

# NHS Friends and Family Test 2023

July 2023

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

Free text question. There were 162 responses:

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2023-07-01 08:33:53

The nurse was on time with the appointment and the jab did not even hurt

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2023-07-01 08:56:03

Appointment easy to make, bang on time. The GP is everything a great GP should be. Friendly, courteous, explanatory.

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2023-07-01 10:10:28

Great staff

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2023-07-01 10:25:19

I rang up Wednesday and was given an appointment for Friday (cancellation). The appointment was more or less on time, the doctor was super (dr Degnan) very thorough and I was able to make an appointment for blood test within 10 days and a follow-up appointment with doctor in 3 weeks. Very pleased with the service

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2023-07-01 11:11:54

Dr Degnan is a remarkable GP hugely empathic with a kind and professional manner.

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2023-07-01 12:50:16

Kind and efficirnt

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2023-07-01 15:29:00 All

good

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2023-07-01 21:04:24 Looked

after very well.

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2023-07-04 09:55:30

Surgery had arranged timely appointments so that all the required information was available for the consultation with the doctor who addressed all my concerns.

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2023-07-04 10:19:12

On time and as intended.

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2023-07-04 10:52:52

Prompt telephone call with a second follow up in the evening. Doctor listened carefully and I didn't feel rushed in any way. I felt he heard exactly what I wanted to say and has come up with a solution I hope will work for me. Thank you for an excellent service.

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2023-07-04 11:31:22

My apt with Dr Hodgkins was extremely helpful

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2023-07-04 14:15:38

Answered my queries. Gave good feedback and very good background information. Well considered advice.

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2023-07-04 15:23:29

It was lovely to meet someone face to face not the end of a phone

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2023-07-04 15:40:07

Care, commitment, communication and kindness, are key at Chipping Campden surgery.

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2023-07-05 06:52:23

Efficient and friendly

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2023-07-05 07:55:37

Staff always polite and friendly. Appointments given when needed and very professional approach in a friendly manner.

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2023-07-05 08:34:15 Got  
me in fast.

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2023-07-05 09:23:37

As doctors and nurses exceptional

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2023-07-05 09:53:18

Seen and felt listened to

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2023-07-05 11:04:38

I had to change my appointment from surgery to home and this didn't seem to cause any problems. Helpful advice was given and all my previous details were clearly readily to hand for reference. I felt very included in the decision making for future plans to improve outcomes even more.

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2023-07-05 13:24:17

Excellent service by friendly staff

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2023-07-06 06:01:55

Friendly, informative and very helpful.

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2023-07-06 09:02:20

Excellent all round service.

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2023-07-06 14:39:31

Efficient, friendly. Slightly late

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2023-07-06 15:54:12

Face to face appointments are so much more satisfactory on most occasions.

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2023-07-06 16:06:57

Quick appointment, only 1 week wait. Appointment on time, very welcoming asthma nurse who explained everything well and made me feel at ease throughout.

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2023-07-06 17:11:11

Very pleasant doctor but had to wait a while for an appointment

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2023-07-06 18:01:16

Professional and personable staff.

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2023-07-06 18:45:03

Prompt appointment and Dr Degnan was very thorough and extremely pleasant

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2023-07-06 21:06:29

Timely appointment, polite staff, my concerns were addressed promptly

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2023-07-07 06:01:03

Caring and proactive

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2023-07-07 10:44:33

Quick, friendly and efficient

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2023-07-07 13:29:34

Felt like staff cared about my concerns and given relatively timely follow up appointments

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2023-07-07 13:56:59

I have always had the best service from this surgery all the staff are great, and we have wonderful doctors and nurses , we are very lucky .

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2023-07-07 17:04:26

Plenty of time was given to discuss meds

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2023-07-07 19:34:11

Sound and sensitive handling of our problems with dementia.

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2023-07-08 08:45:14

Dr Degnan gave me time to explain my problem and I felt he was very understanding with a nice manner.

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2023-07-08 12:02:32

The answer speaks for themselves

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2023-07-08 13:27:10

Good and useful

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2023-07-08 14:24:43

A thorough examination by Dr Degnan which I appreciated.

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2023-07-08 14:49:32

Can usually get seen, staff are friendly and welcoming

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2023-07-08 14:50:40

Staff very kind and considerate

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2023-07-08 15:00:28

Fast, accurate and efficient service from experienced staff.

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2023-07-09 09:55:43

Doctor Degnan was helpful & listened & I was pleased with his views

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2023-07-10 19:23:04

I'd prefer a face to face conversation with my GP than a call with a locum who didn't know my medical history and was unsure why they were calling me.

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2023-07-11 12:19:03

Dr was good to talk to and gave me good advice

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2023-07-11 12:38:49

Pleasant reception staff, super attention from the doc, hardly any waiting time.

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2023-07-12 06:32:02

Reassuring and helpful appointment.

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2023-07-12 08:11:27

Dr degnam was really good

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2023-07-12 08:11:48

Prompt helpful service

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2023-07-12 10:04:54

Always satisfied with everything. Everyone very friendly and efficient.

