

NHS Friends and Family Test 2023

March 2024

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

Free text question. There were 238 responses:

2024-03-01 11:08:13

On time and a very pleasant consultation.

2024-03-01 11:24:57

Kevin was very understanding and understood my situation . Excellent appointment.

2024-03-01 11:42:28

Student Dr was very helpful reassuring and thorough

2024-03-01 15:19:56

Professional, prompt and polite

2024-03-01 15:56:07

Excellent service

2024-03-01 17:04:58

Good discussion and advice

2024-03-01 17:31:47

Professional service, clean and tidy. However, should not have to wait 5 weeks for an appointment.

2024-03-01 18:40:33

I had a telephone consultation with Dr Hodgkins, she was very friendly, knowledgeable, and prevent good diagnostics and follow ups. She is also a good listener. I feel very lucky and well care for.

2024-03-01 18:43:28

I had a HRT telephone consultation with Caroline. She was very friendly, knowledgeable and gave very good advises. I feel very well care for. Thank you.

2024-03-01 19:52:24

I didn't feel rushed at all during the conversation and the Nurse was very thorough, kind, understanding and supportive with what was discussed.

2024-03-02 09:22:51

Nothing to much trouble

2024-03-02 13:20:07

Very helpful

2024-03-02 17:06:40

The nurse was absolutely lovely - couldn't have made me feel more at ease.

2024-03-02 20:21:57

Sally is always wonderful at her job and puts you at ease. Feels like private treatment and service from all the team at Campden GP surgery. Thank you for all you do!

2024-03-02 21:14:16

All staff helpful and Knowledgeable

2024-03-03 06:08:16

Fast response to treatment requiring immediate attention.

2024-03-03 08:30:52

Had a medicines review. The pharmacist was very helpful, friendly and pleasant to deal with. Had an issue sourcing some medication and the situation was sorted by myself with advice given and quick response by the surgery.

2024-03-05 10:10:06

Thank everybody at the surgery for being always helpful

2024-03-05 10:22:44

A most thorough medical discussion and investigation and advice.

2024-03-05 11:55:53

Prompt, efficient service. Surprised to hear that I was expected to provide blood pressure readings. Happy to do so, just no prior communication to that effect.

2024-03-05 12:04:21

Quick service & very informative chat with the doctor,

2024-03-05 12:07:35

The time allocated to the consultation enabled a thorough consideration of my current health issues and for appropriate further action to be decided upon.

2024-03-05 13:01:58

Appointment on time and utterly efficient. Simply excellent.

2024-03-05 13:27:38

Great surgery

2024-03-05 15:17:27

The nurse I saw was very helpful and considerate. she never once made me feel uncomfortable and embarrassed about my weight or condition. unlike a previous nurse I saw a sister Knock

2024-03-05 15:39:50

Job well done

2024-03-05 17:59:10

Great experience and useful text reminders which were very helpful.

2024-03-05 19:42:25

Always pleasant and helpful

2024-03-06 09:23:22

I had an asthma review and Corrine (I think) was fantastic - super knowledgeable & definitely wholly focused on my health - please pass on my thanks

2024-03-06 09:51:24

Took a few months for the treatment but it was non urgent and dealt with very well on the day.

2024-03-06 10:26:06

The junior doctor was easy to talk to and sent considerable time dealing with my problems.

2024-03-06 10:55:50

Timely, friendly and helpful

2024-03-06 11:52:14

The consultation went without any issues arising.

2024-03-06 11:57:08

Thorough and considerate attention to seek solution to my problem

2024-03-06 12:03:23

I always get a very professional service

2024-03-06 12:09:33

When I speak to a receptionist they always try their best to help, and will call back if they need time to sort it out

2024-03-06 12:15:27

Very considerate in everything that was required

2024-03-06 15:49:25

I was listened to and all my concerns were addressed with compassion. I did not feel rushed and my questions were answered around the next steps

2024-03-06 16:30:46

Efficient call back appointment

2024-03-06 16:37:16

Very polite easy to get appointment

2024-03-06 18:10:45

Doctor Zamir was excellent

2024-03-06 21:43:29

Very easy to talk about the problem

2024-03-07 06:52:25

Punctual, listened, thorough, made me feel at ease and felt as if I had his full attention and was going to do the best he could for me.

2024-03-07 09:08:14

Took place exactly on time and most efficiently

2024-03-07 09:52:29

Pleasant and efficient

2024-03-07 11:05:20

I was given time to ask questions

2024-03-07 15:28:47

Polite, prompt and professional.

