

# NHS Friends and Family Test 2023

May 2024

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

Free text question. There were 224 responses:

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2024-05-01 05:55:22

Nurse was excellent thorough and professional

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2024-05-01 08:35:38

My opinion

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2024-05-01 14:48:16

Called on time answered all my questions

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2024-05-01 15:17:05

Seen quickly and effectively

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2024-05-01 17:30:34

The nurse was very professional and explained everything in a very understandable way. I had full confidence in her at all times. I was very satisfied and happy with how my appointment went. Thank you

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2024-05-01 18:05:20

Felt I was given time to discuss issues without feeling rushed. Felt listened to and am happy to have the first step of a plan.

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2024-05-01 18:33:57

The Dr I spoke to was caring, informative and Knopf my previous meeting with a different doctor, she was also keen to chase up a delayed referral for me.

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2024-05-01 19:18:09

I find the overall service at Chipping Campden surgery very pleasant and efficient. Also my doctor is very understanding, knowledgeable, patient and takes time to explain things to me.

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2024-05-02 07:36:46

I am given time without feeling hurried to talk about my concerns and my GP always makes me feel reassured.

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2024-05-02 08:25:58

Helpful, friendly and efficient

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2024-05-02 09:24:00

All went to plan

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2024-05-02 09:42:18

Very helpful and pleasant gentleman.

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2024-05-02 10:02:24

Sister Linley, was talkative asking where I had been, because I had a tan.

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2024-05-02 10:27:16

Very friendly and professional

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2024-05-02 10:30:47

Experienced and very helpful staff

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2024-05-02 10:40:20

I made an app for diabetes blood test and explained in detail why I requested it I arrived at the surgery at appointed time and was told by the nurse I couldnt have the test because It was 10 days before the 3 months were up. The nurse said someone had telephoned me to explain this but I am 100% sure thay I never received a phone call even on voice box therefore a wasted journey and another app had to be made

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2024-05-02 11:22:57

Tracey is always so obliging and friendly.

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2024-05-02 11:37:02

I would have preferred to see a Doctor with a medical concern.

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2024-05-02 12:40:18

Very helpful

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2024-05-02 14:24:11

Service itself was great except the waiting time to book my appt

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2024-05-02 14:59:11

Sally was very kind, approachable, funny and very informative. Evie really liked her and has taken her advice to heart. Thank you Sally for you very professional and age appropriate approach with Evie. It was very much appreciated.

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2024-05-02 15:56:38

Kev was excellent and very helpful

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2024-05-02 16:32:38

Friendly professional reassuring treatment

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2024-05-02 19:13:27

Very understanding listens and gives good advice very professional

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2024-05-03 07:26:40

Very thorough pharmacist and impressed there was a follow up to make sure medication was OK and not experiencing any major side effects

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2024-05-03 08:25:38

Prompt timing and the nurse was efficient and friendly

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2024-05-03 08:27:20

Great service and extremely friendly

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2024-05-03 09:10:50

Kevin clearly explained the reason for the call and rationale for next steps

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2024-05-03 09:20:51

Timely appointment and helpful thorough discussion

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2024-05-03 09:51:18

Promptly seen good explanation of treatment

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2024-05-03 09:58:46

Very efficient and friendly staff.

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2024-05-03 10:01:02

On time, polite, informative visit.

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2024-05-03 10:13:43

Went for a blood test. In and out in 5 mins, phlebotomist was lovely and friendly.

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2024-05-03 10:30:39

Prompt timing of telephone consultation with the clinical pharmacist. Excellent information exchange enabled a sensible informed decision to be made.

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2024-05-03 10:42:57

No problems except short wait, due to computer problems. Nurse great.

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2024-05-03 10:44:17

Super people. Parking is a challenge. Follow up on test results not completely clear.

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2024-05-03 10:45:57

Because I'm very pleased with the service at Campden surgery

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2024-05-03 10:46:10

Your trainee GP was very competent and thorough. She has ordered blood tests and a follow-up appointment

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2024-05-03 14:00:12

Sister Angela Volpe gave me her thought & time to answer my questions to the very best of her ability.

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2024-05-03 15:25:50

Karen and Tracey have been brilliant with my dressing changes. I really appreciate everything they've done.

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2024-05-03 16:34:06

The appointment was on time , the nurse fully answered our questions.

