

NHS Friends and Family Test 2023

November 2024

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

Free text question. There were 178 responses:

2024-11-01 09:56:08

Karen (the nurse) is always so cheerful and helpful, also very knowledgeable.

2024-11-01 10:02:26

Friendly. Helpful. Quick

2024-11-01 10:35:22

Friendly staff

2024-11-01 10:48:04

No waiting appointment on time pleasant member of staff

2024-11-01 11:45:26

I didn't see the doctor assigned as sadly she was running late. Nevertheless the trainee GP who saw me was efficient and courteous explaining what my problems were and prescribing what was required.

2024-11-01 13:38:56 Works

well as it should.

2024-11-01 14:25:22

Swift professional service

2024-11-01 14:59:49

Nurse is lovely and easy to get on with and explains information clearly

2024-11-01 15:34:37

Appointment given in good time on same day, when calling in early. Appointments on time. Very efficient and trusting consultation with Doctor, along with 2 Students. Prescription sent to pharmacy immediately and paperless. Thanks for such a good experience.

2024-11-01 16:03:20

No long wait for appointment. Seen promptly and excellent and very helpful information given.

2024-11-01 16:37:06

The staff are very good under pressure

2024-11-01 16:41:10 great

staff

2024-11-04 09:42:19

No long waiting time, quick efficient service and information

2024-11-04 11:01:01

Clinical pharmacist listened and gave good advice.

2024-11-04 13:23:01

Prompt services 2024-11-

05 09:08:49

The nurse who did my blood test yesterday was welcoming, gentle and efficient.

2024-11-05 10:23:17

A prompt, professional and friendly appointment

2024-11-05 10:52:39

Excellent advice given. Very helpful

2024-11-05 12:30:49

I was seen and examined efficiently.

2024-11-05 12:49:07

Blood test, well performed and on time.

2024-11-05 15:06:01

Kate is always friendly and puts you at ease regarding taking blood. A welcome addition to the practice.

2024-11-05 16:26:13

Clear and concise conversation re my medication. Kevin was most helpful.

2024-11-05 16:28:08

First time at surgery as I am a new patient. The Doctor was excellent and showed great empathy. The receptionist was also very helpful and confirmed a test appointment within an hour by text.

2024-11-06 09:01:43 Good

listener

2024-11-06 09:56:34

I had a very comprehensive check up with Sister Karen Gibson . She was very thorough and made me feel very much at ease with her friendly manner.

2024-11-06 10:05:35

'Phone call was on time and the information given by the Clinical Pharmacist was clear and concise.

2024-11-06 10:16:45

I was able to book my blood test on line with no problems. Appointment was on time, prompt and efficient as always.

2024-11-06 11:12:02

Because the nurse that I saw was very kind and showed interest in my problems. She gave me good advice and organised tests and appointments for me. This is why I think Camden Surgery generally is the tops. All the staff are kind, courteous and friendly.

2024-11-06 12:18:40

All doctors and nurse's specialy sister nurse Karen and all receptionist have been outstanding with their care for me I thank you so much Yours Sincerely

2024-11-06 13:12:15

Called exactly when expected the call (helpful as I was at work). Let me talk. Listened to me.

2024-11-06 15:56:08

Answered all my questions , forgot totell my psa test result

2024-11-06 16:53:16

Explained and answered our questions.

2024-11-07 09:21:25

Fast friendly and efficient

2024-11-07 09:53:00

Very friendly service made me feel at ease.

2024-11-07 10:04:11

Excellent service

2024-11-07 11:21:59

Efficient and helpful caring staff. Just joined practice and such a positive experience and contrast to previous practice. Being no5 in a telephone, the system enabled me to have a call back. Also appreciated the advice on how to email the practice. Definitely directs and supports navigation of the system. Email was answered extremely promptly. Thank you to the Team.

2024-11-07 11:41:35

Seen on time, lovely nurse, easy to book a follow-up appointment.

2024-11-07 11:54:46

Seen on time by the nurse

2024-11-07 13:08:24

We had a lovely nurse who was great with my daughter

2024-11-07 16:26:26

Competence of Practice Nurse and kindness and her understanding.

2024-11-08 09:10:03

I like my health being regularly monitored and if it can be done by telephone so much the better for the practice and me.

