

# NHS Friends and Family Test 2023

July 2024

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

Free text question. There were 166 responses:

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2024-07-01 09:42:58

The appointment was punctual. Dr. Hodgkins was very thorough, easy to understand and, pleasant.

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2024-07-02 08:43:32

Always friendly and can most of the time can get an appointment.

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2024-07-02 08:43:39

Very easy to talk to.Gave you time.Listened.

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2024-07-02 09:23:17

Dr Willis, as always very professional, understanding and effective. Good advice given .

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2024-07-02 10:01:40

As always the caller was very nice and the conversation has helped me with my present health condition

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2024-07-02 10:07:15

The nurse giving the blood test was very able and took trouble to ensure that all test needs were covered.

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2024-07-02 11:08:04

Very good service and help

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2024-07-02 11:51:22

My appointment was on time and the lady who took my blood was friendly and efficient

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2024-07-02 11:59:11

The wait for the procedure was long but the nurse was excellent.

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2024-07-02 14:27:06

Very prompt in fact I was seen before my appointment time ! very efficient and friendly service

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2024-07-02 15:05:03

Great service from the nurse. Only rating this as good rather than very good because the appointment was 25 mins behind schedule.

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2024-07-02 15:34:57

The service is quick and helpful and all the staff are helpful and polite 0

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2024-07-03 08:21:27

The nurse was extremely supportive but politely firm and encouraging plus pointing out the severity of a potential condition

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2024-07-03 08:45:46

I had a few things to discuss with the Doctor and she was very thorough and detailed in the answers she gave me. She didn't rush me and I felt she gave me the time I needed to answer all her questions satisfactory .I felt like she was keen to find answers quickly to the problems in front of us.

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2024-07-03 10:14:43

Delighted with prompt help and advice

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2024-07-03 10:17:04

My appointment was for a blood sample. The nurse was on time, polite and very efficient and I was on my way home within a few minutes!

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2024-07-03 10:57:19

put at ease felt very thorough

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2024-07-03 11:49:59

The nurse was exceptional. She was kind, considerate, caring and listened. She showed concern & interest in me as a patient who had recently experienced some unexpected medical issues, which had caused great shock and trauma in my life. We need more people like this.

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2024-07-03 13:11:02

Excellent service as always

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2024-07-03 13:45:45

Helpful, friendly and efficient.

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2024-07-03 15:06:44

Efficient and polite

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2024-07-04 10:41:20

Prompt response

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2024-07-04 11:14:09

The nurse was very kind and reassuring and did an excellent job putting me at my ease.

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2024-07-04 11:53:57

Efficient and on time

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2024-07-04 12:09:37

Appointment on time

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2024-07-04 12:16:40

My nurse practitioner was kind, caring and very knowledgeable. There were options available for my next steps. These were explained in detail. Excellent patient care. Thank you.

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2024-07-04 14:21:29

Clear and precise information about the problems I have and the way we combat them.

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2024-07-04 16:15:22

Very helpful staff

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2024-07-05 09:51:07

Blood taken quickly and well

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2024-07-05 11:07:28

Perfunctory consultation, lacking in any interest medically or personally

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2024-07-05 11:37:06

Polite and friendly on the phone explained everything very well

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2024-07-05 12:51:29

Find I can have an on and off experience with doctors but I spoke to a new doctor (Dr Thomas Fernandez)

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and she was absolutely lovely !

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2024-07-05 13:41:45

Very friendly and thorough approach.

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2024-07-05 14:00:20

Quick efficient and super friendly

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2024-07-05 15:07:52

I think Dr Christie meant to be helpful but I'm not sure that the anti -spasms. Is the right medication I don't think I needed an antispasmodic. My issue was that I'm not sure that I'm desponding sufficiently to the antibiotics. Abdominal pain was quite severe plus vomiting. Pain bit easier today but it's Day 3 of. Antibiotics and I had expected to be a lot better. Am eating a bit better. But pain not good

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2024-07-05 15:09:57

Very helpful and professional as always

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2024-07-08 11:13:55

Called for my appointment on time & the health professional was pleasant, performed the medical process without too much discomfort and had time to listen to me.

