

NHS Friends and Family Test 2023

November 2023

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

Free text question. There were 169 responses:

2023-11-01 08:38:44

On time. Issues dealt with thoroughly

2023-11-01 09:38:44

The nurse taking my blood was friendly and pleasant however at least 5/6 attempts were made before she successfully managed to take a sample. She had trouble with the tourniquet which kept coming off (she put the needle in with it unfastened on more than one occasion), and had difficulty putting the needle in the correct place. After attempt 5 I think she asked me if I wanted to stop and come back another day however at this point I couldn't face coming back again so agreed to one last attempt where she was successful in taking the blood. I have a very bruised and painful arm today.

2023-11-01 15:03:11

Very efficient in every respect , both Dr Zamir & discussion with Dawn in pharmacy.

2023-11-01 16:58:28

First class wound dressing and care taken by Karen. Please pass on my thanks.

2023-11-01 23:14:14

Karen was thorough checking out which blood test was required as it didn't seem straightforward. Very pleasant and procedure was painless!

2023-11-02 09:59:59

Having a clinical pharmacist on the team is a massive help to your patients

2023-11-02 12:11:50

Because it was efficient and on time

2023-11-02 14:49:21

Based on my own experience

2023-11-02 20:01:13

Dr had made the appointment but seemed unsure as to why, wasn't sure who I was or what treatment I had had. She read my notes while we were on the phone & caught up. But the appointment it was brief, impersonal but did the job.

2023-11-02 21:07:32

Service second to none brill

2023-11-03 07:54:41

A useful, engaged conversation with a doctor clearly committed to be as helpful as possible. Thank you.

2023-11-03 09:46:16

I felt that I had wasted the GPs time, as my main concerns about my chronic fatigue, muscle and joint ache were not addressed. Equally I am still very concerned as to whether I have the onset of dementia.

2023-11-03 10:03:14

The receptionist was very helpful when I booked my appointment. The practice nurse very thorough with the care I needed.

2023-11-03 11:11:27

The doctor was brilliant very impressed with the diagnosis

2023-11-03 11:30:46

Prompt efficient service

2023-11-03 11:59:55

I was seen promptly and dealt with Professionally and kindly.

2023-11-03 14:53:59

On time, lovely welcome, well prepared and explained possible side effects.

2023-11-03 15:27:39

Efficient dialogue with my appointed GP who is familiar with my medical history.. Advice and agreed actions. Short of magical healing powers this for me is an excellent service.

2023-11-03 15:34:27

Caring and efficient treatment

2023-11-03 16:59:47

A great deal of patience which should have really been resolved at Cheltenham Hosp ?

2023-11-04 10:57:07

Waited 2 weeks for a telephone appointment

2023-11-04 11:55:32

Want to help myself when I need help

2023-11-04 13:46:05

Well organised and always a 'can do' attitude in order to offer help.

2023-11-04 15:51:06

Helpful session regarding my knee

2023-11-04 17:41:34

The nurse was her usual first class attention and very pleasant

2023-11-04 18:48:48

Although running late, she apologised more than once and the procedure was carried professionally.

2023-11-05 07:27:23

Plenty of time to talk , and a nice bedside manner.

2023-11-06 11:58:31

Very friendly and informative.

2023-11-06 17:21:48

Only 10 m8nute wait and as always got a very understanding appointment with my doctor

2023-11-06 20:47:59

This was a face to face appointment with the clinical pharmacist. He was very helpful and understanding. Excellent.

2023-11-07 08:39:51

On time and thorough review. Post treatment call was clear and informative with open discussion on next On time and thorough review. Post treatment call was clear and informative with open discussion on next steps. Thank you

2023-11-07 09:53:44

Appt was on time, Dr Degnan pleasant and professional .

2023-11-07 10:53:30

Sorry but the doctor is useless

2023-11-07 12:10:46

Excellent service from nurse Angela

2023-11-07 12:12:20

The nurse who did my smear test was so lovely, very quick and very friendly. In general I think all the staff at doctors goes above and beyond for our family and I am very grateful x

2023-11-07 19:00:30

My appointment was brought forward a day which suited me v well. Lovely nurse and all done swiftly and efficiently. Great great staff and practice

2023-11-08 09:37:26

Quick way of sorting out results

2023-11-08 10:39:06

Doctor was very pleasant and very thorough.

