

# NHS Friends and Family Test 2023

September 2024

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

Free text question. There were 184 responses:

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2024-09-02 09:16:40

As always this surgery is "simply the best". Without exception everyone is so helpful, kind and pleasant.

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2024-09-03 09:14:18

Punctual, efficient, friendly, professional.

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2024-09-03 13:58:05

On time and efficient

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2024-09-03 14:58:41

Appointment made by text , got to the sergery to find my appointment was not booked . When it's you guys that made the appointment, receptionist did not make any effort to see if a nurse could do it as it was only a two minute appointment.

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2024-09-03 15:01:37

Quick and efficient

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2024-09-03 20:06:47

Corrin was as usual very professional

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2024-09-04 09:38:20

Very informative and helpful conversation

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2024-09-04 09:42:04

Always a helpful conversation with this practioner

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2024-09-04 10:07:44

Prompt and to the point

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2024-09-04 11:16:47

Very good. Seen quickly and provided with advice on my injury

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2024-09-04 11:29:14

The advice and care provided was very thorough but we waited 30 minutes after our appt time to be seen.

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2024-09-04 11:33:40

The pharmacist was punctual and very thorough with going through my medication.

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2024-09-04 13:04:08

My questions were dealt with quickly and clearly to my total satisfacton

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2024-09-04 14:56:14

A very thorough and kind and friendly Sister who gave a good plan to move forward with.

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2024-09-04 16:20:12

The good doctor gave me time to go through all of my concerns.

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2024-09-05 08:04:49

The procedure was clearly explained and required paper work received

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2024-09-05 08:25:31

Very well organised Nurse

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2024-09-05 09:17:44

Most helpful and very professional.

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2024-09-05 09:22:26

Nurse was excellent . On time , cheerful & helpful .

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2024-09-05 09:23:42

I've always been able to speak to someone

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2024-09-05 10:30:16

The Pharmacist was very professional kind and helpful

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2024-09-05 11:14:50

I don't understand the point of the appointment on Wednesday 4th September. The one on 5th was excellent.

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2024-09-05 11:33:17 Punctual  
and efficient.

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2024-09-05 12:01:00 As  
expected

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2024-09-05 12:02:45 As  
expected

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2024-09-05 12:04:23

I was dealt with promptly.

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2024-09-05 13:07:44

An early appointment, thorough examination and course of action agreed

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2024-09-05 13:11:43

Good service provided

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2024-09-05 13:38:27 as always polite and efficient. Dr explained test  
results clearly.

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2024-09-05 15:46:05

Friendly staff and nurse was extremely helpful

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2024-09-06 09:51:47

I was treated with great care & respect.

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2024-09-06 10:35:02

Easy to make appointment. The person I saw was excellent- very efficient and great manner.

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2024-09-06 10:36:33

Very professional

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2024-09-06 10:53:39

Punctual service, although one understands if there are crises before one's appointment.

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2024-09-06 10:58:24

Did exactly what he said he would do

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2024-09-06 11:15:56

Catherine Conway was professional, warm, friendly and efficient

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2024-09-06 11:31:39

The nurse made me feel relaxed. She was very polite and caring.

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2024-09-06 11:35:40

Corinne made me feel relaxed. She is very kind and caring.

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2024-09-06 12:17:00

Excellent I had a prompt consultation. My problem was dealt with efficiently. The nurse practitioner both friendly and professional.

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2024-09-06 12:49:11

The phlebotomist always on time and friendly. Blood test painless.

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2024-09-06 13:58:46

Couldn't get blood had to make a return appointment.

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2024-09-09 08:12:00

Friendly, helpful and efficient

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2024-09-09 08:23:14

Phlebotomist didn't have correct paperwork and had to seek help - seemed ill prepared.

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2024-09-09 09:50:06

A bit of a waste of time, could have been referred for x ray on first consultation. Also referred the wrong hand...

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2024-09-09 11:16:07

I called and asked for a blood test and was called back the following day and booked in for the day after, great service!! Nurse extremely friendly.

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2024-09-10 08:15:57

Friendly & efficient nurse

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2024-09-10 08:45:57

Service helpfulness second to none

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2024-09-10 09:16:42

Dr Zamir took the time to listen.

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2024-09-10 10:41:59

No rush and good communication with the doctor.

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2024-09-10 11:43:26

On time . Excellent job done .