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2024-07-08 13:50:48

Much better communication with reception Nurse treatment good as usual

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2024-07-09 08:23:12

I saw, for the first time, one of the nurse practitioners who was very helpful and reassuring and who is a great asset to the surgery.

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2024-07-09 14:41:36

Dr hodgkins was very understanding and extremely helpful.

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2024-07-09 14:46:57

Angela was super efficient and friendly

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2024-07-09 14:50:32

It was good?

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2024-07-09 15:05:38

Efficient

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2024-07-09 15:12:52

Very professional and friendly team , make going to the practice a real pleasure

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2024-07-09 15:27:11

Got an appointment within a reasonable time and didn't have to wait long at the surgery .

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2024-07-09 15:39:34

Both Sister Volpe and Dr Villarreal were extremely thorough and caring, and in arranging for me to go to Cheltenham General, ensured I received exceptional care and treatment which resulted in very good news on my health.

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2024-07-09 15:40:07

Always get good service

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2024-07-09 15:47:03

Doctors call all fine but had to chase prescription as pharmacist never received

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2024-07-09 16:01:51

ANP Corrine was incredibly helpful, knowledgeable and really supported me with great advice. I fully trusted her decision on managing my medical condition.

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2024-07-10 09:14:41

Blood needed taken unable to take any but only tried once did say it was fine to try again because I am not easy to get blood from. Told to make another appointment for the following week in the afternoon which would be better.

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2024-07-10 09:23:33

Very good help from Nurses

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2024-07-10 09:43:16

No problems taking my blood

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2024-07-10 09:43:16

No problems taking my blood

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2024-07-10 10:12:00

On time, very efficient

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2024-07-10 11:01:48

Very thorough and friendly

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2024-07-10 11:02:17

On time, good explanation of treatment, efficient

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2024-07-10 12:25:38

Dr Hodgkins was very professional & very good advice given .

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2024-07-10 12:45:28

The doctors have been very thorough in trying sort out my problems

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2024-07-10 14:05:08

Very informative pharmacist

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2024-07-11 08:54:49

Appointment was on time and done very efficiently.

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2024-07-11 09:17:01

Excellent care and consideration to all patients. All the team go above and beyond !

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2024-07-11 09:46:07

Prompt appointment and delightful nurse

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2024-07-11 11:09:32

Very good.

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2024-07-11 11:56:43

On time. To the point, and arranged further tests, without having to make multiple phone calls.

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2024-07-12 08:21:25

On time and very good appointment

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2024-07-12 08:28:18

Kevin, Clinical Pharmacist explained my blood test result in a way I could understand.

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2024-07-12 09:41:06

Good response from receptionist, and Dr was good but did have to wait over two weeks for appoint.

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2024-07-12 10:00:50

The practice and staff are always good!

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2024-07-12 10:03:45

I was seen on time and the nurse was very pleasant and efficient.

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2024-07-12 10:13:20

The nurse was understanding and helpful. Easy to talk to.

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2024-07-12 11:08:12

Kevin rang at the designated time and was most helpful and understanding

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2024-07-12 11:41:00

Very cheerful by nurse

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2024-07-12 13:13:14

Prompt friendly efficient

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2024-07-12 13:15:17

It was a review of my medication, not a doctor's telephone consultation, the pharmacist was very pleasant.

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2024-07-12 14:09:29

Quick appointment, efficient, given time

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2024-07-12 14:13:23

Sister Linney is very polite, puts you at ease and went out of her way to be accommodating, thank you v much.

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2024-07-15 09:43:11

Because I got the answers and information I needed from Hodgkin

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2024-07-15 10:15:25

Excellent service and appointment right on time

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2024-07-15 10:49:37

Doctor didn't seem to know why I had a telephone call. Didn't resolve my issue.

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2024-07-15 11:00:05

Grateful to be checked over after virus. Concerned I have had some arm, chest and neck pain after having blood pressure checked twice. Perhaps planned further checks should be delayed to give me time to recover further? Especially as virus limited by mobility for a while.