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2023-07-12 10:24:25

I have an excellent doctor at the surgery

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2023-07-12 10:38:42

Always helpful and accessible

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2023-07-12 10:46:28

Helpful staff and efficient service

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2023-07-12 10:53:03

Saw Angela the nurse very helpfull and kind allways is when ever I see her

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2023-07-12 13:04:01

Extremely professional and Cheerful.

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2023-07-12 13:04:56

You sincerely have my health in your interest. I have every confidence

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2023-07-12 16:08:02

Seen promptly by knowledgeable, friendly staff.

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2023-07-13 09:02:37

Excellent all round service.

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2023-07-13 09:31:06

Very good service.

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2023-07-13 10:34:16

Dr Degnan and his colleague were very thorough and helpful.

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2023-07-13 10:49:05

Very efficient

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2023-07-13 14:31:25

Because my GP listened as She always does and tried to be helpful and supportive.

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2023-07-13 16:22:22

Speedy resolution - no wait and straightforward consultation in person

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2023-07-13 16:30:03

All the doctors and nurses are amazing with me and my family

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2023-07-13 19:10:18

Kind, prompt and efficient.

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2023-07-14 09:19:24

Saw a real person !

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2023-07-14 10:38:28

Response was quick and GP listened. Receptionist was helpful.

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2023-07-15 09:40:14

Dealt with efficiently and in a timely manner

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2023-07-17 11:56:58

I was surprised the Dr thought I had requested his call, rather than the fact that I had been asked to make an appointment for him to call me.

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2023-07-17 16:47:22

The consultation and resulting completion of a form I requested went smoothly without any issues. Thank you.

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2023-07-18 08:44:13

On time, nice chat with nurse all ok.

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2023-07-18 08:49:04

Doctor took time to listen and then arranged for tests that reassured me that all was ok. Blood test revealed a potential issue and this was quickly followed up on. Explained everything clearly and sent more info when I asked for it.

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2023-07-18 09:55:55

Have to book knowing that it will take two weeks before I will get to see a doctor

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2023-07-18 10:08:00

Dr Zamir was very kind, very professional and took me seriously. She made me feel listened to.

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2023-07-18 10:48:26

Loved how warm and welcoming Dr Zamir was with us. I felt very supported

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2023-07-18 12:03:55

Doctor could not care less

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2023-07-18 13:29:40

I had an SMS message for appointment. I waited only 8 minutes after allotted time to be seen. Nurse was friendly and willing to listen.

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2023-07-18 14:32:34

Problem solved in a 3 minute call

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2023-07-18 15:02:24

Good understanding and sympathetic nature of doctor.

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2023-07-18 16:47:44

Waited 3 weeks for a appointment, but all good when the time came.

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2023-07-18 21:34:30

Very kind and helpful together with professional and thorough.

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2023-07-19 07:19:30

Very helpful and reassuring.

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2023-07-19 08:35:34

Tremendous service as ever. This is such a brilliant practise and the nurse led appointments are a particular feature. Attentive, efficient friendly and professional. Thank you!

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2023-07-19 09:40:13

Always very helpful

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2023-07-19 14:49:53

Excellent service by Dr Zamir and colleagues and the nursing staff esp Sally

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2023-07-19 17:09:56

Amazing practice which goes above and beyond.

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2023-07-19 18:10:14

I was able to have an open conversation & quickly understand my concerns. Lovely chat & very relaxed

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2023-07-19 18:58:10

Kind and careful clinical consultation

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2023-07-20 11:32:17

Prompt, efficient and friendly

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2023-07-20 14:32:14

On time, great bedside manner, prescription sorted for following day collection

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2023-07-20 14:48:27

Because its true

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2023-07-20 16:00:33

Helpful advice and diagnosis from the doctor.

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2023-07-20 16:14:13

Freezing cold in the waiting room. Why on earth you have to have the door open now, learn to live with COVID the rest of us are.

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2023-07-20 16:58:59

On time and excellent doctor. Really listened to me and provided treatment options.

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2023-07-20 17:50:19

The call related to a blood test made in march this year

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2023-07-21 10:35:31

Friendly, helpful and reassuring

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2023-07-21 13:33:42

Always courteous and efficient

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2023-07-21 13:45:10

Staff are helpful

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2023-07-21 15:20:49

Efficient and only a 10 minute wait to see the nurse.

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2023-07-21 15:32:40

Doctor excellent and responded to all my questions.first class treatment.

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2023-07-21 16:17:39

She was funny and informative !

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2023-07-22 09:04:26

I was welcomed and immediately put at ease. Very nice manner

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2023-07-22 09:48:23

Dr Degnan was helpful, friendly and thorough. Had tests that came back in a couple of weeks. A great service, thank you

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2023-07-22 11:06:27

I was very satisfied with my annual check up.

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2023-07-22 11:21:00

Very helpful and friendly

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2023-07-22 15:12:17

Appointment on time Dr was pleasant and helpful

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2023-07-22 15:35:35

Dr Dhegnan answered my questions and gave me the option of a Swift further treatment.