2024-03-07 16:27:36

I'm afraid we've had enough of Campden Surgery, what with Dr Degnam's lack of interest in his patients, the generally unhelpful reception staff and the miserable faces, long queues at Campden high street pharmacy, we've decided to move to Quinton doctors. What a difference, friendly, smiling faces. Our new doctor is Dr Fantom, she took skin scrapings of 's Ringworm to find out exactly what fungal strain he has to be able to treat it correctly.

2024-03-07 16:37:24

Appt was on time, Nurse was lovely and was able to take my blood which is often difficult

2024-03-07 16:49:35

The doctor was very prompt, pleasant and efficient.

2024-03-07 17:27:37

It was a face to face appointment and on time. GP was attentive and suggested further action to ascertain the problem.

2024-03-07 17:51:15

On time and reassuring.

2024-03-07 18:39:28

Informative and helpful

2024-03-07 18:48:39

Appointment on time and pleasant experience

2024-03-07 19:22:52

Very clear discussion on results, options and next steps

2024-03-08 05:59:40

On time, cheerful, nurse. Reception very helpful and friendly.

2024-03-08 10:02:48

On time efficient

2024-03-08 10:30:29

Dr Zamir, kind, reassuring as always

2024-03-08 11:14:41

The issues I had were taken care of

2024-03-08 11:16:30

The issues I went in for were taken care of

2024-03-08 12:20:13 A

speedy nurse.

2024-03-08 12:45:35

Plenty of helpful information regarding my health breathing issues

2024-03-08 14:07:27

All sorted in the phone re prescriptions

2024-03-08 16:16:06 Polite

and efficient

2024-03-08 16:31:50

Appointment on time. Friendly, informative and understanding. Not rushed

2024-03-08 17:32:57

Prompt, professional, helpful and friendly.

2024-03-08 18:23:33

Good Doctor and reception

2024-03-08 18:32:42

It was a pleasure to see Sister Volpe with her calm and caring manner. Her patients feel at ease. When I returned home the copy of the Bulletin had been delivered and I was delighted to see that Sister Angela had been awarded the honour of Queen's Nurse.

2024-03-08 18:42:34

Welcoming , efficient

2024-03-09 07:49:06

Nurse was very helpful and gave good advice.

2024-03-09 09:47:23

I was seen 10 mins early by a delightful nurse

2024-03-09 11:29:01

Very promptly seen, very friendly & all very efficiently done.....congratulations...!!

2024-03-09 12:13:32

Professional, friendly staff

2024-03-09 13:02:45

On time and very professional

2024-03-09 15:06:55

Dr Hodgekins is wonderful. She listened, made me feel heard, asked the right questions and I feel much better for following her advice.

2024-03-09 15:08:15 Polite
and efficient

2024-03-09 15:25:57
Punctual, friendly, professional

2024-03-09 15:29:04
Helpful reception staff, friendly and efficient nurse.

2024-03-09 21:03:56
Locum nurse Kate was friendly and very helpful in explaining why I was having my blood and blood pressure tested.

2024-03-10 08:58:18
Was seen on time and the nurse was friendly and efficient

2024-03-10 10:29:41
My Opinion

2024-03-10 10:52:59
The appointment was on time and the nurse was very caring and kind

2024-03-10 19:47:17
Straight in no waiting

2024-03-12 09:27:14
I called on Friday to explain I had had a private health screening which required extra blood tests by GP surgery & wondered if I could get them done at the blood tests I had booked yesterday ones told no problem bring the booklet with me. Upon arrival the additional tests had not been booked in & it seemed a huge issue, which I was made to feel guilty about like I was causing an issue, I have a small 22 month old which is not ideal for taking to any blood test and I explained this also I had called in advance to check and yet as the message had not been passed on I was made to feel a nuisance. The information was then photocopied and left in the booklet luckily I found it and handed it in. It was a real shame as I simply had the health check to avoid being a nuisance on the NHS and 2 things have come back as red so I am already anxious and this experience just further excelled that.

2024-03-12 09:37:34
Convenient position within walking distance, efficient answering of telephone calls,

2024-03-12 09:44:36
The clinical pharmacist who I spoke to doesn't know me or my medical history, apart from referring to the notes on the system. So, the advice I was given may not have been the best.

2024-03-12 10:44:58
Kind ,very professional

2024-03-12 11:05:20

Efficient and on time

2024-03-12 11:42:25

Separate waiting area. Didn't wait long. Injection given.

