

# NHS Friends and Family Test 2023

January 2025

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

Free text question. There were 222 responses:

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2025-01-01 09:21:24

Practical solution proposed

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2025-01-01 09:48:54

Very professional and friendly nursing staff.

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2025-01-01 10:04:10

Excellent service

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2025-01-01 12:02:24

Prompt appointment, courteous & informative treatment - great....!!

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2025-01-01 16:52:58

Seen on time blood taken very proficiently

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2025-01-03 10:58:55

Appointment was 20 minutes late not your usual standard

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2025-01-03 11:39:42

Easy to book. Professional. Courteous. Fast service. Pain free! (Blood test)

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2025-01-03 15:52:21

Was seen at short notice and friendly staff

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2025-01-03 17:26:18

Dirty glass in reception, unhappy receptionists, sitting at the back of the room, you have to bend over to hear anything... no appointments available, waiting over an hour in waiting room.

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2025-01-06 11:37:16

Professional and friendly

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2025-01-06 15:40:12

Polite, helpful and go the extra mile.

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2025-01-06 16:20:52

Don't really have much contact with my GP . Blood tests etc. are with the nurse .

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2025-01-07 08:44:03

I had first appointment of the day at 08:40 and it was 15 minutes late.

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2025-01-07 10:16:39

I always receive good service from the surgery

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2025-01-07 10:29:46

Most helpful and pleasant doctors an staff second to none

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2025-01-07 11:25:46

Efficient and effective

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2025-01-07 14:08:53

Friendly knowledgeable staff

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2025-01-07 14:10:32

Seen promptly

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2025-01-07 14:49:52

All my concerns were answered

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2025-01-07 16:01:38

Excellent very thorough appointment covered in detail my issues and gave clear advice regarding the physical and mental health. Set up appointment with counselljng staff. Many thanks

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2025-01-07 16:01:47

Helpful and punctual

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2025-01-08 08:31:28

Great staff nurse very helpful

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2025-01-08 09:06:37

All

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2025-01-08 09:38:15

A poor diagnosis from one of the doctors on Monday. My wife was rushed to hospital on the Tuesday morning as an emergency patient.

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2025-01-08 12:10:25

The nurse was very caring as she always is . Makes such a difference when the clinician gets to know the patients. Thank you

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2025-01-08 13:12:39

Prompt, friendly, answered all my questions. Very good experience.

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2025-01-08 13:21:28

I saw the practice senior nurse and she was delightful ! Very informative and helpful .

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2025-01-08 14:09:04

I never received the Telephone Appointment Waited in all Tuesday afternoon, no call.

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2025-01-08 15:52:32

Very efficient although working in a cupboard

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2025-01-09 09:44:12

Very efficient and friendly

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2025-01-09 10:02:42

On time efficient friendly

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2025-01-09 10:29:22

Seen a n time and dealt with professionally

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2025-01-09 10:50:31

The process for shingles jab was very efficient from the initial contact message & the subsequent appointment and injection on the day

2025-01-09 11:13:22

I did not have to wait too long and friendly service

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2025-01-09 11:18:22

Prompt efficient friendly

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2025-01-09 11:39:27

Very attentive and caring staff. I got a same day appointment and felt very listened to.

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2025-01-09 12:05:31

Excellent from Dr Walker and really appreciated his prompt advice/prescription

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2025-01-09 12:08:41

I was taken for my appointment for shingles inoculation on time. Everybody was very pleasant.

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2025-01-09 12:12:09

Kind caring efficient

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2025-01-09 12:24:27

The nurse was very efficient and made the experience fun

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2025-01-09 13:06:04

The wait wasn't too long

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2025-01-09 13:52:29

We have an excellent surgery who do their utmost to help the patients. Given the current pressures that the team are faced with, it would be unreasonable to expect not to have to wait from time to time. The staff are absolute angels and the patients should give them all their full support wherever they can. I take my hat off to each and every one of them. Very well done Campden Surgery. You are all superstars.

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2025-01-09 14:10:09

Seen on time, phlebotomist was lovely. Very friendly.

