

# NHS Friends and Family Test 2023

June 2024

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

Free text question. There were 177 responses:

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2024-06-01 08:28:43

The medical staff always treat me with respect and dignity. They listen to what I say and they discuss options for treatment

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2024-06-01 09:07:40

It was clear and comprehensive

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2024-06-01 10:23:34

Clear information given by Dr and always helpful with quick response to my wife's needs Thank you

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2024-06-01 11:30:09

Unavoidably very late but OK dressing

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2024-06-01 14:32:30

Dr Rebecca Zamir is a very good GP... listens and explains well.

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2024-06-01 14:47:19

She was very thorough and very caring.

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2024-06-01 15:33:38

I had a phone call off Stella, which I found very helpful and she was very kind. No problems.

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2024-06-01 15:34:04

The nurse who dealt with me was unfortunately very stressed as she had a previous patient have a go at her .

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2024-06-01 16:09:10

Very interested and caring team

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2024-06-03 19:12:32

Once I managed to get through this morning, I asked for a telephone triage for myself, she's since I've had to do this. Told I would then be given a call. I then requested a call back for a 20 month old, immediately told that was NOT possible !! As you can only apparently request for one person !!! I then stated I'd take a call for infant. I was asked to call back for myself next day !! In all my years working in the NHS I would never of said that to a patient. I asked which nurse would be calling..... A nurse Practitioner... that's fine could I please have the name...I did not want to speak to nurse who phoned my husband last week !!! I was ten eventually told it would be Corrine, thank goodness !!! She had dealt with the 20 month old last Thursday , going above & beyond !!! I received a call from Corrine who was brilliant, she had actually followed up the history of 20 month old, researching more into ...where do we go from here.....an extra inhaler to be introduced... I then mentioned my call from the morning, that I wasn't happy how I was spoken to.....she then

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spent time looking for my email with photograph I had supplied....immediately she could see I needed treatment..... ) weeks post surgery, I had red, hot swollen knee with tracking. Plus a swollen sore possible saliva gland. She immediately issued the appropriate treatment. If I had waited till next day with a infection with tracking, I could easily of had, sepsis, DVT... so my hat today goes off to Corrine, she has also promised to phone later in the week. Not very often do I request an appointment for self ! then went onto request

2024-06-04 10:33:38

Didn't have to wait too long in the waiting room. I fully understood everything. A successful visit.

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2024-06-04 10:52:00

Always so kind and helpful

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2024-06-04 11:47:47

Very good and friendly nurse. Blood taken and no pain!

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2024-06-04 13:04:17

Enthusiastic doctor who answer all my questions and offered valuable suggestions.

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2024-06-04 13:08:17

Helpful and considered care. Thank you.

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2024-06-04 13:30:35

All through the appointment with Corrine I felt at ease with my questions and the answers she gave me , I left feeling that things were moving forward and I would soon get the results of the tests she suggested.10 out of 10.

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2024-06-04 14:10:43

Open, warm and friendly throughout the appointment.

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2024-06-04 14:14:43

Efficient helpful and I am delighted with my good fortune as a patient at this surgery

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2024-06-04 18:15:21

Friendly, efficient on time

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2024-06-04 22:09:50

Friendly and efficient

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2024-06-05 07:26:51

Hit the vein on the first attempt which is super rare

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2024-06-05 08:54:06

Clear questions asked, and explanations given, very kind , consideration given to my personal needs , problems.

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2024-06-05 09:19:40

Detail and follow up

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2024-06-05 10:53:23

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Excellent feedback from the telephone conversation with Kevin.

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2024-06-05 11:00:34

I am very nervous with blood tests and the nurse was exceptional

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2024-06-05 11:10:20 Dealt  
with effectively.

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2024-06-05 14:54:23

Competent and pleasant

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2024-06-05 15:30:08

Blood tests - I arrived on time and was seen on time - nurse very pleasant ....thank you

2024-06-05 16:11:30

On time, thorough, good advice.

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2024-06-05 16:31:33

The doctor was nice

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2024-06-05 17:23:37

Clear instructions and kind manner

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2024-06-06 07:17:25

The people on reception were welcomeing and helpful. I saw the doctor within 5 minutes of my appointment time . The dispensary staff member was also cheerful and helpful.

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2024-06-06 08:18:08

Very knowledgeable and kind doctor

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2024-06-06 08:19:52

Excellent service

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2024-06-06 09:20:34

The Diabetic review was very helpful

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2024-06-06 10:49:28

I found the conversation very informative and helpful and I was treated with great respect and felt fully included in any decision making. My views, and possibly "irrelevant" details, were listened to with great patience and I found the whole experience of great benefit. Thank you.