2024-11-08 09:26:37

Always seems efficient

2024-11-08 09:43:16

Although I logged in 10 mins before appointment and screen confirmed I was next in line- it apparently did not go through to the nurse. So I was ignored for 30 plus mins until I asked at reception who checked me in (again). So 45 mins late for a 2 min blood test. Once in the appointment was excellent.

2024-11-08 09:59:47

The nurse has been brilliant in helping and scheduling my vaccinations after a Stem Cell transplant

2024-11-08 10:37:34

Always feel like I have been listened to by Dr Zamir

2024-11-08 10:47:07

The Dr made me feel listened to and answered all the questions I had.

2024-11-08 11:08:03

Pharmacist is knowledgeable and has a very good interpersonal skill

2024-11-08 11:32:01

Everyone at the surgery , from doctors, receptionists and those at the pharmacy are always friendly, efficient and helpful.

2024-11-08 11:34:56

Lots of information all questions answered clearly

2024-11-08 11:54:52

Very good advice given and very helpful. I have always been impressed with Dr Zamir and Tracy the diabetic nurse. I always feel reassured when I have seen them.

2024-11-08 13:38:05

Booked appointment on line, very quick and efficient access

2024-11-08 16:31:18

All doctors nurses and receptionist have been outstanding to me thank you all so much Yours Sincerely

2024-11-08 16:35:55

Just the waiting time to get an appointment

2024-11-11 08:45:58

Very friendly and efficient.

2024-11-11 10:48:41

It's not like it used to be sorry

2024-11-11 10:53:56

Always helpful and caring

2024-11-11 13:49:25

Always helpful and professional

2024-11-12 09:26:55

Always friendly helpful staff

2024-11-12 10:33:19

The service an attention you I have recived is second to none

2024-11-12 10:36:27

In for a blood test. This was conducted on time in a friendly and professional manner. Thank you.

2024-11-12 11:50:11

All my queries were answered and explained clearly.

2024-11-12 11:53:57

Appointment on time and cheerful staff member

2024-11-12 15:43:45

Efficient and personable service.

2024-11-12 15:45:30

As usual, it was very professional and friendly. Everything was explained properly and I was given ample time to carry out the necessary tests.

2024-11-12 16:12:46

Well explained but appointment 30 minutes late

2024-11-12 16:33:38

Dr Walker was excellent, listened to my problems and very understanding and gave good advice and suggested the next steps to take, very please with consultation he is very easy to talk to and very pleasant could not ask for better.

2024-11-13 09:56:50

Friendly . Helpful and efficient service

2024-11-13 10:24:59

Trying to phone was verynn by problematic.

2024-11-13 11:18:04

The pharmacist was absolutely amazing. He listened and adjusted my meds accordingly. Wow, great addition to the CC Surgery team. Thankyou.

2024-11-13 11:18:52

Effective & responsive despite obvious pressures

2024-11-13 12:36:11

Nurse was excellent, understanding and supportive

2024-11-13 13:46:29

My GPS surgery is on the whole and my blood test was good as it hardly hurt. I'm needle phobic and the lady was very efficient in doing the job as She did it very quickly and didn't show me the needle. Unlike when I had my vaccination, the ladies who were doing it waved the needles about this frightening me.

2024-11-13 15:27:04

Speedy appointment, professional all round, excellent.

2024-11-13 16:00:21

Effectively answered my three concerns.

2024-11-13 16:19:20

Professional, helpful and pleasant . Efficient as always

2024-11-13 16:46:43

I was treated quickly and professionally

2024-11-14 09:45:23

Short wait, friendly and efficient.

2024-11-14 10:52:43

Always excellent all round

2024-11-14 11:00:58

Carol was excellent at taking blood....didn't feel a thing!

2024-11-14 11:27:21

Dr listened and arranged for follow up bloods and bp holster to be fitted. Also had time to check stomach which resulted me attending Warwick hospital for an appendectomy,

2024-11-14 12:57:49

We seem to be unable to get through to get the medical treatment we need. We were asked to see the nurse no point when patient is suffering from continual headaches as they are qualified to sufficient level to advise. My daughter is in eating disorder clinic and the hospital have been trying to make a medical appointment with the surgery for some time and said they were appalled at how difficult it was to get an actual appointment.

2024-11-14 13:25:21

No waiting and seen by a very pleasant lady

2024-11-14 15:15:53

Easy to book app ontime

2024-11-14 15:26:51

The nurse who took my blood was amazing

2024-11-14 16:52:38

The nurse was very efficient and friendly.