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2024-05-03 16:37:18

My appointment was quite rushed

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2024-05-03 16:39:07

Very helpful

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2024-05-03 17:13:28

Very friendly and competent nurse

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2024-05-04 06:31:42

As per normal telephone conversation works for me and in fact the doctor got straight back to me regarding problem which he sorted

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2024-05-04 08:26:54

After 6months I'm still not getting any answers and conflicting details from different Drs every time

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2024-05-04 09:18:16

Nice calm environment. Dr thorough and explained everything.

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2024-05-04 09:35:30

Just the time it takes to get either a phone or more so a actual face /face with your doctor.

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2024-05-04 10:22:37

I found it very hard to hear... poor line and Dr's accent. I have subsequently asked to change named GP as cleared nuisance communication needed for my condition.

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2024-05-04 10:31:20

Student Dr was the best consultation I've had - sensitive and thorough - what an asset to the practice. A shame we have to lose her

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2024-05-04 10:56:57

Excellent Blood tests

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2024-05-04 13:58:44

The telephone call was within the time specified for the appointment. I had plenty of opportunity to raise the issues I wanted to discuss and was asked several times if there was anything more I wanted to raise. Dr Hodgkins booked an appointment the same afternoon for a blood and urine tests. I received a text later to say that a prescription had been sent to town pharmacy. Happy that I had time to say all that I wanted, and that the GP had asked questions, and that I was listened to.

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2024-05-04 17:34:48

The nurse was very thorough and kept me and my wife (carer) well informed. Had to wait for a while as she wanted to check ecg with doctor and there seemed to be a lack of communication between doctor/nurse

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2024-05-05 06:40:40

Thorough examination by expert GP who gave clear explanation of symptoms and treatment plan.

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2024-05-05 17:04:09

Went through the problems one by one gently and properly

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2024-05-08 08:35:00

Kevin was easy to talk to, understood my needs . Very pleasant.

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2024-05-08 10:23:52

Very efficient and punctual.

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2024-05-08 10:31:58

Friendly and efficient

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2024-05-08 11:35:56

Dr Zamir was, as always, kind and extremely supportive. She almost certainly made the right diagnosis as I'm improving today

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2024-05-08 13:21:11

Staff helpful and drs are excellent

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2024-05-08 14:17:55

I was dealt with very promptly and received excellent care by friendly healthcare professionals.

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2024-05-08 15:02:54

A professional and caring attitude shown at my appointment

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2024-05-08 16:09:26

Every member of the staff team went over and above what was needed to sort out my problem. I couldn't have asked for anything better anywhere.

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2024-05-08 19:45:24

Felt the nurse wasn't compassionate and didn't listen to me when I said I was anxious and that's why I

provided my own reading as normally high when taken in the surgery

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2024-05-09 06:50:34

My husband collapsed and was looked after very well

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2024-05-09 07:51:01

Nurse practitioner very helpful

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2024-05-09 08:49:32

My treatment has been thorough and prompt. I have full confidence in my GP

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2024-05-09 08:52:17

Quick and easy

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2024-05-09 09:43:28

The nurse was very welcoming and put me at ease.

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2024-05-09 14:34:42

Great wonderful doctors surgery thank you

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2024-05-09 14:58:50

Dr Hodgkins was patient, listened and solved my issues

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2024-05-09 19:24:02

Sally was very patient & explained everything that I had questioned her about . She is just what is needed for this sort of situation in ensuring that we women get the answers we require .

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2024-05-10 05:14:54

The staff on reception are variable. Sometimes you get someone really nice, other times you get someone really dismissive and abrasive. My most recent experience of both reception and a doctor was fantastic. It is the first time that I have spoken to this doctor and I'm delighted that she is now the doctor for my children as their previous doctor was very unpleasant to talk to and this doctor is great.

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2024-05-10 08:44:02

I was seen quickly and I was treated with the utmost professionalism. I felt secure and confident in the procedure that was happening. I was delighted with how everything went thank you

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2024-05-10 09:58:45

Excellent care and consideration from Dr Zamir and nurse.

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2024-05-10 11:03:49

No real waiting and taking of blood sample was short and painless despite my having difficult veins to find.

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2024-05-10 11:32:27

It was certainly different - 2 young medics in attendance - one carried out a few tests, asked questions and together with Dr Hodgkins I gained useful information and explanations

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2024-05-10 11:32:27

Always excellent

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2024-05-10 11:54:45

Appointment on time , easy to park

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2024-05-10 13:26:51

It was only a blood test

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2024-05-10 13:47:20

Timely and professional treatment with a professional nurse

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2024-05-10 15:01:35

I received my usual A 1 service

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2024-05-10 16:36:25

Initially, I was advised by reception to see a Pharmacist when I knew this to be pointless. I saw one and as suspected, she couldn't help. On phoning the surgery later that day, I was seen by a Dr and treated accordingly.