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2024-06-06 10:53:18

Spoke to nurse practitioner within an hr of calling for appointment. She sorted out prescription increase and plan for next three weeks. Reception staff were as always helpful and friendly.

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2024-06-06 11:14:21

Because as usual Dr Hodgkin listened and was helpful.

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2024-06-06 14:08:09

Blood test nurse very nice, warm personality and nicely efficient. Also, very nice and helpful at reception.

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2024-06-06 15:08:09

Lovely nurse and went in early for by appointment

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2024-06-06 15:14:41

Very good help from the nurses I saw

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2024-06-06 15:49:27

Nurse was very kind and reassuring

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2024-06-06 17:05:40

Very prompt phone call much appreciated

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2024-06-06 20:24:56

Dr Hodgkin was very reassuring and helpful during my consultation

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2024-06-06 20:25:50

The doctor took the time to look into my medication

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2024-06-07 08:17:12

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Efficient and welcoming

2024-06-07 08:42:03

The Doctor I spoke to was knowledgeable about my condition and organised a further appointment for me

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2024-06-07 11:07:23

Expert and helpful phone consultation with clinical pharmacist

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2024-06-07 11:12:33

Regular nurse appointment. Kept to time. Friendly and professional.

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2024-06-07 12:44:53

Appointments kept and prompt staff efficient staff

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2024-06-07 14:19:58

Appointment was a few minutes late but everything else great.

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2024-06-07 14:22:15

I went in a couple of minutes before the actually appointment time and was looked after quickly, politely, and efficiently.

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2024-06-07 14:27:06

Excellent service always

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2024-06-07 14:54:30

Friendly helpful reception staff and patient, informative GP

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2024-06-07 15:16:16

I am always on time but I had to wait 25 mins.5 mins in with Dr and now on another waiting list.

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2024-06-07 16:42:28 Just  
a bit late

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2024-06-08 08:18:24

Waited 40 mins for appointment then had to leave. I will need to reschedule. Reception staff were very helpful.

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2024-06-08 08:59:49

Friendly and always helpful

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2024-06-08 09:34:00

Very helpful advice

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2024-06-08 09:36:42

Very helpful advice

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2024-06-08 10:33:24

Dr was aware of the background but it was given him a status update of my treatment and last chemo

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2024-06-08 11:19:13

Competent and pleasant

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2024-06-08 11:22:22

Quick professional and fully explained

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2024-06-08 16:19:23

On time appointment. Care and attention throughout. Always cheerful.

On time appointment. Care and attention throughout. Always cheerful.

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2024-06-08 19:04:02

It was only a blood test

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2024-06-09 07:01:04

My phone rang once and dropped out. I called the surgery immediately back and had to wait for them to answer. On answering I explained the situation and they contacted the doctor but believed he was then with another patient. They said the doctor would ring me back after finishing with the other patient. I'm still waiting!

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2024-06-09 08:52:22

Appointment on time and conducted professionally and relaxed

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2024-06-09 10:57:34

Very clear and helpful

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2024-06-09 15:17:10

Staff good, prompt and professional

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2024-06-10 08:24:06

Notified on a timely basis & appointment was on time for blood test

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2024-06-11 09:57:15

On time, knowledgeable and professional.

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2024-06-11 10:34:54 On  
time

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2024-06-11 11:15:30

Always a nice experience going to campden surgery, everyone very friendly, never seem to be kept waiting very long, they should all be proud of their amazing work.

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2024-06-11 12:07:13

It was my first visit to the surgery, and whilst my appointment was late, the Dr apologised and provided an excellent review of my symptoms and follow up tests. I was really impressed with the quality of my consultation! Thank you!

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2024-06-11 13:45:01

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Good follow up but long wait to be seen after appointment time.

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2024-06-11 15:19:18

They are all very nice & helpful

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2024-06-11 15:35:28 All

good

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2024-06-11 15:36:47

Very good

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2024-06-11 15:47:32

So helpful and really put my mind at rest Couldn't have done more

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2024-06-11 16:15:43

Just got my appointment through at Cotswold hospital for in two weeks time - Thankyou so much

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2024-06-12 08:07:02

Phone call came at the allotted time and I felt I was listened too.

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2024-06-12 08:38:11

I was given good information and referral

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2024-06-12 08:49:05

Dealt with Sally who was friendly and helpful

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2024-06-12 09:35:09

Excellent service from Practitioner

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2024-06-12 10:18:07

Listened and very supportive

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2024-06-12 10:28:16

Very efficient service from the nurses when having blood taken, very professional , friendly atmosphere , puts patient at ease right from the start.

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2024-06-12 11:03:05

There awesome.