2024-11-15 08:54:44

On time. Professional approach.

2024-11-15 09:23:50

Very thorough annual review. Useful information given to me and I've had a flu vaccination appointment following up.

2024-11-15 10:00:59

Fast friendly and efficient

2024-11-15 10:48:41

Very professional and kind

2024-11-15 11:05:43

Questions answered.. professional and caring.

2024-11-15 11:10:58

Friendly, polite and efficient.

2024-11-15 11:31:50

Exactly

2024-11-15 11:39:35

Friendly staff members. Efficient procedure. Appointment on time.

2024-11-15 11:45:46

The nurse was very kind to me and very supportive. Thankyou

2024-11-15 12:06:40

Took three attempts to find a vein. Not pleasant.

2024-11-15 13:33:19

As yesterday the nurse was very kind and attentive.

2024-11-15 13:49:47

Caring & explained the procedure. & apologised for slight delay.

2024-11-15 13:54:24

Pleasant and helpful staff and nurse who gives full and clear medical opinions.

2024-11-15 14:11:56

Quick and polite

2024-11-15 14:54:31

Punctual and efficient

2024-11-18 09:00:14

Friendly, efficient. Excellent service

2024-11-18 09:00:58

Patient focussed practice.

2024-11-18 09:28:34

Amazing support from the nurse over the last two months for a group of vaccinations

2024-11-18 12:08:03

This appointment was good but trying to book up another blood test not so good . I work full time. Was in the area at 8.30 doctors was empty yet couldn't get a quick blood test done. As I drive all over the west Midlands it's awkward trying to get an appointment meaning now it has to wait and is important so not happy

2024-11-18 17:08:01

Because my doctors, nurses and all at my GPs surgery are very attentive, kind and try to help as much as they ca

2024-11-19 08:51:39

Efficient and in time

2024-11-19 10:04:35

She managed to find a vein without any trouble

2024-11-19 10:46:49

Kind, understanding, reassuring and helpful.

2024-11-19 11:37:17

Experienced GP. Very kind and reassuring. A model for what medical services should look like.

2024-11-19 11:54:16

Seen on time, jab given efficiently.

2024-11-19 12:11:24

It is always good or very good

2024-11-19 12:11:44

Because my experience was very good!

2024-11-19 12:29:36 Great

local service.

2024-11-19 12:33:03

Quick and efficient

2024-11-19 14:13:24

Efficient

2024-11-19 14:53:23

Always great, all the staff are lovely, great doctors we are very lucky

2024-11-19 15:26:02

Because as ever the staff at Chipping Camden go out of their way to help their patients. It's a shame that the local hospitals are not the same. Thanks to Chipping Camden surgery!!!

2024-11-19 15:33:16

Dr James Walker was very very good

2024-11-19 16:16:15

Friendly and professional appointment on time. Thank you.

2024-11-19 16:48:38

Angela was very good with my treatment. Patient and friendly.

2024-11-20 09:24:02

The doctor made me feel at ease and comfortable along with clear advice and information

2024-11-20 11:47:55

Felt at ease and able to explain how I was feeling

2024-11-20 12:21:06

Very efficient and pleasant

2024-11-20 14:55:52

I had a phone call from the pharmacist. He was friendly, easy to talk to so thank you.

2024-11-21 09:06:19

I was seen straight away

2024-11-21 09:21:14

Very personable and knowledgeable pharmacist

2024-11-21 12:20:11

Appointment on time with Sister Linney who was very professional and provided me with excellent advice regarding my condition.

2024-11-21 12:50:56 Fast
and efficient

2024-11-21 14:05:58

Helpful time discussing my latest blood pressure results.

2024-11-21 15:22:36

Overall very efficient

2024-11-21 16:08:44

The only disappointment with the GP practice is the very long waiting time for appointments

2024-11-22 09:28:23

My problem was dealt with .

2024-11-22 11:11:41

Nurse Tracey has been a constant during my time as a patient at Campden Surgery. During the past 18 years or so her patience and care has always been faultless despite the stresses and strain of working for the NHS, she is a real asset to the practice.

2024-11-22 11:16:57

Very informative and helpful

2024-11-22 12:00:43

This review is regarding my teleconsultation with the pharmacist yesterday.