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2024-05-11 08:57:14

Very caring

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2024-05-11 09:14:42

Excellent support information and help from the diabetic nurse

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2024-05-11 09:53:31

Dressing adhesive needed tape immediately which worked loose very quickly

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2024-05-11 13:28:30

Appointment on time and treated with empathy

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2024-05-11 14:07:39

Phone call appt on the dot of time given ,and very friendly and helpful advice

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2024-05-11 16:31:31

All went well with the exception of the prescription I was told would be sent to the pharmacy. It wasn't!

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2024-05-12 11:28:53

3rd visit and very helpful

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2024-05-12 15:06:33

Appointment on time. Thorough examination

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2024-05-12 16:25:51

Always helpful and easy

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2024-05-12 18:17:41

First class and professional

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2024-05-13 14:50:10

On time and blood sample taken efficiently

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2024-05-13 16:35:32

Able to book a face to face appointment with a short wait and seen very promptly

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2024-05-13 21:33:41

Professional and efficient

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2024-05-14 09:03:21

Prompt, professional and importantly, listened to me and my concerns

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2024-05-14 10:05:31

Friendly, helpful and knowledgeable staff.

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2024-05-14 10:15:48

All the staff are very helpful and polite

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2024-05-14 10:38:48

On time appointment efficient blood taking and no problems

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2024-05-14 10:58:18

Nurse very attractive

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2024-05-14 11:44:47

I was very happy with the service

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2024-05-14 12:31:36

I only went for an injection but all on time.

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2024-05-14 14:34:35

Friendly & on time

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2024-05-14 14:40:43

I know things are tricky at the moment but we always get really good support from all of the Doctors and staff

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2024-05-14 14:51:07

Efficient, didn't have to wait long on arrival.

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2024-05-14 15:44:03

Very good trainee GP has advised during my recent consultation.

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2024-05-14 19:35:31

In-person appointment was changed to a telephone appointment although the call was not in the specified window. Friendly doctor however did not leave time for further questions about diagnosis during appointment.

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2024-05-15 06:54:01

Staff were empathetic and helpful

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2024-05-15 10:57:14

Excellent patient Doctor patient relationship

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2024-05-15 12:00:09

Professional, courteous and prompt.

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2024-05-15 12:03:44

Doctor excellent helpful and on time

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2024-05-15 14:45:31

Sally was very helpful and understanding. She solved my issue.

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2024-05-15 14:56:49

Angela was careful and efficient. I felt comfortable with her treatment

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2024-05-15 15:32:50

Our appointment was for an asthma review with Sally. She was amazing. Immediately put Evie at ease and gave ourselves very professional and informative review. The care and kindness Sally bestowed upon Evie was incredible as she has mental health issues. We are very grateful. Thank you.

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2024-05-15 15:49:07

Professional and polite

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2024-05-15 19:15:00

Nurse was very helpful and informativeml as always

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2024-05-15 19:15:02

Surgery staff have vastly improved over the past few months, an excellent new telephone system.

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2024-05-15 20:29:40

Nurse was very helpful and informative

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2024-05-16 07:58:44

Prompt and polite, dealt with multiple issues.

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2024-05-16 08:17:55

Prompt, efficient experienced lady

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2024-05-16 08:53:32

Informative service.

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2024-05-16 09:46:18

Was able to see 2 nurses so my bloods could be taken, very caring

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2024-05-16 09:49:04

On time

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2024-05-16 11:09:28

On time & quickly seen by the nurse

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2024-05-16 11:42:17

Professional & on time even though the practice is exceptionally busyl

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2024-05-16 12:30:57

Efficient. Quick and sympathetic treatments

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2024-05-16 15:32:40

Very good

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2024-05-16 18:40:57

Called into surgery on time painless blood test

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2024-05-17 03:15:06

Health/Medication Review Called on time Knew my medical history All basic health checks covered - blood pressure/HRT/Smoker?/weight/height/alcohol//bowel/smear test/breast cancer test history (if up to date). Not rushed Friendly Gave advice on HRT best practice

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2024-05-17 07:13:47

Friendly, prompt, super

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2024-05-17 09:02:15

Excellent service, very professional. Can't fault them

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2024-05-17 09:19:49

The doctor made the appointment weeks ago. When he rang he spoke about a medication query which had come about a few days ago !!!! Did not why he had booked the appointment originally seemed a total waste of time

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2024-05-17 09:47:20

So provisional

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2024-05-17 10:19:07

Telephone appointment with the pharmacist Kevin, was very informative, he was patient and understanding of my medication problems.

