulting from the blood test.

2024-01-05 11:28:20

Always helpful and available

2024-01-05 11:34:28

The receptionist & Phlebotomist Very helpful .

2024-01-05 11:47:48

The trainee sister was lovely and chatty. Angela was also in attendance and supervised very well. My rating is Good, only due to my records not up to date. There was a note that I needed further blood tests but these had all been done at my December appointment with the phlebotomist. And results received.

2024-01-05 13:39:53

Courteous

2024-01-05 14:47:10

Excellent service from a great practice.

2024-01-05 16:20:41

Efficient and pleasant.

2024-01-06 10:14:22

Doctor rang at the given time. She was attentive & friendly & efficient. The receptionist who booked the appointment was the same. Excellent.

2024-01-06 14:35:26

I was seen at the time of my appointment and was given extra advice on my condition.

2024-01-08 08:08:24

Appointment on time and dressing changed efficiently and with compassion

2024-01-09 10:36:04

Efficient, on time. When a problem arose with one of my 2 appts being arranged with staff not suitably qualified, reception staff swiftly and proactively rescheduled the appt. Well done.

2024-01-09 12:28:45

Needed speak with gp which I had wait 5days for this , asked if I was able speak with lady gp only to be told no as mine was a man and it would be his decision if I was able speak with lady gp ,I couldn't get to the phone in time so went over to answer phone telling me to make another appointment .not first time got bad experienced when I needed covid and flu jab because nurse was told to go and get it from where I work as the receptionist only had hers for working for the practice Very disappointed

2024-01-09 13:45:28

The test was taken on time and very efficiently.

2024-01-

0919:45:32 Goodresponse

2024-01-10 16:21:50

Because Dr was thorough and explained next step

2024-01-10 18:11:48

Goodservice.

2024-01-10 22:36:55

Lack of interest from the doctor (yawning), Massive delay after being referred back from specialist to GP, miscommunication between Campden surgery and the pharmacy resulting in 5 separate trips to the chemist and still not having my full prescription

2024-01-11 08:27:07

Sister was very professional and kind I have never been able to fault the surgery

2024-01-11 11:52:28

Appt made quickly, doctor rang within time slot. Had read my notes . Doctor gave good advice and very personable.

2024-01-11 12:12:23

Always efficient and on time with appt.

2024-01-11 21:43:02

Your Nurse Tracey Linley is such a wonderful nurse.she does my INR testing.

2024-01-12 15:02:20

The nurse who I saw was such a lovely caring and friendly person.

2024-01-12 16:59:20

Prompt attention

2024-01-13 10:09:47

Nurse/Sister excellent, very nice experience

2024-01-13 11:53:47

On time and satisfactory consultation.

2024-01-13 11:59:48

Excellent service as always. Friendly staff in all departments.

2024-01-13 14:10:08

The GP did not seem to care about the related issues and just seemed to want me out

2024-01-13 15:14:22

Excellent service

2024-01-13 16:07:32

Excellent service

2024-01-13 17:08:34

Listened to and forwarded on to a colleague with better knowledge on the subject.

2024-01-13 17:43:41

Difficult to rate as I understood my appointment would bequote 'with medical students accompanied by a GP partner' but it was with one, I presume, medical student, who was very personable and helpful about pain control and about my BP after going to consult Dr Villareal. I have no complaints about the student. It was just not what I was expecting for my rheumatoid arthritis review according to my appointment description.

2024-01-13 18:25:07

As usual everyone was very helpful & my appointment with Doctor Degnan especially.

2024-01-14 10:02:04

Clear explanation and reassurance

2024-01-14 15:09:26

I was very nervous prior to my appointment but the experienced nurse really put me at ease. Thank you

2024-01-16 10:54:14

Professional and good knowledge

2024-01-16 11:54:51

Excellent service as always.

2024-01-16 12:36:09

I didn't have to wait long and the doctor was good. My only criticism would be the lack of hand gel in the dispenser next to the check in screen.