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2025-01-09 14:46:01

On time and pleasant

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2025-01-09 15:15:32

It's the best surgery

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2025-01-09 15:25:31

Routine nurse apt which was on time and the nurse was helpful and professional

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2025-01-09 15:38:42

I was listened to and supported

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2025-01-09 16:09:26

Seen on time and very efficient helpful and pleasant experience

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2025-01-09 16:12:08

1st class service

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2025-01-09 16:40:24

Always efficient and friendly

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2025-01-10 09:46:27

Outstanding attention, response and explanation of medical issue and then follow-up Thank you

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2025-01-10 10:36:01

On time appointment, nice welcome and quick efficient nurse.

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2025-01-10 10:40:07

Helpful chat with pharماسist

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2025-01-10 10:43:05

I didn't get any answers

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2025-01-10 10:47:40

The Clinical Pharmacist was very empathetic & kind as well as extremely knowledgable.

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2025-01-10 10:52:00

Friendly and helpful

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2025-01-10 11:04:37

On time easy to discuss bloods no bruises

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2025-01-10 11:29:28

A call was made to me while I was not by my phone for 10 minutes. So I missed it

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2025-01-10 11:36:52

Friendly, quick service

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2025-01-10 11:54:57

GP was kind, thorough & very helpful

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2025-01-10 11:56:39

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2025-01-10 12:09:01 I am so pleased with the high Quality from all Doctors Especially Dr James Walker who has helped me  
Tremendously and not forgetting the Reception Nurses and Pharmacy all at Campden Surgery A very Big  
Thank you

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2025-01-10 12:32:42

I've already given my feedback

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2025-01-10 13:01:41

On time.

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2025-01-10 14:08:42

Corrine ( Asthma Nurse ) was so welcoming , supportive and took the time , she has made such a difference to helped me to improve my asthma in such a positive way , have learnt things I never knew before and feel I can actually make a difference to improve my asthma apart from medication , I feel unpowered and in control for the first time in ever ! Thank you so much

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2025-01-10 14:23:31

Friendly, easy to talk to and explained things well.

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2025-01-10 14:51:06

Never waiting long,,helpful phone call,s

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2025-01-10 14:58:01

Dr zamir was very helpful and professional listen to me and took steps to solving my problem

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2025-01-10 15:36:08

Friendly and efficient service

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2025-01-10 16:23:11

All went well, everything explained clearly, no delays.

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2025-01-10 16:53:33

I was informed that I could have a vaccine, the booking was very easy, the appointment was on time and the nurse was excellent!

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2025-01-13 11:51:35

Very helpful in getting an appointment. Then the appointment itself was a great help to me.

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2025-01-13 16:21:24

No

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2025-01-14 10:55:26

Seen promptly and given good advice

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2025-01-14 11:13:03

As always very attentive and good

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2025-01-14 11:27:15

The doctor phoned me and was very helpful which was most appreciated.

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2025-01-14 12:18:33

Seen on time and problem explained in detail

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2025-01-14 13:28:59

Nurse took time to listen to me and changed my treatment accordingly

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2025-01-14 16:26:02

On time polite and efficient

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2025-01-14 17:16:01

Efficient and caring staff as always. Maybe a small practice but definitely one of the best.

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2025-01-15 09:54:25

Very professional .

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2025-01-15 09:54:34

Excellent service as usual.

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2025-01-15 12:12:26

Telephone consultation very polite and to the point - a nice experience.

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2025-01-15 13:11:57

Good opportunity to discuss my condition

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2025-01-15 14:02:45

Dr Zamir was very good at explaining and discussing my health problems.

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2025-01-15 14:12:01

On time appointment, the surgery has calm and professional aura.

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2025-01-15 14:45:11

I was in an area with no signal when the Nhs rang me. I was then asked to make another appointment which i started then decided not too. He rang me later which was good

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2025-01-15 16:24:55

Prearranged call was on time and everything was explained very well

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2025-01-16 09:09:51

Appointment bang in time and staff friendly

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2025-01-16 09:31:19

Give me control of myself

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2025-01-16 10:01:32

I was seen very promptly. A very efficient service - i was in and out in 5 mins.

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2025-01-16 11:04:02

Prompt, professional and friendly.

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2025-01-16 11:11:52

Very thorough session, i had fully time to express my issues. I was given much reassurance and a plan has been actioned to look at thd long outstanding issues. Many thanks.

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2025-01-16 11:16:56

Prompt, professional and friendly.