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2024-05-17 10:29:31

Clinical pharmacist was very helpful reviewing my medication.

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2024-05-17 10:35:43

Friendly & efficient service.

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2024-05-17 11:40:56

On time and very efficient

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2024-05-17 12:20:55

Phone call on time good advice drug recommended

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2024-05-17 18:00:37

Nurse was professional and very helpful and kind

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2024-05-17 18:15:17

Consistently running 40 mins late by 1030am. Yet my appointment is 2-5mins max. Student GPs booking blood tests incorrectly so I turn up to the follow up with no bloods done.

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2024-05-18 10:00:03

GP is very pleasant and efficient. We dealt with a number of issues quickly and effectively. All good!

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2024-05-18 10:04:07

The wait time for appointments is horrendous. Not having a walk in daily emergency service is unacceptable and your reception staff are often rude and unhelpful.

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2024-05-18 10:04:48

Reception staff are rude

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2024-05-18 13:23:20

Time spent, sensitivity and consideration

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2024-05-18 15:17:14

Because everything was sorted with care and consideration

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2024-05-18 15:56:24

Karen was friendly, approachable and took the trouble to explain everything. Good communicator

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2024-05-18 20:38:23

Prompt and efficient

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2024-05-20 09:53:04

Consultation went well, but advised of video call minutes before call from doctor and never advised that a video call would take place. Consequently, only a telephone consultation only. No problem, but better communication would be helpful.

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2024-05-21 08:27:23

Blood test - on time - great.

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2024-05-21 08:57:16

Absolutely perfect timing. I was literally in and out in five minutes. Helpful for speedy attention for me and helpful for freeing up time to treat all patients quickly too. Well done Campden surgery.

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2024-05-21 10:03:59

On a positive note received an apology for wait to be seen. Less so brusque reception and degree of condescension.

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2024-05-21 11:39:49

Efficiency

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2024-05-21 12:12:35

Corinne Beirne was very kind and thorough. Reception phoned me back quickly and I had an appointment that morning.

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2024-05-21 12:20:46

Very efficient

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2024-05-21 13:57:25

Very professional , kind & caring

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2024-05-21 15:01:56

Polite and thorough.

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2024-05-21 15:32:44

All staff were very kind and helpful

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2024-05-21 15:45:31

Nurse didn't rush me and listened to all my queries and was very kind, knowledgeable and helpful.

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2024-05-21 23:43:51

Quick -on time

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2024-05-22 05:36:01

I had a call from the pharmacist he listened to my concerns , re assured me and was most helpfull re a new medication thankyou

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2024-05-22 09:25:39

Polite, efficient

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2024-05-22 11:39:26

Nurses I have seen recently and the doctor I spoke to have all been very attentive, caring and are genuinely interested in me and my family health. Great care thank you

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2024-05-22 12:21:21

Excellent

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2024-05-22 12:58:09

Good attention to hygiene and comfortable dressing.

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2024-05-22 17:03:50

Prompt appointment check up ok

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2024-05-22 17:05:06

Quick efficient blood draw which was on time. Would rate very good if I could have got a 7am or 5pm appointment to avoid having to take time off work

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2024-05-22 17:16:08

Prompt app polite and lovely nurse Found it easy to relate to her

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2024-05-23 11:36:05

The doctor listened

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2024-05-23 12:16:43

Went through current medication and any concerns. Arranging routine blood test for liver and kidney function.

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2024-05-23 16:25:06

Straightforward helpful answers to my questions

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2024-05-23 17:32:51

I had an appointment with dr Villarreal at 3.30pm Wednesday 15th may, i wasn't seen until 4.20pm, no apology, was a waste of time i was in there minutes and this could have been done over the phone, i had to cancel another appointment for 4.45 some where else because of this

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2024-05-24 09:06:15

Dr Zamir listens to you

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2024-05-24 09:16:41

On time and efficient

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2024-05-24 10:17:46

Timely appointment, continuity with doctor, questioning and understanding, patience and care.

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2024-05-24 10:28:26

Informative and polite

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2024-05-24 11:35:58

A very professional and efficient patient experience ... thank you.

