

NHS Friends and Family Test 2023

August 2024

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

Free text question. There were 142 responses:

2024-08-01 09:12:28

Nurse was very professional

2024-08-01 09:22:17

Excellent care

2024-08-01 10:23:35 Prompt
and efficient.

2024-08-01 11:15:30

Would have been nice to have been told about having an appointment made for me only found out by chance when I was looking online and when a reminder was sent to my phone.

2024-08-01 11:19:11

It was on time and efficient

2024-08-01 11:56:17

3 visits & only lady who did ecg was good. Phlebotomist hurt my arm & failed to get blood. I am moving surgeries as just moved to area and feel this isn't the right surgery for me.

2024-08-01 13:10:33

Clear explanation of problem and action necessary to resolve it . Good communication skills

2024-08-01 16:00:16

Lovely Tracy was so kind & explained everything

2024-08-02 08:34:30

I'm very pleased I chose to see Dr. Thomas at the start of my recent health query. Her investigation has been extremely thorough and informative. Always carefully explaining the science behind our findings. I'm sorry she is finishing her placement and would hope she is able to return as a fully qualified GP.

2024-08-02 08:42:03

Reassuring and efficient

2024-08-02 08:44:46

A perfect appointment in every way.

2024-08-02 10:21:39

Was lucky to get a cancellation and was able to speak to my GP following day.

2024-08-02 10:50:51

On this occasion I was invited to the surgery to discuss the results of a 24 hour ECH monitor but at the meeting the doctor had not received the information and I left. I was called a little later while walking home to say that the results had been found. An attempt was made to discuss the outcome at the side of the road but in my view this was wholly inadequate.

2024-08-02 11:05:13

Very helpfull

2024-08-02 12:53:02

Very helpfull

2024-08-02 14:06:27

Professional, prompt and courteous

2024-08-05 08:26:49

Good discussion referal made

2024-08-06 10:44:30

GP Didn't seem to know what the appointment was for but had a referral letter open on his computer with the details. Made it harder work than necessary. Provided a prescription for a child but the medication says not suitable for children.

2024-08-06 11:18:53

Very friendly and professional team

2024-08-06 12:40:00

Prompt service

2024-08-06 12:41:54

Dr was able to give me good advice and gave me reassurance that I was on the right track

2024-08-07 10:07:52

Very helpful advice and understanding too.

2024-08-07 12:06:14

Firstly, you don't sign the prescription, then fail to prescribe the needles required to she said medication. Not to worry though. Can't die from diabetes can you, or loose extremities or sight. Oh wait.

2024-08-07 13:49:30

Quick and easy great

2024-08-07 14:18:10

Dr Zamir was so positive and kind - and is working so hard to deal with my problems. She's brilliant

2024-08-07 16:03:39

Very helpful and supportive.

2024-08-08 07:52:06 All

good

2024-08-08 09:48:49

Took immediate action and listened to my concerns

2024-08-08 10:36:29

It is always a pleasure to see Dr Zamir

2024-08-08 11:34:17

E

2024-08-08 11:35:27

Seen quickly

2024-08-08 12:02:44

Satisfactory

2024-08-08 13:43:36

Although a fraction late, the nurse was very friendly, efficient and put me at ease before my 1st B12 injection.

2024-08-09 08:49:16

Check in easy. Waiting time minimal. Appt on time. Staff courteous and efficient.

2024-08-09 09:32:44

Felt at ease,very friendly and everything explained fully.

2024-08-09 09:36:53

The phlebotomist was very efficient and I suffered no bruising.

2024-08-09 09:37:59

On time. Painless taking bloods.

2024-08-09 10:17:37

Very short waiting time and convenient check in

2024-08-09 10:25:32

On time no problems taking blood

2024-08-09 11:41:02

This is about my husband, on his second lot of antibiotics for a urine infection his urine test was said to be normal, he is 3days into his second lot and is still suffering a lot of stomach and kidney pain, he will get in touch on Monday if still suffering.

2024-08-09 11:44:17

Efficient polite prompt and very professional. Absolutely great thank you.

2024-08-09 15:38:52

Very caring and helpfui

2024-08-09 15:39:34

2024-08-12 08:21:22

Always very helpful

2024-08-12 16:05:40

Very caring and professional

2024-08-12 16:06:31

Received first class treatment from Dr Zamir as always

2024-08-13 09:13:28

Excellent doctor

2024-08-13 09:33:38

Prompt and friendly staff

2024-08-13 10:16:57

The nurse taking my blood sample was very helpful in clarifying what was going to be tested from my samples.