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2024-06-12 11:21:15

Very helpful

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2024-06-13 09:23:00

Quick, efficient, friendly

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2024-06-13 09:33:28

Quick and efficient

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2024-06-13 10:56:49

I went in with very little delay for my appointment and was treated quickly and efficiently and felt that all my concerns were fully addressed.

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2024-06-13 10:58:49

As with my earlier appointment the same day, I felt well looked after and had all my questions fully answered. It is an excellent surgery where one feels everyone cares about the patient.

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2024-06-13 11:25:19

Thorough review and informative about my health

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2024-06-13 11:47:18

When I booked my blood test I asked for both a PSA and Glucose test. A Glucose test was requested by the surgery while I was in Moreton Hospital. Moreton said the test would be carried out by my surgery. I thought I had booked for this as above. I was very disappointed when the Plebotanist said she could not take a Glucose test as it had not been authorised.

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2024-06-13 13:35:24

All the issues I raised were dealt with straight away.

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2024-06-14 09:22:38

I find all staff extremely helpful, taking the time to listen

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2024-06-14 09:47:16

Nice polite conversation and understandings my needs

2024-06-14 10:20:29

I've been seeing the Practice nursing team for a few weeks and they have all been extremely pleasant, gentle, kind and efficient. Thank you.

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2024-06-14 10:23:19

Super swift appointment and nurse Carolyn was super efficient and very pleasant and cheery.

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2024-06-14 11:29:41

Very clear and helpful

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2024-06-14 13:14:35

On time , very efficient

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2024-06-14 13:31:10

Excellent experience this time want to write more via my iPad but how? To

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2024-06-14 14:47:30

Pretty prompt timing & extremely friendly, thoughtful & considerate attention - thank you....!!

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2024-06-14 14:59:13

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Very helpful an careing lovely nurse

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2024-06-17 10:12:49

Dr was I'll prepared for the consultation that I had been invited to to discuss test results. I mentioned feeling unwell and had done so for some time and was experiencing periodic incontinence. He suggested I take up swimming!! I didn't feel listened to and I left the consultation having felt as though it had been a pointless and disrespectful experience. I always complete these surveys - fortunately this is the first negative one I've felt the need to submit. Hopefully a bad day at the office for this Dr. I've not met him before and won't be in a rush to see him again.

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2024-06-17 10:37:45

The lovely Nurse phoned on time & was so helpful & caring & I was put on a positive course of action ... thank you

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2024-06-18 08:22:44

Always helpful and take the time to explain things

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2024-06-18 08:33:56

Helpful advice. Thorough approach

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2024-06-18 09:24:39

Very short waiting time, blood test painless and efficient.

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2024-06-18 11:31:50

Very friendly, smiley and accommodating receptionist and nurse. Thank you x

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2024-06-18 13:19:09

Very friendly and thoroughly professional

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2024-06-18 14:09:24

I can't fault anyone or anything about the service offered.

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2024-06-18 14:46:56

The doctor listened to my comments and alleviated my concerns.

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2024-06-18 16:00:53

Efficient and friendly

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2024-06-19 08:58:10

I was listened to and given time. Also some follow up advice.

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2024-06-19 09:17:56

Angela was careful and efficient

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2024-06-19 10:17:56

They are always nice & helpful

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2024-06-19 10:47:44

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I felt the doctor really listened to me and understood my feelings, this made me feel comfortable and happy with my treatment plan.

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2024-06-19 11:04:57

Phlebotomist very helpful in getting blood results to Warwick hospital.

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2024-06-19 11:20:22

GP telephone call, blood test and results back all on the same day

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2024-06-19 15:05:55

The nurse listened to me and helped me come to a conclusion as to what should be done next to help me.

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2024-06-20 08:32:14

Appointment on time and nurse friendly and efficient. Pharmacy team friendly and helpful, as always.

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2024-06-20 10:12:13

Seen on time by an efficient staff member

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2024-06-20 11:59:22

I was treated well with a follow up appointment to be arranged.

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2024-06-20 13:02:30

Arranged for a telephone conversation with a doctor and he called at the pre-arranged time set. It was then easy to get an appointment for a blood test in advance and reminder texts were sent for both.

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2024-06-20 15:10:24

Seen on time about nurse (Sally) was very approachable

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2024-06-20 15:25:24

I didn't wait long and the procedure was fine

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2024-06-20 15:29:51

The answer says it all in all truth.. neither good nor poor

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2024-06-21 08:35:45

I was 30 minutes after my allocated appt time - I understand this happens and I also felt the GP was disinterested.

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2024-06-21 09:44:50

Appointment was very efficient, so I was out very quickly.