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2024-07-15 11:56:58

Very caring staff

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2024-07-15 12:21:28

Friendly and helpful appointment

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2024-07-15 12:35:59

The nurse quickly and officiantly took the blood and explained to me what each test was for

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2024-07-15 14:00:56

Medical care given excellent. Receptionist poor

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2024-07-15 15:17:38

Great experience on the day 5\* but appointment time of 2 weeks is too long so awarded good rather than very good

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2024-07-16 08:26:25

As always, prompt, professional and friendly

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2024-07-16 09:22:55

The Dr was extremely thorough in her assessment of my problem.

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2024-07-16 10:28:23

I had a worrying health concern and this gave rise to a timely visit to the doctor who then promptly initiated a course of action to to investigate the matter further.

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2024-07-16 12:22:27

Appointment was 25 mins late

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2024-07-16 12:38:18

Staff are caring and respectful

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2024-07-16 12:58:51

The nurse rang me on time

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2024-07-16 14:12:38

Nurse was amazing kind thoughtful

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2024-07-16 14:55:31

I was seen on time and received all the treatment I required.

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2024-07-16 15:28:22

I managed to get a cancellation, which was great.

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2024-07-17 07:52:12

On time

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2024-07-17 08:45:55

Sister Angela always pleasant and efficient. She listens to the patient.

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2024-07-17 09:19:18

Dr Thomas-Fernandez has been excellent in helping me to understand my health conditions and taking follow-up action to support me. She will be sorely missed!

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2024-07-17 11:25:31

Very caring an helpful doctor an nurses

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2024-07-17 14:39:59

As usual my Doctor listened thoroughly to me and tried to help me as much as possible.

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2024-07-17 15:13:37

Dr. Sammy is very professional. Also is very caring about her patience

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2024-07-18 07:49:29

I've not had a good experience with your office staff in a staggeringly long time. I'm only ever met with incompetence, rudeness and been made to feel like an inconvenience.

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2024-07-18 07:54:37

Only went for blood tests On time Efficient and friendly

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2024-07-18 08:30:49

Shingles booster with the nurse, who was absolutely lovely.

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2024-07-18 10:12:00

Seen on time. Superb medical staff.

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2024-07-18 10:34:13

Professional, prompt and courteous.

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2024-07-18 11:05:37

Very helpful good advice thank you.

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2024-07-18 14:10:45

Brilliant doctor supervising a medical student

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2024-07-18 15:11:24

I was seen very promptly and treated with kindness and respect

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2024-07-18 15:32:22

The nurse was very good and helpful and I really appreciate the time spent on me to get to the bottom of what is wrong with me.

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2024-07-19 07:52:12

Professionalism

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2024-07-19 10:29:42

The Phebotomist was efficient and competent.

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2024-07-19 11:11:23

Prompt, efficient and friendly

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2024-07-19 11:18:11

Solved all my problems with a professional and friendly consultation

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2024-07-19 14:24:05

The appointment was punctual and the doctor and student were helpful and pleasant

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2024-07-19 15:13:56

I was seen almost immediately and my blood test was done quickly and efficiently.

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2024-07-19 16:07:44

I received a quick appointment and the procedure was done in a most professional manner. Many thanks.

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2024-07-22 10:39:09

Seen on time and procedure was explained clearly. Very professional

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2024-07-22 11:06:27

The nurse was excellent and so was the pharmacy.

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2024-07-22 14:18:07

My blood test was on time & carried out in a very professional manner. Thank you...

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2024-07-22 15:28:22

Happy with the whole surgery, that is everyone at the surgery

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2024-07-23 08:43:49

On time, efficient, and friendly

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2024-07-23 10:32:03

Exceptional care and treatment from Dr Zamir

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2024-07-23 10:56:44

Blood tests done carefully & on time .

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2024-07-23 15:15:34

Dr Zamir was very helpful

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2024-07-23 16:12:35

Need to be offered more face to face appointments that should be available with in 2 weeks with a doctor that we want.

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2024-07-24 09:54:09

Prescribed statins as requested, but too much lecturing; drink, exercise, diet. All important but could have been done more efficiently with a follow up email

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2024-07-24 10:56:21

Appointment cancelled by surgery and rebook not available for several weeks

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2024-07-24 11:24:08

Prompt, thoughtful, professional and kind.