2024-08-13 10:26:25

Help was there when I needed it

2024-08-13 11:09:29

Excellent care from sister Karen 10 out of ten.

2024-08-13 14:51:42

All my queries were answered to my satisfaction. Follow up tests were set up.

2024-08-13 15:20:09

Helpful and caring

2024-08-14 07:54:04

Very helpful reception staff and nurse taking blood recently excellent, but second appointment for blood test as not instructed to fast.

2024-08-14 08:02:24

The nurse practitioner was excellent.

2024-08-14 08:38:43 Job

well done

2024-08-14 09:04:41

Appointment on time, doctor Sharma was friendly,efficient and patient focused.

2024-08-14 10:34:36

It was a very helpful and informative conversation with the practice nurse.

2024-08-15 08:23:00

Quick prompt service

2024-08-15 09:30:37

It was to the point but the advice is yet to be proved.

2024-08-15 10:01:29

Lovely friendlt nurse. Seen in a timely manner.

2024-08-15 10:36:04

It's assumed everyone in the waiting room likes to listen to orchestral music!!...I can't think of anything worse!! I get that you don't want loud music thudding out but likewise that's not great sat listening to either!! Perhaps don't have a radio on or change the channel!! Also gp running late and no apologies?... if we're late to an appointment there's a massive investigation and sometimes your not seen!! This works both ways!

2024-08-15 10:36:19

Quick, efficient and friendly

2024-08-15 11:17:35

I was contacted and seen promptly by a nurse and doctor.

2024-08-15 11:29:11

Efficient and effective

2024-08-15 13:00:37

I would have ticked very good but for the delay in the waiting room to see the GP

2024-08-15 13:18:58

Receptionist helpful . Appointment on time , Phlebotomist very pleasant .

2024-08-15 14:54:25

They are really friendly and dr Zamia is outstanding

2024-08-15 15:17:19

Appointment on time efficiently dealt with

2024-08-16 08:12:06

On time efficient friendly and swift

2024-08-16 10:56:22

Very helpful, clear with advice and supportive

2024-08-16 11:03:42

Very efficient and friendly appointment.

2024-08-16 11:42:30

I had little time to wait for mr nurse appointment and was received in a friendly manner and blood was taken without any problems.

2024-08-16 14:36:44

Always good

2024-08-16 14:49:53

Dealt with professionally and with care.

2024-08-19 09:31:13

Always excellent

2024-08-19 10:28:02

Prompt reassuring most pleasant in fact ticks all the positive boxes Thank you so much

2024-08-20 08:51:57

Sister Angela Volpe is an exceptional nurse. She is skilled in her field of work, kind, courteous and considerate. A shining example of the surgery team.

2024-08-20 09:11:37

Friendly and good care. Blood test done, in and out quickly.

2024-08-20 09:14:33

On time . Efficient & friendly .

2024-08-20 11:56:22

The lady who took my blood was helpful and pleasant

2024-08-20 12:30:18

Quick, efficient and service with a smile!

2024-08-20 12:32:28

Efficient and engaging delivery of my 4th B12 injection! It's really nice when staff can find a couple of minutes to talk.

2024-08-20 12:48:03

I saw my own doctor who knows me well and has been a consistently good source of help and support over a long time now

2024-08-20 12:53:00

The nurse gave good advice and easy to talk too

2024-08-20 13:53:30

All staff efficient and pleasant

2024-08-20 14:02:15

Corinne was so pleasant and helpful. She listened attentively, gave advice, and suggested I booked an appointment with the physiotherapist which I did before leaving. Later in the day I received a text message from my doctor asking me to call to book an x-ray. Great service! The receptionist was also very pleasant.

2024-08-20 14:52:52

Appointment was on time

2024-08-21 08:15:10

Appointment for immunisation was cancelled on the morning as it was too close to 1st dose. But I was advised by reception staff at the time of booking that that was ok. So clearer guidelines for staff required.

2024-08-21 08:19:19

Doctor was very helpful arranged hospital appointment within 2 weeks

2024-08-21 09:18:18

Efficient, kindly. All that you could wish for in a surgery

2024-08-21 10:10:39

Karen was very friendly and efficient.

2024-08-21 10:45:52

Everyone from reception to doctor was kind and helpful

2024-08-21 10:54:39

Dr Zamir was very thorough and understanding with a good forward plan in place.

2024-08-21 13:36:14

Good results good and thorough advice from DiBetic nurse, very knowledgeable

2024-08-21 15:31:38

I was first told I couldn't get telephone appointment fully booked then had message to say I had an in person appointment in the surgery a week later ...a productive talk with the sister & good outcome thank you

2024-08-22 08:30:52

Kate is very efficient and engaging.