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2024-09-10 14:08:58

Dr. Zamir was patient and understanding

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2024-09-10 14:20:49

Waited a month for them to tell me that I need to go on folic acid tablets for 4 months but waited a month to tell me this. Which I suffer from stress induced dissociative seizures and having to wait a month for this information that my folic acid levels were down caused me to have a month of no sleep and having these seizures a lot more due to stressing over blood results.

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2024-09-10 14:35:06

Professional and friendly. Listened and gave clear answers to my questions.

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2024-09-10 14:50:26

Very professional as always.

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2024-09-10 15:09:11

Most helpful.

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2024-09-11 08:47:26

Clear, friendly, informative

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2024-09-11 10:06:05

Everything was clearly explained to me. What I needed to do and how I was going to be monitored.

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2024-09-11 13:40:29

Very supportive professional approach

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2024-09-11 15:28:21

Rang as expected and very pleasant gentleman - Thankyou / Concise / Knowledgeable/ plan of action agreed agreed

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2024-09-12 08:49:37

Excellent. I am very pleased with the service received from Dr Zamir, Sister Sally and Carol Gent. Thank you

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2024-09-12 09:01:39

Sister Linney was excellent . She is kind & considerate & does her job really well .

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2024-09-12 09:59:12

Nurse was very prompt and friendly made me feel at ease

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2024-09-12 10:31:31

Nice staff

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2024-09-12 10:35:06

Nurse explained reason for my visit.Possible Diabetic,need more tests

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2024-09-12 10:47:11

Carefully listened and a range of procedures suggested to diagnose problem. Excellent.

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2024-09-12 11:04:06

Short wait,very efficient and friendly pharmacist.

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2024-09-12 12:08:06

Was called when advised I would be! Caller was articulate he listened and discussed y issues with compassion

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2024-09-12 12:37:25

Call made on time. Very full discussion with all questions answered cofidentialy.

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2024-09-12 12:48:29

I saw the lovely Carol who was super nice and had the least painful blood test I have ever had!

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2024-09-12 14:48:18

The doctor told me what I expected and made suggestions

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2024-09-13 08:20:50

Excellent service

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2024-09-13 08:47:18

Despite forgetting to bring my urine sample I was still made to feel very welcome

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2024-09-13 09:25:33

Everyone I have dealt with has been most helpful. Friendly and informative

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2024-09-13 10:12:27

I was given good advice on how to manage my injury

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2024-09-13 10:50:18

All staff are polite and helpful

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2024-09-13 11:23:17

Prompt and efficient

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2024-09-13 11:33:01

I am grateful to have a face to face appointment which was not rushed and left me feeling reassured and with a clear plan.

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2024-09-13 11:33:10

Spoke to the GP ref a potentially serious problem. Checked out by the senior practice nurse later that morning.

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2024-09-13 12:25:01

Thorough discussion of medication and pros and cons of alternatives.

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2024-09-13 12:31:06

Very efficient caring service

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2024-09-13 13:00:50 First  
class as usual.

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2024-09-13 13:10:29

Good service

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2024-09-13 13:18:34

This practice provides excellent care for its patients. I was recently diagnosed with breast cancer and following my operation and recovery my doctor, Nikki Hodgkins arranged a telephone appointment to check on my general health. Such kindness and care. Over the 7 years we have been patients we have received excellent, professional and prompt care. We simply cannot praise them enough.

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2024-09-13 13:30:45

I saw two nurses on my visit and both were helpful polite and spot on time very good service and as were all the staff

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2024-09-13 14:20:20

Appointment was on time. The Nurse giving the injection was friendly courteous and informative.

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2024-09-13 14:20:27

Because it was.

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2024-09-13 15:00:25

A quick, efficient, and friendly service. A clear explanation of the background and reason for the jab.

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2024-09-17 08:54:41

Helpful on booking the appointment, very good with children, naturally put at ease.

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2024-09-17 09:10:04

Professional and friendly as always

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2024-09-17 09:36:41

First class service as usual,seen on time.

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2024-09-17 10:41:01

Corrine was so lovely and checked my daughter thoroughly over and was so good with her. My 10 year old daughter came away from her appointment and said how lovely she was also!

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2024-09-17 11:57:19

Because of Carol's expertise and swiftness in taking my blood sample and the appointment was easily on time.

