

NHS Friends and Family Test 2023

April 2025

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

Free text question. There were 164 responses:

2025-04-01 09:19:30

Perhaps I'm just old fashioned but having waited 35 minutes beyond appointment time, a ' sorry to keep you waiting' or words to that effect would have been appreciated. Instead - nothing, not a word!

2025-04-01 09:19:31

Advance Nurse practitioner Mrs Corinne Beirne listened to my concerns and was able to respond as I expected with a kind, honest and professional attitude.

2025-04-01 10:52:27

Progress being made at last. Ashma nurses so informative and helpful.

2025-04-01 11:01:17

On time , friendly approach , understood problems

2025-04-01 14:47:42

Understood me

2025-04-01 15:08:41

Some mistakes are made from a Doctor

2025-04-01 15:13:33

Excellent; I was treated promptly and efficiently. It is a pleasure to have my healthcare in such capable and professional hands.

2025-04-02 08:30:59

Quick, courteous and helpful

2025-04-02 08:50:59

He listened to me and didn't talk over me

2025-04-02 13:50:10

Nurse Very caring friendly pleasant

2025-04-02 14:51:07

My medical condition was solved.

2025-04-02 14:53:00

My concerns were addressed .

2025-04-02 15:09:22

The doctor listened to me and answered all my questions. It was a reassuring experience.

2025-04-03 07:48:07

Excellent, caring and compassionate Staff member. Confidence inspiring. Thank you for all you do.

2025-04-03 08:19:34

Promptly seen to . Blood taken with care . Friendly nurse .

2025-04-03 08:42:00

The reception staff were helpful and patient. I didnt feel I was being a nuisance. My appointment was prompt and the nurse was cheerful and friendly.

2025-04-03 09:32:18

Doctor kind, helpful and thorough.

2025-04-03 09:41:09

Always on time,when you can get an appointment.

2025-04-03 14:11:43

Always friendly & efficient

2025-04-03 15:20:59

My appointment was scheduled quickly, happened on time and the nurse was cheerful and efficient.

2025-04-04 08:01:57

On time polite friendly service

2025-04-04 08:07:57

Katheryn explained everything and answered my questions without rushing.

2025-04-04 09:07:54

Appointment on time blood taken very efficiently

2025-04-04 09:16:15

Pharmacist was very helpful.

2025-04-04 09:22:16

Friendly and efficient

2025-04-04 09:47:08

The nurse doesn't listen to the patient have had two experiences with this nurse I just wanted a bit of dignity and the reply she gave was I wouldn't tell you how do your job Not good for the practice

2025-04-04 10:26:27

The clinical pharmacist is very knowledgable & has great people skills..

2025-04-04 10:57:00

Efficient and friendly

2025-04-04 11:30:58

Painless and efficient procedure and caring professional staff

2025-04-04 12:23:56

I was referred swiftly to a specialist

2025-04-04 12:25:10

Prompt, kind, efficient

2025-04-04 13:38:40

The nurse who took my bloods was lovely and friendly and made me feel very comfortable. I also spoke to a lady in the pharmacy who was very helpful and friendly.

2025-04-04 13:40:41

I had the usual excellent services from both the nurses. Everything was clearly explained

2025-04-04 13:53:00

I thought I was coming for an appointment regarding all my medication, waste of time. Nurse just update my medication on computer, could have done this over the phone.

2025-04-04 14:01:01

Very helpful in every way

2025-04-04 16:23:36

Kind and efficient service

2025-04-07 08:27:07

You can usually get sorted out quite quickly

2025-04-07 09:25:02

Professional/ efficient

2025-04-07 10:23:35 Just
excellent

2025-04-07 15:01:05

Amazing team, caring, helpful and very considerate, really pleasant visit to the surgery.

2025-04-07 16:19:34

My appointment should have been with Dr Hodgekins. She was not available but a nurse. Did my Asthma check. That was useful but I was not able to discuss the reason. For the appointment- my very painful neck.

2025-04-08 08:47:22

Nice phlebotomist and very efficient pharmacy

2025-04-08 08:52:11

Excellent phlebotomist, I never bruise now, always seen promptly, extremely polite

2025-04-08 10:44:48

The nurse was very caring and very informative about the further care we needed

2025-04-08 11:03:43

Always gives excellent advice and very approachable.

2025-04-08 11:16:41

Seen in time. Polite, friendly service. If advice about the use of HRT in relation to cervical smear tests had been shared with the request to book an appointment, or elsewhere, then the previous appointment would not have been wasted.

2025-04-08 11:51:49

A few mistakes have been made over the last 6months.Hard to understand doctor

2025-04-08 11:54:50

My only issue was that I had to wait 30 minutes for a private chargeable appointment that was at a set time, which I found strange

2025-04-08 15:14:23

A fast efficient service - thank you.