2023-11-08 11:14:45

Because I had telephone call with the pharmacy dept with tablet review and the gentle man was outstanding answered all my questions and changed what ever needed to be done and had impeccable manners so as for me the service they provide is outstanding im very very pleased withall the practice

2023-11-08 11:29:06

Always good service

2023-11-08 11:48:14

Friendly, informative and positive.

2023-11-08 12:14:31

Thought I was seeing my doctor

2023-11-08 12:20:51

GP listened well and agreed course of action. Follow up apt was available within 2 weeks.

2023-11-08 15:06:09

Very helpful when asked questions and made me feel reassuring

2023-11-08 15:19:45

Very supportive and helpful .

2023-11-08 15:20:26

DR Degnan is excellent. He provides top care and attention. THANK YOU SO MUCH.

2023-11-08 15:32:26

Doctor listened to us, what will add to say

2023-11-08 16:37:22

Easy visit

2023-11-08 16:51:06

Because the Doctor has been very kind to me and listened to all I said.

2023-11-08 17:25:52

Helpful and concise advise

2023-11-08 19:48:27

Sister Angela did a thorough check on me and feel happy with this.

2023-11-08 19:51:37

Was rushed but the nurse was lovely

2023-11-09 11:06:09

Doctor was friendly which I find very important.

2023-11-09 11:15:19

My GP is very pleasant and knows what she is doing

2023-11-09 12:31:25

Everyone very bright, efficient and very helpful and for giving Chipping Campden a surgery to be proud of Excellent and caring. Thank you to all at our Surgery.

2023-11-09 12:58:41 Happy
with visit

2023-11-09 14:38:01

Very helpful, very friendly and informative

2023-11-09 15:02:37

My GP has been incredibly supportive.

2023-11-09 22:17:37

My GP saw me on time was happy to listen and explain his opinions clearly and professionally. I felt at ease . He went out of his way to call me later on to let me know test results -which was much appreciated

2023-11-10 09:23:07

Was thorough and well explained

2023-11-10 09:57:59

Prompt efficient & friendly

2023-11-10 11:54:16

It was a very good experience and successful in treating my wound.

2023-11-10 12:03:21

Excellent resolving a problem caused by Cheltenham Hosp

2023-11-10 16:01:49 long wait time and had students so took a bit longer then hoped but overall it was fine

2023-11-11 09:26:23

All smooth and good service

2023-11-11 10:08:30

Informative and friendly

2023-11-11 10:28:22

The doctors, explained everything and kept me in the loop to what it may be

2023-11-11 12:44:50

Went in on time and nurse was lovely

2023-11-11 13:41:06

Excellent service as always

2023-11-11 15:36:23

It was identified by the sister that there had been an oversight in my treatment and brought it to my attention. The matter has been dealt with but it was her diligence that prevented something potentially serious. I'm very grateful and her manner is so light and gentle.

2023-11-11 16:05:21

Dr Degnam was really kind

2023-11-13 08:54:23

Service efficient delivery is good

2023-11-13 10:23:01 Thorough and excellent.

2023-11-13 19:58:06

Excellent care provided

2023-11-14 09:27:52

On time appointment, pleasant informative nurse

2023-11-14 11:48:24

Dr Villarreal has always been supportive and understanding

2023-11-14 12:40:25

Would have liked more time going into detail about my symptoms.

2023-11-14 15:03:17

Seen within 5 minutes of sitting down. Dr Degnan was very emphatic and suggested a good course of action

2023-11-14 15:18:30

Phoned, was called back by GP and was given an appointment on the same day. So was easy and stress free.

2023-11-14 18:17:36

So friendly and always very helpful

2023-11-14 18:24:38

Lovely, friendly, caring throughout

2023-11-14 19:04:09

All my worries were well explained. An excellent Doctor.

2023-11-15 09:19:31

I was seen within 24 hours, Dr Khan was very professional and took her time to diagnose and prescribe. I was seen on time and all the staff were pleasant

2023-11-15 09:36:56

I saw the clinical pharmacist for the first time yesterday. He was extremely knowledgeable about my medication. I discussed with him the various problems I have with some of my tablets and he made some useful recommendations which I will try. This facility is a very good addition to the Surgery.