2024-03-12 11:57:11

Excellent care from the nurse

2024-03-12 16:19:45

Nurse was very kind

2024-03-12 17:35:03

Seen with in 5 minutes of arriving and on time

2024-03-12 17:57:38

On time and very efficient and caring.

2024-03-13 06:29:00

Does a brilliant job across the whole range

2024-03-13 09:40:24

Appointment was on time

2024-03-13 09:42:06

Always have excellent help and attention

2024-03-13 10:25:45

I have been with chipping campden surgery for many years now and I have always received good listening and treatment from a caring team of all the staff from doctors, nurses and receptionists. I feel safe and cared for.

2024-03-13 10:58:37

More than satisfied with my appt with a new doctor,who was extremely helpful

2024-03-13 11:16:10

Professional service

2024-03-13 11:30:02

Sister in cryo clinic was welcoming, professional and helpful

2024-03-13 12:51:47

ò

2024-03-13 14:58:02

Friendly/efficient and made me feel at ease

2024-03-13 16:33:26

The Nurse was very thorough and gave good advice and was patient allowing plenty of time for my appointment so I wasn't rushed. I am waiting to know if the stronger steroid inhaler has been authorised as it was recommended to me following FENO testing. My pharmacy have not received a prescription for it yet and if it is agreed, please can it be added to my repeat prescription.

2024-03-14 08:06:50

I have been given the time to explain my concerns and leave feeling reassured.

2024-03-14 09:04:32

Lovely staff, appointment on time.

2024-03-14 09:05:34

Appointment was on time, doctor was reassuring and pleasant

2024-03-14 10:11:36

So comforting to see a doctor, who is getting to know you as a patient.

2024-03-14 10:56:10

Friendly team

2024-03-14 14:05:15

My injection was quick and pain free and advice given by the nurse explanatory.

2024-03-14 14:44:11

I had to ask everything, not least the reason for my being tested. I was therefore surprised to discover that cholesterol was not being tested despite my history of regular cholesterol tests. I was told that the 'paperwork' would all have to be done again as a result !

2024-03-14 15:57:50

Dr Degnan has helped me a great deal during his time at Campden Surgery and all the other staff are amazing too b

2024-03-14 16:29:06

Appointment on time

2024-03-14 17:20:51

Amazing nurses and easy appointment.

2024-03-14 18:18:07

The Clinical Pharmacist was very pleasant and very efficient.

2024-03-15 07:02:21

The sister was knowledgeable, friendly and efficient and the appointment was on time.

2024-03-15 07:04:24

Time taken to listen and provide excellent advice and reassurance

2024-03-15 10:39:14

I felt properly looked after, the nurse demonstrated both competence and questioning / listening skills.

2024-03-15 15:12:18

I was listened to and my concerns were addressed sympathetically with good advice.

2024-03-15 16:17:00

Nurse was on time for my blood test very nice lady

2024-03-15 16:17:30

Seen in a timely manner.

2024-03-15 16:44:52

I have made a complaint about my the way I was treated yesterday

2024-03-15 17:37:42

I found it difficult to hear the doctor clearly as I am hard of hearing. It can be hard to have a conversation over the phone. And not face to face.

2024-03-15 17:40:02

Always have excellent service and Dr Degnan has been amazing with supporting us with a shared , for’s ADHD medication.

2024-03-15 18:08:38

The telephone triage should have been better /more honest about the limitations of a doctors appointment to help our young son; and to advise us to go straight to hospital. Instead we waited from 9.30am triage to 5pm for the appointment - time that we could have taken in the hospital instead getting help. All the GP did was eliminate any ear/chest infection (highly unlikely with a vomiting virus anyway), if we had been made aware of this, we could have made an informed decision to not wait to be seen by a GP.

2024-03-15 22:44:37

Very punctual. Very competent phlebotomist seen.

2024-03-16 06:07:01

Friendly staff and efficient treatment.

2024-03-16 09:47:39

A perfect blood test. Had i not been looking I wouldn't have known it was happening!

2024-03-16 10:02:12

I answered this yesterday

2024-03-16 10:03:58

Sister Linney friendly, very efficient and helpful - as usual.

2024-03-16 10:46:10

Friendly and helpful receptionist, doctor very thorough, attentive and took time with me

2024-03-16 11:50:50

Efficient and good service.