2025-04-08 15:16:58

Responsive when needed

2025-04-09 08:38:14

Pharmacist was very helpful and friendly.

2025-04-09 09:12:48

Pharmacist extremely knowledgeable, answered all my questions . This is a great asset to have within the clinical team.

2025-04-09 10:36:44

Seen quickly and blood test expertly carried out - in and out within 5 minutes

2025-04-09 10:51:32

Personal and professional.

2025-04-09 15:43:30

Prompt telephone appointment which achieved its goal. Thank you.

2025-04-10 08:05:54

A smile and pleasant conversation. Didn't notice the injection.

2025-04-10 08:40:33

Doctor was very helpful and positive

2025-04-10 10:33:14

Had a blood test with Carol, she's amazing! Always on time and makes you feel calm/relaxed!

2025-04-10 12:41:34

Positive feed back on medication

2025-04-10 13:07:55

Appointment was on time and not rushed.

2025-04-10 13:19:30

Appointment on time and I was given the opportunity to discuss my symptoms and reasons and extra tests to provide answers .

2025-04-10 15:07:35

Contacted me

2025-04-11 07:41:31

My telephone appointment with Dr Hodgkin was very helpful & she is very kind & understanding.

2025-04-11 08:02:10

Lovely staff

2025-04-11 08:11:10

I am receiving helpful advice whenever I have a health problem.

2025-04-11 08:20:49

I was given all the advice and help to improve my health

2025-04-11 09:00:59

Nurse was great. Bit of a wait past my appointment time.

2025-04-11 09:09:14

Gave good constructive advise and put my mind st ease

2025-04-11 09:51:06

Appointment was on time and swiftly completed.

2025-04-11 10:07:20

Didnt wait long and service was very good and thorough

2025-04-11 11:36:49

Easy to sign in and excellent care from the doctor.

2025-04-11 12:13:13

Nurse Karan couldn't have been more kind or reassuring Sister Corinne is excellent and thorough

2025-04-11 12:27:25

The nurse I saw was excellent.

2025-04-11 13:18:30

All your staff are efficient and very polite

2025-04-14 08:11:05

Pleasant waiting area, although radio could be turned down a bit due to ill patients. Kind receptionist and medical staff.

2025-04-14 10:52:03

The doctor never reads my notes before I get there, things not done that should have been done and no understanding of the pain I'm suffering

2025-04-15 08:16:28

Caring and informative

2025-04-15 09:06:25

Friendly and helpful reception team. Appointment with Nurse addressed concerns and she spent time assessing my needs.

2025-04-15 11:24:20

Very caring staff as always

2025-04-15 11:33:55

Quick and efficient

2025-04-16 07:37:06

Pleased with the advice

2025-04-16 09:11:29

I have small veins and if I know I have to give blood I ALWAYS request ahead of appointment the need to use the back of my hand. This request is never accepted. The nurses, despite years of experience, are unable to find a vein, and I must rebook an appointment with a phlebotomist. This is the third time I have needed this. Have requested this be put on my record. Told it is noted and still get issues...

2025-04-16 11:09:43

My appointment was efficient and helpful.

2025-04-16 13:01:51

Dr Villarreal was very efficient and attentive to concerns.

2025-04-16 14:46:24

Friendly, professional as always.

2025-04-16 15:08:38

Thorough and pro active

2025-04-16 15:36:22

On time and easily handled very friendly and professional

2025-04-17 07:40:02

GP Dr Villarreal does not seem to get a grasp of the situation and not happy with time scale and nothing being done.

2025-04-17 08:46:36

All on time and friendly service.

2025-04-17 09:15:25

Friendly and professional as always

2025-04-17 10:35:28

Everything went very smoothly

2025-04-17 10:41:28

The doctor was great but I did have to wait a long time for the appointment which is not so great!

2025-04-17 12:15:55

I always feel listened to and that the Drs and Nurses have my best interest at heart.

2025-04-17 13:00:42

Helpful friendly and professional

2025-04-17 14:51:17

Very thorough and well explained

2025-04-17 15:27:30

The nurse was friendly and immediately put me at ease. She was knowledgeable and informed

2025-04-17 15:55:35

All on time and friendly service.

2025-04-17 16:06:23

Always pleasant, interested and works

2025-04-18 10:12:59

Friendly and efficient

2025-04-18 11:12:33

Efficient friendly and professional excellent service

2025-04-18 11:41:07

Corinne listened intently to what I said and was very thorough with her questioning and tests.

2025-04-18 11:55:06

As always outstanding. Thank you for such a caring, professional service.