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2025-01-16 11:33:30

Friendly and efficient

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2025-01-16 12:20:12

Dr Walker was very thorough. He raised a couple of issues which hadn't been mentioned before and which I thought were very helpful and interesting. He arranged appointments for me within a fortnight. He seemed to have all the time in the world for me. A very satisfactory experience. He deserves to go far!

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2025-01-16 13:09:43

Clinical pharmacist was pleasant and heloful

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2025-01-16 14:28:05

Excellent caring attention

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2025-01-16 16:25:50

My doctor is very caring

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2025-01-16 16:28:41

Dr Hodgskins, is very kind with a brilliant bed side manner.

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2025-01-16 16:46:47

The nurse was helpful and examined my chest thoroughly .

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2025-01-17 09:02:36

Phyloptomist very kind

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2025-01-17 09:40:59

All my questions answered

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2025-01-17 09:41:32

Got results & medication. Feel a lot more confident with the care I am receiving. Thank you

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2025-01-17 09:42:31

My appointment was right on time. The nurse was considerate, listened, advised in a professional friendly manner

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2025-01-17 10:29:55

My appoinment was on time and my GP 'Dr Rebecca Zamir' not only explains things but also listens. I feel very fortunate to be a patient at Campden Surgery, the doctors and nurses really do care it's like a Doctors Surgery used to be in days past.

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2025-01-17 10:33:22

Fast and efficient blood test

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2025-01-17 10:36:46

Seen quickly and lovely doctor/nurse who made me feel very relaxed and comfortable with treatment

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2025-01-17 11:15:59

Phlebotomist couldnt draw blood, was wiggling the needles around in my arm and quite brusque about it. I felt like irlt was very rushed and she wasnt really concentrating

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2025-01-17 11:18:56

Prompt attention & guidance given as to the Actikerall treatment

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2025-01-17 11:27:19

On time, friendly and efficient. Reminders sent in advance also so no excuse.for missed appointment.

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2025-01-17 12:04:03 I

was referred

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2025-01-17 12:25:31

Prompt service

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2025-01-17 12:51:28

A injection took a few mins

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2025-01-17 13:29:18

They always treat me as an individual and with care and compassion.

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2025-01-17 14:05:39

Excellent, caring advice & treatment as always.

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2025-01-17 14:10:51

My appointment was with Asthma Nurse Who was very professional, caring and friendly.

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2025-01-17 15:32:03

Prompt, polite, professional and took time to listen

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2025-01-17 16:12:29

All very polite and efficient. And painless.

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2025-01-20 10:04:16

Put at ease

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2025-01-20 10:17:41

Staff both at reception and in the surgery were friendly and helpful. IMPORTANT- my husband and I came to have our shingles injections. We had had a shingles injection in 2018. We asked our private GP in London if it was safe/a good idea to have this injection. He researched the problem and came back with a recommendation that we have the injection at Campden surgery. The nurse mixed the liquid and then noticed on our records that we



had previously had shingle injection so said she was not supposed to proceed. We explained that it had been recommended by our doctor in London but she obviously couldn't proceed as she has to follow the protocols. On further investigation we have established that a follow up is completely acceptable, safe and advisable. It may be a "cost" issue for the NHS but we should not be told that it is inadvisable. This is no reflection on the surgery staff. We understand that they have to follow instructions

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2025-01-20 11:09:04

The nurse was very friendly and efficient

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2025-01-20 12:20:29

Everyone is very helpful

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2025-01-20 13:41:23

I liked the nice nurse

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2025-01-20 16:58:04

Always very thorough, friendly and professional, awesome as always.

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2025-01-21 09:52:00

On time and did not feel rushed

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2025-01-21 09:56:36

Always helpful and and easy to contact

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2025-01-21 10:16:38

Very responsive and quality staff and Doctors

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2025-01-21 11:02:58

They are knowledgeable and kind people. I am very grateful to them.

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2025-01-21 11:19:00

I think one mental health check in 4 yrs is not on...the call itself went very well and have no problems with that side of things feels a bit like a pushing the button exercise...

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2025-01-21 11:42:39

All staff excelent

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2025-01-21 12:12:57

I was given a suitable appt time and was seen punctually for the blood test . The nurse was very kind, professional and proficient.