2024-03-16 15:06:54

Different receptionist who was warm and fourteous

2024-03-16 16:19:58

Quick friendly response from reception, appointment with nurse made within 5 days. Very good service from the nurse

2024-03-16 18:58:01 I

was listened to

2024-03-16 21:16:20

Seen promptly

2024-03-18 09:04:04

Nurse was very informative and helpful

2024-03-18 09:14:39

My appts were on time and the the nurse explained things clearly

2024-03-19 09:39:12

Always friendly & helpful

2024-03-19 09:40:36

Helpful

2024-03-19 10:08:35

Karen took the time to administer an unscheduled injection without going over the allocated time slot therefore allowing my scheduled appointment to be given to someone else.

2024-03-19 10:38:32

Expert advice and referral for further investigation.

2024-03-19 11:26:40

Doctor was very understanding and clearly explained situation. Thank you.

2024-03-19 13:41:10

Very happy with the service given to me

2024-03-19 14:49:33

Appointment on time and Nurse very helpful

2024-03-19 15:29:57

Friendly efficient & smiles

2024-03-19 16:33:01

The nurses are thoughtful and interested in patients.

2024-03-19 16:33:59

I always have a good experience

2024-03-19 18:35:41

Because the doctor was brilliant and helpful with my needs

2024-03-20 08:08:27

Prompt and pleasant

2024-03-20 09:59:17

Excellent review and check up by nurse Karen Gibson

2024-03-20 11:45:40

I spoke with a lady named Sonia who was incredibly kind, understanding and supportive. She listened to me intently and provided practical and reassuring advice. Thank you

2024-03-20 12:09:26

Friendly doctor and thorough examination

2024-03-20 13:05:19

Very Good level of care and timely

2024-03-20 13:24:14

Because he took his time to talk about my illness

2024-03-20 14:58:06

Friendly, efficient, knowledgeable

2024-03-20 19:55:58

On time appointment and good visit with the nurse

2024-03-21 07:32:39

Dr Willis was very tuned in

2024-03-21 08:54:29

Appointment was on time and staff were very friendly

2024-03-21 09:08:11

Didn't have to wait very long .And the nurse Kate was very nice and friendly and made me feel comfortable when having my blood pressure checked..

2024-03-21 10:11:27

Friendly staff and very helpful.

2024-03-21 10:39:46

Had an appointment for 10:30 and was only seen at 11:02. The appt itself lasted 5 min.

2024-03-21 11:58:24

Appointment made and kept , excellent nurse on time and most efficient

2024-03-21 11:59:43

On time. Gentle and thoughtful nurse.

2024-03-21 12:27:35

Punctual call, professional and constructive doctor who is finally progressing my concerns.

2024-03-21 12:54:03

On time, efficient and painless needle jab

2024-03-21 14:38:09

Turned up for MOT blood tests, but sister hadn't put through a form so phlebotomist didn't know what she was testing for

2024-03-21 16:54:13

But I await a result from my blood test.

2024-03-21 21:39:26

Whole surgery are always excellent

2024-03-22 06:53:18

Received call on time. Excellent consultation and agreed actions going forward. First class service

2024-03-22 09:22:28

Professional and understanding

2024-03-22 09:23:28

Professional , great explanations and showed empathy

2024-03-22 09:37:34

Seen promptly, listened to generously, examined thoroughly, treated respectfully. Only slight issue, having not been to the doctor for a long time, is that I had to wait over two weeks for an appointment. Seemingly, this is the reality of NHS funding these days and not your fault, but a bit of a shocker. Shame on the government for failing to back up all the empty claims of "building back better".

2024-03-22 09:55:00

The appointment felt very rushed.

2024-03-22 10:10:21

The nurse was very helpful and recommended An appointment with a doctor

2024-03-22 10:14:49

No queue, polite professional staff

2024-03-22 11:05:45

No waiting. Cheerful service. Thank you.

2024-03-22 11:36:59

They were over 15 mins late

2024-03-22 12:00:16

Lovely lady on reception. Kind member of staff who does the bloods. Nice GPs.

2024-03-22 12:06:34

Very good service from this practice. Friendly, efficient and helpful

2024-03-22 12:16:22

The nurse I met was so engaging and kind. It was a joy to be there!

2024-03-22 12:53:40

Pharmacist Kevin was very helpful

2024-03-22 15:17:30

I was listened to and responded to quickly

2024-03-22 18:29:23

Sister was very professional and friendly at the same time. She gave lots of good advice.

2024-03-22 18:53:13

Because she seemed very concerned about my condition

2024-03-23 10:47:09

Excellent quick diagnosis and emergency referral by GP helped by practice Sister

2024-03-23 11:38:00

Everyone was friendly and very helpful

2024-03-23 11:39:56

Hassle free

2024-03-23 12:56:52 Efficient

but caring.