2024-01-16 13:06:23

In on time out two minutes later

2024-01-16 14:46:05

Always friendly and helpful

2024-01-16 16:18:59

Dr Zamir is an excellent doctor

2024-01-16 17:06:42

Able to personally see the doctor at short notice

2024-01-16 19:59:04

Advice given was to the point and clear, so I was able to understand.

2024-01-16 20:23:13

Seen within 5 minutes of arrival and given clear advice.

2024-01-17 09:27:20

Excellent all round

2024-01-17 09:30:46 Lovely

nurse

2024-01-17 09:30:46 Lovely

nurse

2024-01-17 09:51:12

Efficient and friendly

2024-01-17 09:51:56 each appt was on time and the procedures carried out were efficient and the staff friendly

2024-01-17 11:43:14

Professional, friendly and efficient

2024-01-17 13:10:17

The Nurse (Angela) was kind,pleasant and positive. Perfect - when I wasn't feeling well !

2024-01-17 15:07:14

Caring and attentive. Thanks. Z

2024-01-17 22:08:42

Kind, efficient, pleasant and knowledgeable. Excellently

2024-01-18 10:40:16

Dr Hodgkins listened to my concerns about further surgery and was helpful regarding my decision to delay another operation. She also made a note re specific

2024-01-18 13:30:56

You gave me the best advice. Thanks.

2024-01-18 13:42:52

My appointment was on time . Dr. Degman was very understanding and dealt with my problem immediately

2024-01-18 15:03:53

The usual first class treatment

2024-01-18 15:46:18 Very

satisfied

2024-01-18 16:50:55

I can't give 'very good', as the appointment was slightly late. However, this is entirely understandable and indicative of the good care and attention you give to all patients.

2024-01-18 17:19:57

Lovely lovely nurse Always on time too

2024-01-18 17:46:15

Appointment with practice pharmacist was efficient and helpful. Due time was given to the questions I had and this led to an appointment that was apparently overlooked by the surgery a year ago being made.

2024-01-19 10:10:42

Always kind always caring

2024-01-19 10:50:26

I had a planned telephone appointment at the request of the GP. When they finally called I was asked how they may be of service. I then reminded them it was the surgery who requested the call not I. The GP then spent some time of my allotted slot reviewing my notes and concluded no further action was needed and to monitor the situation (abnormal mole). I then informed them I had received a referral for a face to face outpatient consultation, therefore conflicted the information the GP was giving me. He then read further and saw additional information, but concluded this must be in order to confirm it was benign. I felt absolutely no time was taken to review my notes prior to the call, as kind as the GP was in tone.. there really was no need for me to wait almost two hours for the consultation when I received absolutely no reassurance nor updates. Also to wait well over a month from the time of booking the consultation was appalling. We are currently facing a similar circumstance with our young daughter who has developed a rash, after we were abused by the pharmacist to be triaged, we have received no requirement to see her and suggest a face to face appointment in 4 weeks time, and no advice how to support her in the meantime is too I really quite shocking . We absolutely understand the pressures currently faced and do work in the NHS ourselves so can - and have sought second opinions and reassurance from colleagues, but this shouldn't be the case, particularly for anxious patients you may have who do not have the same options.

2024-01-19 10:58:29

Very polite , good staff all around.

2024-01-19 11:24:03

I have rated the service neutrally because there appears a lack of GP time available to provide a good service. This means that details such as what blood tests are required being missed, resulting in having to attend for additional blood test.

2024-01-19 11:33:14 Good service

2024-01-19 11:47:10

All exceptional practice in every field

2024-01-19 11:59:08

Efficient call and blood test booked

2024-01-19 16:09:27 the waiting wasnt long

2024-01-19 17:03:09

Doctor saw me same day and was reassuring in explaining things to me

2024-01-19 19:31:42

Excellent, professional and clear explanation. Thank you very much.

2024-01-19 20:03:15

Very good would be if we could get blood test results online and appointments for vaccinations late afternoon early evening to save having to take time off work.