2023-11-15 10:03:14

We have the best surgery in England very friendly and cant do enough to help.

2023-11-15 11:10:22

The nurse i saw was very helpful and friendly. Sadly my ear is still not right.

2023-11-15 11:43:20

Very helpful and informative

2023-11-15 12:35:13

Dr Khan was very thorough in assessing the problem and did not rush.

2023-11-15 13:27:58

Excellent all round,both the appointment with Dr Zamir & help from Dawn in the pharmacy.

2023-11-15 14:35:55

Organised, up to speed with my medications, empathetic, good plan.

2023-11-15 15:14:31

It was a relief to speak to a doctor re my problem rather than just the receptionist

2023-11-15 16:03:01

I was seen promptly and Dr Zamir was very helpful as usual

2023-11-15 17:17:44

Telephone appointment on time. Strait forward response to my query.

2023-11-15 18:01:08

I had a problem and Doctor saw me urgently.. he has arranged a series of tests.. very grateful.

2023-11-15 18:22:54

Didn't have to wait long for an appointment, appointment was on time and my GP was very helpful. Pharmacist was also extremely helpful.

2023-11-15 19:03:58

Punctual, affable and professional .

2023-11-15 19:16:52

Quick appointment for a serious issue which I really appreciated and helpful advice.

2023-11-16 08:50:40

Excellent Diabetic Nurse attention twice a year. Good administration.

2023-11-16 11:35:49

Gave me a good explanation as a way forward

2023-11-16 11:40:46

Would have been better to meet doctors in person.

2023-11-16 15:44:06

Excellent appointment with very skilled and always kind nurse! Came away feeling better and with a plan

2023-11-16 16:58:43

The doctor tried several times to make contact as I was out of signal for a telephone appointment. The doctor listened to me and allowed me time to explain. I really like the flexibility of having a telephone or a phone appointment for non emergency medical reasons

2023-11-16 18:16:52

Really helpful advice and super convenient not having to go into the surgery. Thanks so much.

2023-11-16 21:55:22

Went in on time. Doctor took time to listen to everything I said

2023-11-17 11:47:27

Very helpful and efficient.

2023-11-17 14:09:25

The doctor was extremely thorough, taking time to consider my list of questions. I'm only not giving too marks as the appointment was a little late.

2023-11-18 11:56:34

Always very kind and efficient

2023-11-18 16:03:18

Full investigation notes taken

2023-11-19 07:59:25

I felt both the receptionist and the doctor I spoke to were both clear, concise and helpful with their communication. They both gave me time to explain my reasons for my calling the surgery and were compassionate. Thank you

2023-11-20 16:00:52

Full discussion and clear outcome

2023-11-20 19:49:40

I didn't get to my appointment because I wasn't well enough thanks for noticing

2023-11-21 04:09:44

Kevin was helpful & listened. To my queries

2023-11-21 11:01:44

Very short wait, efficient emphatic service

2023-11-21 11:16:58

Nurse was very good and thorough

2023-11-21 15:17:01

On time and very helpful

2023-11-21 15:57:31 all good but unable to get appointment for future treatment

2023-11-21 16:20:25

Very thorough examination. Good follow up and made me feel reassured .

2023-11-22 09:49:02

Positive and efficient

2023-11-22 10:00:07

Prompt good communication from nurse

2023-11-22 10:39:41

Prompt,efficient,informative,relaxed and friendly.

2023-11-22 10:50:07

The doctor was so kind, listened to everything I said and tried to help me as best as She could.

2023-11-22 12:48:03

Friendly and helpful

2023-11-22 14:33:52

Dr Horricks was brilliant extremely caring with an excellent understanding of my ailment

2023-11-22 15:45:56

Dr horricks is amazing and extremely professional and caring and all the nursing staff have done there very best over the last 2 days to help meet

2023-11-22 16:33:31

Because they are all absolute stars

2023-11-22 18:44:38

I have never had anything other than excellent service at this surgery. My named GP (MD) is the most helpful and supportive GP that I can remember having. First rate all round.