2024-08-22 08:32:26

Quick, efficient service. Clinical pharmacist was knowledgeable and had all my results ready.

2024-08-22 09:29:26

Doctor's cause heart attacks outcome due to not refereeing us to get heart scans after a faint, a stent would have prevented. Prevention is far cheaper than the cause. The nurses do very good service

2024-08-22 10:00:07

My consultation was efficient and helpful.

2024-08-22 12:07:12

On time, very pleasant experience and did what I expected.

2024-08-22 12:42:08

Dr Villareal gave me a steroin knee injection, worked a treat

2024-08-22 14:06:17

Dr Hodgkins is extremely patient focused and has helped me with an ongoing medical problem which she went over and above to help me with.

2024-08-22 14:09:34

I had a Prescription review with Kevin. He was very thorough and listened to me. Kevin helped me with trying to control my pain.

2024-08-23 08:48:57

Professional and friendly phlebotomist

2024-08-23 09:51:00

An efficient booking system, followed by a thorough consultation with all my questions answered. Really excellent.

2024-08-23 10:03:29

Excellent advice

2024-08-23 10:06:38

Blood test was excellent and 15 minutes earlier than my appointment and did not even feel needle going in very professional

2024-08-23 11:03:51

I find the practice friendly and very efficient

2024-08-23 12:46:26

Friendly , efficient and painless! Many thanks to Carol

2024-08-23 13:00:56

Clear concise and to the point. Helped to allay my fears and gave a positive method of how to improve.

2024-08-23 14:19:38

They could not have done any more for me since I fell and damaged my leg EXCELLENT SURGERY
Doctors nurses and receptionist all EXCELLENT thank you all so much for your help

2024-08-23 15:48:15

The service from Camden Surgery is ALWAYS good.

2024-08-23 16:04:46

Nurse Angela was wonderful & reassured me with all my questions.

2024-08-28 08:39:51

The appointment was very helpful and provided what I needed

2024-08-28 09:34:35

Nurse Gibson very gentle. Do not notice the injection at all.

2024-08-28 09:58:16

Very friendly.willing to listen.explained everything well.

2024-08-28 10:16:50

Saw the new young doctor who was very thorough and helpful but it took Gloucester hospital 24 hours to do the scan.

2024-08-28 11:01:43

Quick and timely appointment, even seen before allocated time slot.

2024-08-28 14:22:09

Dr Hodgkin was excellent . Explained everything & sorted out was to be done .

2024-08-29 07:58:01

Professional, courteous and friendly

2024-08-29 08:20:51

It was a quick and efficient procedure in a out in minutes with nurse practitioner particularly adept and friendly.

2024-08-29 09:11:30

The Pharmacist was a good listener and was interested in what I had to say.

2024-08-29 09:16:40

Everything was perfect

2024-08-29 09:32:51

Nurse prompt efficient painless and informative. Extremely caring and helpful receptionist as well.

2024-08-29 09:32:58

Did exactly what was needed. Out again very quickly, which suited me well.

2024-08-29 09:50:03

Easy to make appointment on phone ..Prompt and Friendly on the day for a regular nurse appointment

2024-08-29 09:53:29

The doctor listened as usual and tried to help me as much as She could.

2024-08-29 10:08:01

Quick and convenient chat about a routine consultation that didn't require any travelling.

2024-08-29 10:36:36

The nurse was very efficient with taking blood and the whole process was over very quickly.

2024-08-29 13:58:35

The doctor listened as usual and tried to help me as much as She could.

2024-08-29 14:55:51

On time. Efficient service with smiles.

2024-08-30 08:12:23

Appointment a few minutes late but blood taking was quick and painless

2024-08-30 08:17:34

Appointment was in response to a letter sent from another practitioner. It was organised very quickly and the nurse I saw was very friendly and great at taking blood.

2024-08-30 08:19:36

I had an appointment with the nurse for vaccinations after Stem Cell Transplant. She was so understanding and organised. Couldn't ask for me so thank you

2024-08-30 09:21:43

Prompt and painfree blood test

2024-08-30 10:07:06

Very friendly and extremely helpful.

2024-08-30 11:34:14

I had hardly sat in the waiting room for more than a few seconds when was called in - & out again 2 mins later.....,perfect treatment - THANK YOU

2024-08-30 11:39:37

I have always received the best treatment and care over the past 14 years. We are very fortunate to have this practice in Chipping Campden

2024-08-30 12:36:36

No long waiting. Saw nurse for blood draw. Polite, attentive very nice

2024-08-30 13:06:55

Thorough and comprehensive review of recent developments in my health. The Dr was really engaging and listened to my views.