2024-01-20 00:49:27

Very friendly and helpful in the short amount of time available

2024-01-20 10:09:00

Everyone at the practice is helpful and do their best to deal with any issues I have whether it's treatment or advice. Many thanks

2024-01-20 11:42:15

On time kind caring

2024-01-20 14:06:47

Tracey explained my results clearly, thank you.

2024-01-20 16:45:59

Nurse Karen was so kind and attentive she spent time talking to me

2024-01-21 17:12:04

All nurses great and on time Sometimes from reception there's a mismatch between the appointment times they give me and the time texted .. meaning if i hadn't noticed i'd have 2 appts on same day .. happened 2 x

2024-01-21 19:27:37

I came out from seeing the doctor after months of repetitive problems feeling confident that everything would be sorted

2024-01-21 19:32:12

Booking was made easily and blood nurse was very good.

2024-01-22 16:24:04

It was timely and dealt with issue.

2024-01-23 09:46:48

Excellent service provided on my last visit.

2024-01-23 10:44:40

Appointment on time with nurse . All went well. A car to pick me up was amazing as I would not have been able to attend as living on my own .

2024-01-23 12:04:44

A very helpful listening experience, with a positive outcome

2024-01-23 12:26:02

On time and friendly appointment.

2024-01-23 15:27:15

Caring nurses. Always helpful receptionists no matter how busy.

2024-01-23 17:19:08

Had steroid needle and every thing excellently done by doctor and nurse

2024-01-23 18:36:19 On
time and efficient!

2024-01-23 18:40:16 staff very
helpful and efficient

2024-01-23 18:46:49

Dr was very helpful and extremely kind

2024-01-23 19:01:20

Quick appointment

2024-01-24 09:52:52

Very professional and friendly service.

2024-01-24 09:55:36 Very
satisfied

2024-01-24 10:18:17

Call occurred within the time slot for my drug review.

2024-01-24 11:50:17

Efficient, considerate and caring.

2024-01-24 11:58:02

Efficient service and clear discussion.

2024-01-24 12:00:23

Efficient, polite, helpful

2024-01-24 13:01:40

Dr Deganan is very good

2024-01-24 13:28:11

Sister Liney is very professional and yet is very personable and inspired confidence

2024-01-24 14:18:44 Good

Doctor

2024-01-24 14:46:45

Excellent nurse - very thorough asthma check-up.

2024-01-24 15:29:51

I was seen promptly and efficiently.

2024-01-24 15:50:20

Seen promptly, treated kindly and with respect. So thankful to have this minor ops clinic available locally.

2024-01-24 16:02:40

It was very good because Dr Zamir still allowed us to have the apt despite my daughter being late by forgetting her apt. I misunderstood and thought I had to see Dr Zamir on my own first before my daughter joining the appointment because she was running late but also wanting to express my concerns of her missed school in general / absence chat- so felt a bit embarrassed when I realised I'd made the wrong decision about this as I didn't want my daughter to think I was talking about her.

2024-01-24 19:26:25

Dr Hodgkin excellent

2024-01-24 20:33:37

Things get done and promptly

2024-01-25 10:02:06

I think it would have been helpful if I had been informed how restrictive it would be for the following few days after my procedure

2024-01-25 10:52:07

Clear consultation with Tracy on my diabetic review with all concerns addressed

2024-01-25 12:54:10

Being seen quickly and use of voluntary drivers enabling to attend surgery.

2024-01-25 17:49:00

My Doctor was very patient and understanding, we got cut off and they called straight back. I appreciate the fantastic service at Chipping campden surgery.

2024-01-26 10:14:29

Super efficient and speedy consultation really makes me feel at ease

2024-01-26 10:29:04

I find all the staff so kind and helpful

2024-01-26 11:22:12

Efficient and caring service as always from reception and medical staff.

2024-01-26 11:27:11

All members of staff were very friendly

2024-01-26 11:44:04

The nurse was on time and very pleasant.