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2024-05-24 11:42:59

Excellent call, non patronising, answered all of my questions, called back that afternoon with further steps - above and beyond what I expected. Thank you Kevin

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2024-05-24 19:38:32

Didn't feel rushed and felt relaxed. Kevin was very easy to talk to

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2024-05-24 19:50:58

Quick response to issue and further tests organised within a week.

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2024-05-24 20:01:41

I like Dr Zamir. She ensures she is approachable and kind while other member of staff can be rude

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2024-05-24 21:06:52

Dr Zamir has always been very patient, caring and supportive of my family and myself. I was very grateful for her thorough consultation and the treatment plans.

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2024-05-25 06:49:34

Very friendly, professional and caring

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2024-05-25 07:57:27

Efficient and professional, also cars not to cause discomfort

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2024-05-25 10:19:30

On time good advice Tel call

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2024-05-25 11:04:21

Good service

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2024-05-25 11:35:50

Clear feedback provided by the doctor

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2024-05-25 14:05:22

Prompt appt and caring

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2024-05-25 14:37:14

Seen on time and Dr validated my concerns and answered all my questions. Left with a health plan.

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2024-05-25 14:44:02

A very good phone consultation

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2024-05-25 16:27:24

The Doctor was very helpful he listened to my request and told me what was going to happen

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2024-05-25 19:22:59

Prepared to listen, excellent communication, thorough, and understanding

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2024-05-26 07:52:21

Polite punctual appt

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2024-05-26 10:19:41

The nurse was more interested in typing what I said rather than trying to solve my problem with constipation. She told me to go to the pharmacy . However she checked my ears which I was grateful for

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2024-05-28 06:46:49

Appointment on time. Friendly and efficient.

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2024-05-28 07:46:03

Efficient and most pleasant

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2024-05-28 11:54:27

Prompt and polite

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2024-05-29 09:06:51

Kind, friendly and professional though aware the stitches took longer to remove as they were clear. Using coloured thread would make their removal easier.

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2024-05-29 09:22:49

Staff are friendly, surgery is clean. Appointment was running quite late but no problem to me. Thank you

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2024-05-29 11:41:32

All sorted very quickly

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2024-05-29 11:41:44

Great lady doctor,so helpful kind & understanding.Goes the xtra mile to help.

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2024-05-29 12:26:39

A small delay in obtaining an appointment, hence a good report. I

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2024-05-29 12:47:32

Dr Thomas is a very caring doctor. She will be an asset to any practice.

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2024-05-30 07:28:26

Friendly, helpful and accommodating staff.

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2024-05-30 08:29:03

Went for liver function test, nurse called me in almost immediately, she took my blood without any discomfort whatsoever and very nice, excellent service.

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2024-05-30 09:06:20

All friendly, helpful and effective

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2024-05-30 09:47:52

Our question was answered

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2024-05-30 10:40:41

Reception very helpful Appt . on time . Phlebotomist very pleasant & considerate .

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2024-05-30 19:17:30

The Doctor telephoned as planned and was very helpful explaining the questions I raised and also providing a link to a relevant web site

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2024-05-30 19:34:56

Nurse for Women's Health & Wellbeing was very positive & helpful to my needs .

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2024-05-31 07:47:58

Friendly with options to think about and very understanding and empathetic to my concerns with HRT.

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2024-05-31 08:37:04

Need more face to face

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2024-05-31 10:35:43

Always pleasantly received by all

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2024-05-31 10:36:42

Dr was fantastic but I had to wait over 20mins after my appointment time

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2024-05-31 12:01:08

I was given the help I needed

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2024-05-31 13:04:14

Always friendly, no problem getting appointments. Feel supported

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2024-05-31 13:48:20

I have recently been referred quickly and pleasantly by receptionists to the physio service and I saw very helpful nurse for asthmatic hay fever.

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2024-05-31 14:28:10

The nurse tested a urine sample with no gloves on and did not bother to wash her hands afterwards???. Absolutely disgusting behaviour from a so called health 'professional'.

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2024-05-31 16:36:51

Very good nurse only one go with the needle

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2024-05-31 16:45:43

Very efficient

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2024-05-31 16:58:46

Always a friendly service on reception and Dr Christys was very helpful

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2024-05-31 18:28:14

Prompt and efficient

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2024-05-31 18:37:56

Have to wait too long for apointments

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2024-05-31 18:44:46

Asked for appointment end of August got one in September in meantime fell twice. Very disappointing carep