2024-03-23 14:17:17

Friendly clean

2024-03-23 20:10:10

My annual blood pressure check and blood test were both carried out effectively by a very pleasant nurse.

2024-03-24 06:21:00

Very professional and helpful, quick and easy to book an appointment.

2024-03-25 09:09:52

Please employ more doctors so that they can undertake their work without severe time constraints. In the long waiting period for an appointment I accumulated 5 topics (not unusual for older people) . The doctor only had time for two topics of my choice and further long waiting will now be required for additional appointments , this cannot be right.

2024-03-25 10:46:10

The sister was excellent and very knowledgeable.

2024-03-25 12:02:36

Corrine was great, thoughtful, attentive, good listener, good explanation of diagnosis and planned medication

2024-03-25 19:18:17

They do all I ask.

2024-03-26 11:11:06

On time and most helpful

2024-03-26 11:15:27

I was very pleased with the phone call as my concerns were listened to and taken on board. Many thanks.

2024-03-26 12:28:01

It took over a month of booking ahead to get a face to face appointment

2024-03-26 12:51:30

Appointment bang on time

2024-03-26 13:02:04

I had my test with no problems and was out again before my appointment time

2024-03-26 13:10:04

The doctor was very thorough and listened to what I had to say.

2024-03-26 13:15:38

Kind and a very helpful nurse who endured follow up was arranged.

2024-03-26 15:40:40

Professional, helpful and polite

2024-03-26 16:26:43

I went to an appointment confirmed in writing only to find the appointment did not exist. Complete waste of my time.

2024-03-26 20:17:38

I was called by the nurse who specialises in menopause treatment. I hurried through my questions not wanting to take up time as I know how pressured the NHS is but she slowed me down, asked questions, explained things fully, offered alternatives and made me feel valued..I've always been really impressed by the staff at Chipping Campden.

2024-03-27 12:21:56

Excellent service given

2024-03-27 13:45:24

First time I've been less than happy. Waited 30 minutes to see GP - who, frankly fell short of what we have come to expect. VERY slow in all aspects during consultation. Did not inspire confidence at all.

2024-03-27 22:10:51

Lovely lady and very professional

2024-03-28 07:27:05

Helpful advice given by an expert

2024-03-28 07:34:58

Txt reminder for a phone appt I didn't have sent after the time of appt so I couldn't cancel. Phone call came 5 hours later. Voicemail left that anyone could have listened to. All while I was on holiday celebrating my wedding anniversary. Totally unprofessional and upsetting.

2024-03-28 08:42:24

Dr Zamir was very helpful thank you

2024-03-28 08:55:50

My appointment was on time and all staff lovely!

2024-03-28 09:27:50

Every one was pleasant and helpfull

2024-03-28 09:50:30

Friendly and efficient

2024-03-28 10:28:21

Appt with clinical pharmacist was on time, he gave lots of useful information and explained things well.

2024-03-28 10:43:47

Kind and pleasant staff and caring practise

2024-03-28 12:01:23

Quick and efficient

2024-03-28 12:01:58

The doctor was very kind and caring

2024-03-28 12:53:18

Quick, friendly, felt very comfortable

2024-03-28 13:09:46

Lovely friendly nurse. Easy to get appointments.

2024-03-28 15:09:27

Staff always very pleasant and helpful, appointments easily made, with text reminders sent to ensure I don't forget.

2024-03-28 16:24:59

Nurse was excellent. Appointment close to time.

2024-03-28 17:09:47

Very helpful and compassionate I

2024-03-28 19:34:38

Excellent service

2024-03-28 19:41:49 Appointment
on time.

2024-03-29 09:32:33

Appointment on time and felt like we were listened to. Only issue is how long it took to her a non urgent appointment- it took a month from booking to the actual appointment. This is too long.

2024-03-29 10:02:59

Appt on time and previously to book the appts reception very friendly and helpful.

2024-03-29 10:57:17

Quick blood test

2024-03-29 11:56:10

Seen on time and professional service as always

2024-03-29 12:13:20

Friendly efficient person helping me

2024-03-29 12:18:32

Dr was very nice and on time

2024-03-29 13:00:10

Competent but not warm or that helpful

2024-03-29 13:19:45 Very
quick and efficient.

2024-03-29 14:46:21

Excellent Service from all concerned

2024-03-29 16:18:46

Didn't see my GP

2024-03-30 08:26:27

Everything ran in time and the person who saw me was friendly and engaging.

2024-03-30 10:32:00

Perfect

2024-03-31 17:50:16

Prompt and efficient