2024-01-26 11:47:08

Prompt and efficient

2024-01-26 12:00:53

Dr Zamir was helpful, kind and professional as always

2024-01-26 16:37:29 Very
caring

2024-01-26 17:10:47

Really great nurse Aitken

2024-01-26 18:34:28

Would have been very good, but 15 minutes after appointment before doctor called me in

2024-01-26 18:41:17 Very
helpful.

2024-01-26 19:36:38

Exactly what I expected

2024-01-27 11:32:31

Was made to feel very comfortable in difficult situation

2024-01-27 13:44:02

He was good and listened to me in regards to my son and the school raised learning difficulties with him

2024-01-27 15:17:42

Dr. Was very good at explaining everything you

2024-01-27 17:40:46

Prompt response to gain an appointment.

2024-01-27 22:24:58

My appointment was prompt, provided answers to my problems and Dr Degnan was very sympathetic and helpful.

2024-01-28 08:05:54

I was given plenty of time with two student doctors-friendly and helpful

2024-01-28 10:09:21

On time polite and speedy service

2024-01-28 10:48:21

Was seen by students, who were great, more than happy for them to have taken their time and help with their learning. However they seemed a little under supported e.g. lack of basic equipment and slow back and forth communications with the doctor

2024-01-28 14:18:31

It was quick easy and relaxed

2024-01-28 17:18:33

Very helpful and supportive nurse.

2024-01-29 11:45:25

Appointments!!!!

2024-01-29 12:35:33

Very thorough nurse, excellent service.

2024-01-30 09:21:51

Always found doctors, nurses and staff to be competent, obliging, efficient, helpful and friendly.

2024-01-30 10:47:31

Ten minutes or less with doctor is not enough, had to rebook another appointment. A month to see a doctor is dreadful

2024-01-30 11:02:31

Dr Zamir very friendly approach and extremely competent

2024-01-30 11:16:48

3rd blood test in 5 weeks All on time and expertly taken

2024-01-30 12:04:04

Friendly, efficient and polite service.

2024-01-30 13:01:47

A very helpful & considerate nurse .

2024-01-30 13:17:54

Kevin (Pharmacist) is great. Helpful, knowledgeable and communicates well

2024-01-30 14:03:18

An informative phone call

2024-01-30 14:50:11

The nurse was excellent. Professional treatment and very kind.

2024-01-30 15:21:07

Warm welcome at reception and friendly attentive nurse.

2024-01-30 15:36:56

Dr Degnan very polite and has made moves to resolve my concern.

2024-01-30 16:40:20

Kindness and comforting advice during a painful and lengthy injury.

2024-01-31 07:30:35

Prompt and friendly appointment. Next steps were explained.

2024-01-31 08:00:53

The service was extremely courteous and professional, provided me with great confidence

2024-01-31 09:25:48

Excellent service and very helpful

2024-01-31 09:35:15

Kevin was lovely, encouraging and understanding. I felt very happy after the consultation. Thank you.

2024-01-31 10:35:14

My question were all satisfactory answered and I was happy with the appointment.

2024-01-31 11:20:04

The receptionist was very helpful, polite and most importantly she listened to me.

2024-01-31 11:23:45

Seen on time and given good advice on managing m condition.

2024-01-31 11:25:23

My first appointment at the surgery since moving to Chipping Campden. It was on time and the person I saw was very helpful and informative.

2024-01-31 11:47:42

Kevin went through my medications and discussed their necessity quite thoroughly. He was very pleasant and approachable.

2024-01-31 13:04:25

The appointment was on time. The nurse very efficient and pleasant.

2024-01-31 13:56:55

Disappointed to be told I should have drunk water prior to the blood test, once I was getting the blood test done?!?!? Maybe something to tell people in advance, if it's important.

2024-01-31 16:48:21

The appointment was on time and the outcome was in line with a standard I would have expected. The student nor the doctor knew what was causing the lumb on my thumb so referred me for an XRay and reassured me that it was nothing serious like cancer.

2024-01-31 19:19:23

On time and very attentive