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2025-01-21 12:57:29

Efficie nt and on time

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2025-01-21 12:58:20

Waiting time was ok. Sister Tracey Linney was lovely, helpful and informative

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2025-01-21 13:40:41

Punctual appointment, pleasant nurse

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2025-01-21 13:49:05

I have know problem, to me they are always polite and helpful. Thank u all.

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2025-01-21 14:48:12

Short wait time when arriving for appointment on time. Friendly and helpful reception staff. The nurse that took my blood samples was superb. Took into consideration my worry of fainting and was so careful that I didn't feel a thing. Considerate and professional. Thank you!

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2025-01-21 15:08:15

Dr Zamire was really helpful to me

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2025-01-21 16:11:40

It was a difficult appointment for me. However it couldn't have been managed more caring or kindly

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2025-01-21 16:49:11

Very responsive

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2025-01-22 08:43:07

Approachable and always helpful, thank you

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2025-01-22 09:22:30

Friendly and supportive. Managed to get an appointment with the nurse for follow up support for post medical procedure.

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2025-01-22 10:48:31

On time very nice staff

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2025-01-22 11:15:47

Everything excellent as allwYs

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2025-01-22 11:29:16

Prompt, quick, attentive, polite & informative - really good....!!

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2025-01-22 11:30:08

Print and pleasantly efficient

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2025-01-22 11:32:51

The dispensary rang me in the time slot and were very helpful.

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2025-01-22 12:17:51

Always happy with Chipping Campden Practice. Staff are polite, respectful and kind.

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2025-01-22 13:18:17

Very good treated early by the nurse

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2025-01-22 14:06:03

On time, pleasant atmosphere.

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2025-01-22 15:17:09

Prompt and considerate

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2025-01-22 16:22:56

I got an appointment relatively quickly and Dr vilareal was excellent

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2025-01-22 16:55:29

On time, efficient and welcoming

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2025-01-23 09:23:24

Very happy with consultation and choices offered

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2025-01-23 10:39:43

The pharmacist listened attentively and was very reassuring

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2025-01-23 11:32:59

Efficient service

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2025-01-23 11:48:11

Did not have to wait very longer doctor was very helpful explaining my treatment

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2025-01-23 11:49:00

Came in for blood test Very nice nurse

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2025-01-23 12:40:51

My recent visit to the new GP surgery was excellent. The staff were very friendly and gave a genuine sense of wanting to help. I felt listened to and cared for throughout the appointment.

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2025-01-23 16:01:58

Check in is easy. Wait time was reasonable. Practitioner was excellent.

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2025-01-23 16:54:54 Very prompt & efficient.

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2025-01-23 17:12:03

Dr Hodgkins and the reception and pharmacy staff are very kind and helpful

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2025-01-24 09:13:34

Extremely kind, knowledgeable, understanding, educated, helpful people! Thank you for everything!

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2025-01-24 09:21:07

Call was thorough & covered all my needs

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2025-01-24 09:36:12

Although I had to wait for the doctor he was very calming which put me at ease whilst having a steroid injection

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2025-01-24 10:06:45

Nurse Karen was so supportive & informative about the shingles jab.

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2025-01-24 10:56:00 Because it was good!

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2025-01-24 11:07:14

A very professional and knowledgeable practice, thank you.

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2025-01-24 12:10:09

From a very helpful and efficient service at reception to a dedicated and professional Doctor whom I trust absolutely, I'm sure I could not find a better experience anywhere. Chipping Campden Surgery is exemplary by any standards and I thank them and applaud their standard of care.

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2025-01-24 12:37:14

A thorough & detailed appointment.

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2025-01-24 12:41:07

Quick, efficient and friendly!

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2025-01-24 13:05:24

The pharmacist was very knowledgeable and helpful.

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2025-01-24 15:18:24

As usual my doctor listened to me and tried to help me as much as possible

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2025-01-24 15:20:06

As usual my doctor listened to me and tried to help me as much as possible

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2025-01-24 16:44:29

The correct diagnosis and solution.

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2025-01-24 17:16:58

I do think the actual surgery is very good but I can't seem to set up a good relationship with my doctor. I'm not sure if it a language problem but he seems to spend a great deal of time looking at his computer screen instead of really giving his own opinion of what my problems are or what could be done .