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2024-09-17 13:13:04

Because they were very helpful.

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2024-09-17 13:27:55

Professional, prompt and courteous.

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2024-09-17 13:36:47

Nurse was very professional and efficient.

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2024-09-17 14:52:16

Nurse Tracey Linney was on time & was pleasant & caring .

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2024-09-17 15:23:36

Called in for an appointment that I had no clue what it was about .. to be asked about a diagnosis I had in 2010. (vertigo) then to be asked how bad my learning difficulties were?! Of which I have none! Obviously someone's else's notes on mine .. useless

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2024-09-17 15:39:18

I am very pleased with Chipping Campden Durgety and all the staff. Thanks,

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2024-09-18 09:35:54

Great service

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2024-09-18 10:27:51

Very efficient

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2024-09-18 11:32:04

In and out for blood test inside 10 mins. Thx

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2024-09-18 12:38:19

Appointment on time .. very pleasant kind nurse.

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2024-09-18 13:20:43

Good service .

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2024-09-18 13:32:01

Excellent doctors surgery all doctors Nurses and reception have been outstanding to me and I thank you all for the outstanding surgery you all are many thanks

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2024-09-18 13:38:40

I've been seen on time and everything happening has been explained clearly to me and my input has been welcomed. Many thanks especially to the practice nurses they are professional and have been great with me, I won't name names but credit to the nursing team.

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2024-09-18 13:46:02

Great doctor

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2024-09-19 10:09:30

I am on the whole very satisfied with my surgery but like all others it's not the same as pre Covid and old faces don't seem to be around, maybe left or retired

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2024-09-19 10:36:29

Everything was perfect

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2024-09-19 11:12:08

Medically fine but over soft rapid speech by nurse and constant complaints that I need to wear my hearing aid made it less than pleasant

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2024-09-19 11:56:42

I was seen on time for a blood sample to be taken. The nurse was efficient and friendly.

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2024-09-19 12:44:06

Very helpful, listen and quick response from Dr Hodkins

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2024-09-19 13:21:23

Quick efficient no waiting

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2024-09-19 14:03:14

I didn't receive the expected phone call !

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2024-09-19 15:23:36

Very friendly and gives you the time to say how you feel properly

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2024-09-19 15:58:03

Always excellent service as usual.

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2024-09-20 09:05:39

Fast & efficient.

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2024-09-20 10:04:49 On  
time

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2024-09-20 10:18:44

The appointment phone call was on time. The discussion was friendly helpful & efficient.

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2024-09-20 12:23:25

Fast friendly professional service

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2024-09-20 13:26:31

Very thorough and detailed

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2024-09-20 13:28:22

Very thorough and detailed

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2024-09-20 14:05:25

Good advice given

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2024-09-20 14:09:52

Confusing & not understanding the doctor.

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2024-09-20 14:26:41

Am happy with all my appointments I have had recently. I struggle with how abrupt some receptionists are. When calling to book blood tests, to be met with "On who's authority?" gets your back up. I would prefer to be asked something a bit more polite to be honest!! I'm not sure which receptionist it is, but she always comes across very abrupt and very rude.

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2024-09-20 15:00:44

The nurse was friendly, explained everything clearly, was efficient and on time.

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2024-09-20 15:16:32

Because it was delivered on time with professionalism

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2024-09-20 15:22:00

Slick service

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2024-09-20 15:52:24

I was seen promptly and efficiently.

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2024-09-23 09:57:38

Took a long time to get an appointment but the appointment was helpful

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2024-09-24 08:17:57

Understood my health problem, offered in depth explanation and prescribed some medication

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2024-09-24 09:27:38

Prompt. Very informative and helpful.

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2024-09-24 10:05:12

Took a long time to get the appointment, but there were no issues during the appointment and it has been helpful

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2024-09-24 10:33:33

Easy to make appt. Appt on time and carried out test as requested. Staff all friendly, efficient and helpful

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2024-09-24 11:34:18

Prompt, courteous and professional

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2024-09-24 12:01:39

Dealt with my problem professionally and quickly. Always excellent service from this practice.

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2024-09-24 12:02:57

Excellent help

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2024-09-24 12:18:30

A detailed examination and also explanations when questions asked.