2023-11-23 09:52:26

Nurse Lindsey diabetic review was extremely efficient. Excellent

2023-11-23 10:01:57

Nurse Lindley is an excellent nurse, she makes the time to discuss issues with the patient and offers the relevant support. We are lucky to have her at the surgery.

2023-11-23 10:19:08

Because both Doctor and nurse was very helpful with both appointments

2023-11-23 13:00:58

Nurse very patient with me and the equipment.

2023-11-23 13:08:40

Dr hodgkins is an excellent doctor who is a caring professional and very thorough with her diagnosis

2023-11-23 16:35:45

The Doctor addressed all the issues efficiently

2023-11-23 17:31:28

Very impressed with the attention I have had this week from both sister Linney and Dr. Villarreal. Many thanks to both.

2023-11-23 20:58:42

Very thoughtful and informative, time window very wide.

2023-11-23 21:07:33

Telephone appointment nurse was so thorough , gave time didn't feel rushed and felt listened too

2023-11-23 21:39:25

The nurse was very friendly and was very helpful .Problems solved straight away .

2023-11-24 09:39:47

Was rushed and therefore I had to go back in later in the day to have it redone.

2023-11-24 10:18:01

Kind and efficient with good advice.

2023-11-24 10:39:17

Very caring and understanding.

2023-11-24 11:02:45

Provided the service that I required

2023-11-24 13:38:19

Karen is always very friendly and considerate

2023-11-24 20:09:27

Excellent attention given by doctor. Thank you

2023-11-25 10:23:13

Practice professional and efficient

2023-11-25 10:30:08

Friendly, helpful reception staff managed a face to face appointment at short notice. 2 medical students were very good and very thorough. Great service

2023-11-25 16:47:00

Always friendly and efficient

2023-11-25 18:50:29

Appointment was prompt and staff friendly.

2023-11-25 19:19:47

Dr Villareal is super

2023-11-26 11:38:31

The nurse was professional but friendly and went beyond the purpose for which I was visiting

2023-11-28 08:57:55

Nurse friendly and professional.

2023-11-28 11:33:04

Because I was in and out very quickly, and nice to see my doctor for the first time

2023-11-28 13:45:35

Exceptional caring and friendly care.

2023-11-28 16:32:07 the lady i spoke to was very patient,
kind and polite

2023-11-28 19:41:51

Phone call on time, efficiently handled

2023-11-29 09:25:04

Asked all the necessary questions in a friendly but professional manner. I am always impressed by the service I receive from all the staff I come into contact with.
service I receive from all the staff I come into contact with.

2023-11-29 09:48:36

Always friendly, cheerful and helpful

2023-11-29 09:58:06

Prompt Efficient Charming

2023-11-29 09:59:31

Dr Zamir listened carefully and was reassuring

2023-11-29 10:42:47

Angela was lovely and was called in ahead of appointment time.

2023-11-29 10:46:09

Always friendly & efficient

2023-11-29 10:54:04

Please refer to my previous feedback after I had seen the same nurse for treatment

2023-11-29 15:06:36

Nurse friendly and reassuring

2023-11-29 15:18:55

Polite and understanding.

2023-11-29 15:44:45

Very clear and helpful with advice

2023-11-30 09:40:10

The appointment was thorough and the doctor followed up on the topics discussed. The appointments were running a bit late, otherwise very good !

2023-11-30 11:14:52

I was seen quickly and efficiently by Karen the Practice Nurse, who took my blood easily without causing me discomfort.

2023-11-30 12:12:29

Friendly and attentive. Thanks!

2023-11-30 16:14:04 The
nurse was lovely.

2023-11-30 16:23:23

Very prompt action by my GP.. hospital appointment confirmed in less than 24 hours.

2023-11-30 18:36:22

Very Helpful Dr but very limited availability of the most useful tests (why is TSH still considered valid?) Many other thyroid tests which are far more important are being omitted hence this limits the amount of help which Dr's can offer. Esp with thyroid & adrenal tests. Huge numbers of people are misdiagnosed, or told they are fine due to limited helpful tests. This needs to be seriously addressed. When are the NHS going to address all patients health issues.?