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2023-07-22 16:58:08

Excellent service as usual.

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2023-07-22 17:17:48

Efficiency and speed I was seen, excellent care - fast next appointment and the care shown to my wife when we most needed it.

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2023-07-22 17:53:09

Quick efficient dressing change and appointment made for next visit.

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2023-07-23 10:40:43

Due to confusion on both sides as to the reason for the call, the telephone appointment was unsatisfactory. The conversation made me realise that my medical record is incomplete. I feel that a brief face to face would be productive.

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2023-07-23 11:54:01

Kindness & caring staff

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2023-07-24 10:30:51

All good

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2023-07-25 09:04:21

Dicier zamear was very helpful

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2023-07-25 10:18:23

Spoke with locum, a retired partner in the practice, he was reassuring and agreed to further blood test but I now have to wait 10 days for that!

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2023-07-25 10:22:24

Dr was not aware that the call was initiated by the surgery ! But call was helpful and informative.

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2023-07-25 10:37:52

Very helpful doctor and gave me a check over before changing my blood pressure tablets. Good efficient service.

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2023-07-25 11:44:53

Dr Degnan hit the s

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2023-07-25 12:16:40

Very clear definition of the issues what options I had and how we should proceed, reassuringly

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2023-07-25 13:41:27

Staff are professional, courteous and prompt.

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2023-07-25 14:07:37

Dr Christy's was excellent and gave me time and consideration.

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2023-07-25 14:32:41

An early appointment at 9:40am. Yet I was seen at 10:05, with no explanation. No issues with the appointment itself.

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2023-07-25 15:01:41

Always shows care. Prompt service

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2023-07-25 15:42:10

Dr. was extremely kind and helpful.

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2023-07-26 06:38:47

Personal care from staff who are kind and caring.

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2023-07-26 10:02:47

Dr Hodgkins is always exceptionally thorough, polite & every time I've needed an appointment with her I never feel rushed & finish the consultation happy with her outcomes/diagnosis & what the plan is moving forward.

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2023-07-26 10:28:40

Professional, friendly & punctual.

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2023-07-26 13:00:38

Extremely pleased with thorough medication review

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2023-07-26 13:46:23

Easy to book appointment, very friendly, helpful & efficient Sister performing procedure.

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2023-07-26 13:48:29

I always feel that I have been listened to and given the best advice. And that although I have had numerous appointments in the past year I have never been made to feel embarrassed or awkward about this in any way.

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2023-07-26 14:19:07

He kept the appointment and answered my question

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2023-07-26 15:38:31

Very pleased with the speed from my enquiry to appointment and results excellent

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2023-07-26 16:03:21

My appointment was on time. The Dr was thorough and the receptionists were very helpful.

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2023-07-26 18:27:30

Karen was very professional and caring Seen promptly and everything explained clearly

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2023-07-27 07:59:46

The follow up to my blood test was totally reassuring and left me feeling confident of my future physical health and reassured of my mental health. Thank you for your thorough investigation.

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2023-07-27 08:36:52

The locam he that I saw was charming and listened to my concern with empathy. I was very happy with the advice he gave. Although I appreciate that doctors are very busy, at no time did I feel rushed.

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2023-07-27 09:32:58

Prompt and efficient service

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2023-07-27 11:01:34

Very efficient and on time.

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2023-07-27 13:55:51

Great service and staff

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2023-07-27 15:11:16

GP excellent. Reception very rude as usual

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2023-07-27 16:32:08

Prompt, responsive, very helpful

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2023-07-27 17:32:30

Helpful, friendly and proffesional.

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2023-07-28 08:42:24

Quick appointment, friendly, efficient.

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2023-07-28 08:47:11

Friendly, punctual & efficient...thank you.

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2023-07-28 09:05:16

On time. Unrushed and the nurse was pleasant and efficient

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2023-07-28 12:59:26

Professional, punctual & caring (Nurse appointment)

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2023-07-28 13:42:02

A very positive and encouraging response to my blood analysis. I am filled with confidence following this consultation with Dr. Christie

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2023-07-28 15:24:44

Kind and Efficient

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2023-07-28 15:29:15

I have no complaints

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2023-07-28 15:35:49

Professional, courteous and prompt in their actions.

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2023-07-28 15:37:20

Professional, courteous and prompt in their delivery of services.

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2023-07-28 16:14:16

Very helpful and kind

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2023-07-28 16:25:39

Efficient and on time

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2023-07-29 01:05:47

We had plenty of time to discuss everything I needed to know

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2023-07-29 11:03:59

I got an appointment and saw the doctor and was prescribed the medication needed.

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2023-07-29 13:20:23

Most helpfull

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2023-07-29 19:16:19

As always, kind and dfficieng

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2023-07-30 16:13:22

We had plenty of time to talk, not in a rush.

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2023-07-30 21:56:54

Appt on time, pleasant staff, Doc very thorough with follow up appt. Thankyou.