2024-09-24 13:33:25

My doctors surgery is excellent all doctors nurses and receptionist are all excellent and looked after me outstanding and I can not thank you all enough thank you all very much Yours Sincerely

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2024-09-24 14:18:00

I didn't have to wait and the appointment was straightforward, professional and to the point with good advice

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2024-09-24 14:50:02

Very efficient, put my mind at ease

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2024-09-24 15:06:35

Professional service was good

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2024-09-24 15:37:25

The Staff were very helpful but could not understand advice given by doctor

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2024-09-25 07:58:18

Lovely nurse who explained everything about the RVS vaccination she did for me.

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2024-09-25 08:13:02

Because as usual, he doesn't listen! He requested the appointment yet didn't even know why!!! Had no idea about my medical situation! Rude, uncommunicative, uninformed and a pointless appointment yet again.

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2024-09-25 08:53:59

Very swift referral to hospital

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2024-09-25 09:15:30

Routine blood test

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2024-09-25 09:29:34

I spoke with the Pharmacist who was very helpful.

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2024-09-25 09:47:13 Corrine

was excellent!

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2024-09-25 10:39:49

Tracy is very attentive and looks after me very well

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2024-09-25 11:29:55 Very

polite and helpful.

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2024-09-25 11:54:56

I had a quick call back and attended that morning to see the nurse practitioner. An excellent consultation.

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2024-09-25 12:18:49

The service i receive is always excellent.

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2024-09-25 13:19:11

The first thing the nurse said was she didn't have much time.. But a part from her being rushed, it went well.

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2024-09-25 14:25:56

Thorough, professional and caring.

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2024-09-25 14:47:30

Friendly and efficient

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2024-09-25 14:57:10

In on time and efficiently dealt with.

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2024-09-25 14:59:08

The nurse was prompt, explained clearly what the injection was for and it was delivered painlessly.

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2024-09-25 15:01:24

Always helpful & friendly

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2024-09-25 15:20:18

Routine blood test

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2024-09-25 15:51:27

I always find Karen quickly puts you at ease and is always cheerful.

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2024-09-25 16:23:38

Incomplete no results to date

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2024-09-26 07:45:30

Excellent, efficient and friendly service from all members of the team. Feel well looked after as a patient and not a number!

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2024-09-26 08:06:51

Prompt cheerfull service

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2024-09-26 08:09:04

Excellent consultation with Mr Kevin Gilbert who was attentive, understanding and very helpful.

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2024-09-26 08:49:09

Best advise given

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2024-09-26 10:34:44

Prompt Clear concise and friendly

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2024-09-26 10:44:50

Efficient and friendly

---

2024-09-26 11:23:06

Helpful

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2024-09-26 11:25:02

Excellent service friendly nurse who gave time to listen

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2024-09-26 11:51:46

Could do with refurbishing or a spruce up. Kevin the Pharmacist was excellent, very informative, engaging and extremely helpful.

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2024-09-26 13:13:16

Friendly and very efficient blood test.

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2024-09-26 14:35:07

Excellent on time service for my RSV vaccine.

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2024-09-26 14:38:05

Dr was very helpful. Professional and very easy to talk to. Left feeling positive.

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2024-09-26 15:08:24

The staff are well intended, but the rate of change among doctors is high, making it difficult to establish an easy relationship or (presumably) background knowledge of the patients

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2024-09-27 09:08:36

The GP mr coward was probably the best I've ever had! Very nice, welcoming and helped straight away!  
Look after him please

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2024-09-27 10:18:00

The call was at the time expected, very open and pleasant. However I had a prescription on order the week before, and it seems to have been reduced in terms of amount to bridge the gap to this discussion (I usually get 2 months worth of tablets and only got two weeks). I wasn't told about this and as each prescription is the same amount of money, it has cost me.

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2024-09-27 11:20:31

On time, efficient blood test.

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2024-09-27 11:32:36

Dr Coward who I have never seen before was very professional and also friendly

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2024-09-27 12:55:51

It was friendly, efficient and on my appointment was on time.

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2024-09-27 13:29:38

Sister Karen Gibson is everything an excellent nurse should be . She is delightful.

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2024-09-27 13:55:18

Professional but friendly

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2024-09-27 14:24:40

All questions & concerns clearly answered

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2024-09-27 14:34:49

Very understanding Supportive

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2024-09-30 16:10:37

Very speedy and efficient with friendly staff.