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2025-01-27 09:21:28

As always very good no complaints

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2025-01-27 09:22:04

Corrine seems so good every time

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2025-01-27 09:22:47

As always very good

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2025-01-27 10:03:44

Blood sample taken without issue

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2025-01-27 10:37:03

When i finally got to see my doctor the appointment was very helpful.

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2025-01-27 12:06:53

Nurse was very pleasant when she removed my wound staples. She enquired about my level of pain and my management of it. She showed a caring attitude, which I appreciated. Thank you.

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2025-01-27 16:04:15

Sister Gibson was very kind and attentive

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2025-01-28 08:56:45

Easy to book appointment. Staff friendly and very helpful.

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2025-01-28 09:59:35

All very efficient and friendly

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2025-01-28 10:47:08

The friendly phlebotomist took my blood sample without causing me any pain

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2025-01-28 11:40:10

Only in for a blood test which was on time with quick and friendly phlebotomist.

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2025-01-28 15:21:06

Long wait. Nurse was lovely though and I felt comfortable with talking to her

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2025-01-28 16:11:25

Always excellent I have never once been disappointed

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2025-01-28 16:41:40

Excellent and efficient service

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2025-01-29 10:22:45

A very kind GP, not rushed and very knowledgeable

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2025-01-29 10:49:23

Professionally done

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2025-01-29 11:23:31

I am able to get an appointment easily. Whether that's in person or over the phone. And 9 times out of 10 I feel like I am being well looked after, respected and the doctors/nurses are very helpful and calming.

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2025-01-29 11:30:29

Prompt and professional

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2025-01-29 15:00:16

The injection into my arm was extremely painful. I am still struggling and taking paracetamol. I think maybe it hit a muscle. I have had many injections before and I have to look away but never this painful. I was told I was not good with injections, I don't look certainly, but I feel the injection was not well administered. However the appointment was easy to get and the service on time. Thank you

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2025-01-29 15:37:08

Everything done that I needed in a helpful and professional manner

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2025-01-29 16:49:17

Kindness and honesty and giving me the support I need to deal with my problems.

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2025-01-30 10:23:25

Doctor was thorough, listened to me, comforting, covering all aspects of my health.

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2025-01-30 11:06:04

Very kind and pleasant and on time

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2025-01-30 11:43:23

The phlebotomist was excellent. I didn't feel a thing

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2025-01-30 12:27:30 It  
was on time

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2025-01-30 13:53:39

Very efficient and personable

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2025-01-30 13:54:26

Very efficient and personable

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2025-01-30 14:09:38

Seen on time by pharmacist. Positive interview

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2025-01-30 15:28:34

It was highly operational.

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2025-01-30 16:03:08

Appointments on time and very informative

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2025-01-30 16:22:23

I was promised a telephone call within a time frame and it happened. I was listened to and I felt looked after.

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2025-01-30 17:11:58

Kevin is brilliant and I love my time with him.

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2025-01-31 09:33:49

Great service

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2025-01-31 09:58:26

Well look after. Nurse who took my bloods was very caring and kind.

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2025-01-31 11:26:32

Prompt friendly efficient.

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2025-01-31 11:53:12

Booking for blood test was easy. Test was swift , efficient and very friendly . Just hope the results reached Warwick rheumatology lab.

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2025-01-31 11:56:24

The nurse who took my blood test was very polite and professional and my appointment was both on time and speedy.

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2025-01-31 12:37:12

A consultation with the nurse practitioner was informative and useful. She is very approachable and listens well

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2025-01-31 13:52:46

Sister Angela was on time and efficient with my asthma review.

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2025-01-31 13:56:26

Promptly seen & given helpful advice

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2025-01-31 14:23:53

Dr Zamir summarised my blood results and clearly explained next steps.

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2025-01-31 15:05:46

I was referred on very easily and nurse listened well to my concerns

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2025-01-31 15:52:51

Only a little delay. Fast and efficient blood test

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2025-01-31 16:52:42

Attentive, caring approach and professional attitude and attention

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2025-01-31 16:53:22

Excellent, efficient consultation

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2025-01-31 17:04:49

Waited 45 minutes for a 5 minute appointment! Good job the feedback on the visit was helpful