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2024-06-21 11:33:31

Waiting first time ever 40mins

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2024-06-21 11:45:29

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Just good as its always busy, half hr late gounng in

2024-06-21 12:06:59

Appointment on time and very efficient

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2024-06-21 12:10:44

A friendly & helpful discussion with Nurse Corrine.

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2024-06-21 12:20:08

Very friendly reception staff

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2024-06-21 12:43:53

Short wait for appointment, doctor was interested. Efficient & personable staff o reception & on phone

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2024-06-21 12:56:12

Poorly carried out blood test has left my arm badly bruised with pronounced swelling in the same area, usually all previous blood tests have been good, but this must be the worst blood test I have ever undergone, certainly never had bruising or swelling like this before, so not impressed on this occasion.

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2024-06-21 14:28:41

Professional service, punctuality and a pleasant friendly attitude - Nurse drawing blood

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2024-06-21 14:31:09

Professional approach by Clinical Pharmacist. Excellent responses to script queries and arranged for blood tests for Thyroid levels.

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2024-06-24 11:06:33

It seemed quiet and there was one person ahead of me. I waited 40 minutes to be seen I fully understand that you are under pressure but a simple apology for the delay would have been appreciated.. I was in with the Dr for a couple of minutes and it didn't feel like a thorough check up so left feeling no more reassured. As I arrived the receptionist and a patient were clearly having a loud disagreement. All quite unsettling

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2024-06-24 13:33:17

Always able to reach dr if necessary Always listens and responds

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2024-06-25 07:50:21

Grateful for prompt and kind attention

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2024-06-25 08:17:12

Angela was on time, efficient, skilled, professional and interested in me as a patient. She encouraged correct procedure as in a follow up appt and was friendly. In her approach. I felt 'seen' and listened to.

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2024-06-25 09:01:27

I havent seen GP or know who my GP is now. 6 Week wait or see a GP. Nurse 4-5 weeks. Although text messages regular with reminders for blood tests.

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2024-06-25 09:05:16

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Very courteous and professional team

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2024-06-25 09:38:41

Nurse took the time to listen to me and did not make me feel rushed

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2024-06-25 10:53:22

Always very helpful, always respond to our needs.

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2024-06-25 12:15:28

Always is

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2024-06-25 14:19:59

All queries and matters answered thoroughly and issues dealt with in a holistic and reassuring way inspiring confidence

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2024-06-25 15:50:42

Very friendly and efficient

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2024-06-25 16:18:57

The nurse was, as usual, very kind and patient. I was made to feel very welcome.

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2024-06-26 08:22:44

Short and to the point. Impressive follow up for neproxen prescribed last week

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2024-06-26 08:39:17

Call on time and was very good answered all questions

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2024-06-26 09:15:21

Dr Thomas Fernadas went out of her way to listen, care and do everything she could to support me.

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2024-06-26 09:16:33 My  
true sentiment

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2024-06-26 12:24:32

Angela is a very pleasant , caring nurse. No problems.

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2024-06-26 14:00:02

Found Corinne Beirne to be very bright ,efficient, knowledgeable and very personable, a good ambassador for our surgery. Lovely!

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2024-06-26 14:16:59

The doctor explained everything

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2024-06-26 15:13:37

Pretty thorough into helping me, and sorting some things out.

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2024-06-26 15:40:15

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Nurse was very good

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2024-06-26 15:57:37

Nurse practitioner was excellent

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2024-06-27 08:15:31

Very polite, organised and caring.

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2024-06-27 09:34:40

Professional as always, genuinely listened to.

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2024-06-27 09:47:44

Appointment within a few days. The pharmacist I saw was very friendly and helpful

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2024-06-27 10:04:15

I messed up my diary and reception were most helpful in reinstating. Road closure caused me to be a little late and everyone acted with good grace. Helped with the blood pressure reading methinks.!

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2024-06-27 10:24:23

Service from the staff is great but I waited 30 mins for my appointment. Then the X-ray department didn't have full details of the scans and other parts I asked to be checked

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2024-06-27 10:41:11

Very understandable and no rushing

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2024-06-27 11:32:54

Exceptional nurse! Friendly and efficient

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2024-06-27 15:41:22

Nice friendly & supportive practice nurse

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2024-06-28 09:19:44

Great Dr but long wait for appt

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2024-06-28 09:52:05 On  
time

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2024-06-28 09:52:51

As always. I find everything very organised

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2024-06-28 10:31:59

Friendly service

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2024-06-28 11:18:02

Pain free blood test. Friendly nurse.

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2024-06-28 12:47:40

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Caring, understanding, patience and knowledgeable.

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2024-06-28 13:39:26

Appointment on time, surgery clean, friendly and efficient staff.

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2024-06-28 14:16:34

Appointment was quick, very easy no fuss and all explained to me.