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2024-07-24 12:53:36

The nurse was extremely efficient and very helpful.

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2024-07-24 14:37:50

Timely appointment, more or less on time on the day, caring manner.

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2024-07-24 15:04:29

The nurse I saw was very professional and reassuring

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2024-07-25 08:42:18

Phoned on time. Interested to listen to my problem and very helpful response.

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2024-07-25 11:13:39

Despite the strain on GP practices ,efficient and polite care.

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2024-07-25 12:07:11

Appointment for was right on time and phlebotomist was very friendly.

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2024-07-25 12:57:51

My appointment was exactly on time. The Phlebotomist I saw (Carol) was fantastic. Would give her a gold star. Exceptional service.

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2024-07-25 14:02:09

They are on time and efficient

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2024-07-25 14:04:22

My Dr is absolutely lovely and so nice and helpful, she's very kind and caring and it really helps you feel comfortable

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2024-07-26 07:49:20

Unfortunately I came after many months waiting for treatment at the 'freezing clinic' to be told that the nitrogen tank was empty! So I hope this can be resolved in short order!

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2024-07-26 08:35:08

This is the first negative feedback I have given. My long awaited appointment for treatment was cancelled on the morning of the appointment because of faulty equipment . Sorry just not good enough.

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2024-07-26 08:49:19

Polite helpful courteous.

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2024-07-26 09:17:36

Attended the surgery for a blood test, and was very impressed with the very nice nurse and also how quickly I was seen, was a minute or two early for my appointment but was called as soon as I'd say down in the waiting room.

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2024-07-26 10:35:24

The nurse was very kind and efficient.

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2024-07-26 10:56:40

Very efficient and friendly

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2024-07-26 11:12:32

All very professional as you would expect all on time , lovely people

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2024-07-26 11:15:16

The lady who took my bloods was amazing. She helped me stay calm and was very caring and attentive. Thank you

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2024-07-26 11:50:28

It has become very difficult to see a doctor now. The sequence of events now is counter productive due to wasted time and involvement of numerous resources whereas one quick examination by a doctor would remedy my problem.

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2024-07-26 15:37:44

Prompt attention, thorough examination,

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2024-07-26 15:48:57

On time, polite

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2024-07-26 15:53:38

Pharmacist explained in detail to all questions asked

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2024-07-29 07:57:42

Easy to book appointments. Did not have to wait a long time in the waiting room to be seen.

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2024-07-29 11:48:44

Dr Fernandez took time to do the test and then explained all my test results and I left reassured.

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2024-07-30 09:07:49

I was seen quickly and my appointment was dealt with thoroughly and efficiently

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2024-07-30 10:05:47

Excellent service

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2024-07-30 10:17:57

Seen very quickly and after care superb. Gp is going to call and check on my progress in a few days time.

You can't ask for any more than that. Thank you.

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2024-07-30 15:21:44

As usual my GP gave excellent advice and went over and above what was necessary for a "good" experience. I cannot commend her highly enough except to say thank you for your wonderful service.

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2024-07-30 15:56:53

Everyone was efficient and helpful and the procedure was good.

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2024-07-31 08:35:02

Speedy responses with good patient service, new to the area and best gp surgery I've been to

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2024-07-31 08:42:07

The staff were friendly and relaxed. Nurse Linney has the patience of a saint! Thank you so much.

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2024-07-31 10:08:31

She was very caring and thorough

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2024-07-31 10:08:31

She was very caring and thorough

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2024-07-31 10:26:11

It would be nice to see a doctor

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2024-07-31 10:31:23

All staff friendly and professional

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2024-07-31 11:07:32

Thoughtful sensible advice

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2024-07-31 11:31:42

Very pleasant staff and Doctors . Just need more Doctors (full time preferably )to cover the number of patients registering and needing appointments . I do understand how difficult it is to recruit .

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2024-07-31 12:45:08

Had to wait 30mins.

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2024-07-31 14:12:51

On time excellent examination, no waiting

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