2024-11-22 12:08:31

The service on the day was excellent - I was taken in on time, and the procedure took only a few moments. I was not so pleased with the time I had to wait to get an appointment for a blood test - 10 days from the date of my phonecall. Also, since I have been on steroids since March this year, I believe I should have been recalled for blood tests at intervals to check that the dosage was correct, rather than having to request one myself when my symptoms seemed to worsen.

2024-11-22 14:13:26

Appointment on time & extremely personable & professional. Thankyou!

2024-11-22 14:37:24

Both the phlebotomist and receptionist were very helpful, booking me an appointment at short notice and taking blood.

2024-11-22 16:17:16

I left the surgery feeling my questions regarding my current condition had been well answered to.. The doctor was welcoming, precise in her replies, she took the required time to explore with me my current health issue.

2024-11-22 16:34:47 Very
efficient

2024-11-22 16:55:30

Prompt and timely attention. Treated very professionally

2024-11-25 09:16:08

On time and well organised

2024-11-25 10:35:01

Very caring and thorough

2024-11-25 10:43:20

Went in on time and was soon sorted

2024-11-26 09:03:21

Staff were prompt, professional and polite.

2024-11-26 10:27:36

Telling me the problems that I had and explaining well

2024-11-26 10:37:10

Issue dealt with sensitively and things explained well

2024-11-26 12:48:12

Nurse was on time, pleasant and efficient.

2024-11-26 13:22:11

Always friendly and professional. Pleased to meet Dr Hodgkin for the first time. Thank you to all of you for looking after me and the support I received prior to and since my husband died last year

2024-11-26 14:37:56

I went to see Kevin. He was helpful and very knowledgeable . I was so pleased I'd been advised to talk to him. Many thanks.

2024-11-27 09:23:04

My appointment was early which was great because I had a work meeting I needed to attend thank you

2024-11-27 10:01:39

Polite, helpful advice

2024-11-27 10:16:42

In and out no wait everything good

2024-11-27 10:41:13

Made space to listen

2024-11-27 10:42:57

Dr Walker has given me exceptional care. His rapid response with phone and face to face appointments have been greatly appreciated. He has been very supportive in a difficult time.

2024-11-27 11:48:58

Very clear explanation made me feel like I know what to do with my health

2024-11-27 14:59:59

I found it really helpful.

2024-11-27 15:55:02

It seems I am Predicted with score 44 . Nurse happy I have a healthy lifestyle but didn't suggest anything zi could do . I went online and found that increasing fibre intake might help .

2024-11-27 16:26:45

Empathetic knowledgeable constructive. Tracey is a credit to the Practice

2024-11-28 09:13:53

Excellent help and advice and time to listen

2024-11-28 10:57:36

Very knowledgeable clinical pharmacist felt at ease felt he listened to me and he explained everything which was very helpful

2024-11-28 12:07:27

Because they give better care than Cheltenham hospital. The staff are lovely and kind, listen to you and are very sensitive to your needs. As ever thank you to Camden Surgery.

2024-11-28 13:19:43

I felt that the GP had time for me, even though I have forgotten much of what was discussed, especially with my feet.

2024-11-28 14:44:20

Efficient

2024-11-28 15:53:52

No delays no wait quick and painless

2024-11-29 09:32:47

Appointment on time and pleasant conversation

2024-11-29 10:12:46

Sensible informative discussion with GP

2024-11-29 10:33:55

Friendly. Efficient 2024-

11-29 10:35:25

Saw Kevin Clinical Pharamist. We had independent conversation about blood result for high cholesterol. Kevin listened and explained everything about my risks and what it would mean to go on medication. He was very friendly and very approachable.

2024-11-29 10:38:24

On time, friendly and professional experience.

2024-11-29 11:53:50

Seen on time blood taken very easily

2024-11-29 12:13:21

Seen to strait away no problems thank you

2024-11-29 12:28:39

The flee botanist was very reassuring and understanding when it was hard to take blood for some blood tests, and we got there in the end.

2024-11-29 12:39:25

Attentive, Investigative, clear in the guidance thereafter. Referring to hospital for treatment where necessary. Thank you.

2024-11-29 12:56:59 On
time. Professional.

2024-11-29 13:18:32

Good promt service on time

2024-11-29 13:18:45

Dr Walker was most helpful. Waiting for tests and results now

2024-11-29 13:51:45

Painless and put me at ease