2025-04-18 14:34:12

On time and very professional

2025-04-22 08:04:42

Very friendly and efficient as always.

2025-04-22 10:21:52

The relaxed and professional attitudes of all the staff made me feel comfortable..

2025-04-23 07:31:16

As usual, Kevin was very helpful and kind.

2025-04-23 07:39:27

On time and very professional

2025-04-23 09:31:20

Kevin was excellent and looked after my needs thank you

2025-04-23 10:03:05

Very understanding and sympathetic discussion with the clinical pharmacist

2025-04-24 08:27:32

Carol and all the team are fantastic at Chipping Campden surgery. Gail on reception and Dr Zamir are amazing. Thank you all.

2025-04-24 09:10:27

Appointment on time with a very pleasant nurse

2025-04-24 10:24:41

I was dealt with very quickly by a senior nurse who took a blood sample for a PSA test

2025-04-24 11:19:08

Seen on the day of telephoning the Surgery by Doctor Hodgkin and blood test yesterday with very pleasant Nurse. Very efficient.

2025-04-24 13:16:14

Treated with respect and dealt with professionally and with a smile

2025-04-24 15:01:52

New Blood Nurse Kay was able to take my blood first attempt !

2025-04-25 08:54:42

Kevin was friendly considerate and very professional. I felt very comfortable during my review. Thank you.

2025-04-25 10:00:06

Got to see my preferred doctor and felt that all my concerns/requests were dealt with professionally and as expected

2025-04-25 10:26:32

The physio listened, took notes suggested a treatment plan

2025-04-25 10:36:43

On time very efficient as always

2025-04-25 11:33:08

However, I now realise that the previous test was BADLY handled resulting in the need to return for a retest.

2025-04-25 16:21:44

Nurse was polite and efficient

2025-04-28 07:33:20

Because as usual my doctor listened and helped me as much as She could.

2025-04-28 07:53:22

Recent appointment was on line Nurse kindly explained in detail the reasons for the injection Didn't notice the jab

2025-04-28 08:43:14

Very helpful and quick

2025-04-28 08:55:30

Kind and caring and very good listener

2025-04-28 09:39:11

Doctor Villarreal answered all my questions and was very patient whilst listening to my list of questions.

2025-04-28 09:48:59

Quick, on time, and pleasant.

2025-04-28 10:13:06

Everything went according to plan

2025-04-28 10:48:20

Good

2025-04-28 11:00:22

Excellent service for Covid jab and the accomodation of my wife who with a cold was unsure. But you took her temperature to show that it was ok to have the injection. Also excellent session with Dr Villarreal to confirm benign status of my moles. Thank you

2025-04-28 11:04:50

Arrived early and was ushered in immediately

2025-04-28 12:06:33

Smooth and quick operation with a smiling welcome too. Very pleased - thank you

2025-04-28 12:16:37

Excellent. Completely involved in any discussion but always professionally led by a trusted and patient focused doctor. She's an exceptional practitioner and one who is at the forefront of good practice. An NHS exemplar indeed.

2025-04-28 12:25:39

The Covid vaccination was given quickly no waiting in a queue. Very efficient service

2025-04-28 12:28:07

No problems. Pleasing reception.

2025-04-28 12:41:06

The vaccination programme was efficient and well run .It only took 5 minutes !

2025-04-28 13:47:31

Quick, friendly and sociable experience.

2025-04-28 14:01:08

Efficient injection appointment on time.

2025-04-28 14:07:24

I was seen on time and the process was efficient

2025-04-28 14:15:41

Nurse (Karen) was, as always, very friendly and professional. Thank you Karen!

2025-04-28 14:29:00

Quick I was seen immediately upon arrival and the procedure carried out quickly and efficiently. The nurses were friendly and helpful.

2025-04-29 09:01:45

Easy to park. Staff friendly and helpful

2025-04-29 09:15:21

My appointment was on time and Nurse Angela was very thorough.

2025-04-29 09:36:13

Always find tgis a pleasant surgery. Everyine is helpful and friendly. The waiting room feels relaxed.
Thankyou

2025-04-29 10:04:43

Very polite and efficient

2025-04-29 12:25:37 Very
friendly.No waiting.

2025-04-29 12:31:51 Good
service

2025-04-29 12:53:45

Very smooth friendly and efficient

2025-04-29 13:13:48

Professional good feedback staff are fiendly

2025-04-29 14:13:55

Expcellent service within NHS. Thank you.

2025-04-29 14:15:18

Excellent service within NHS.

2025-04-29 14:16:37

Excellent service within NHS Thank you.

2025-04-29 14:40:07

Nurse practitioner was friendly and considerate.

2025-04-29 14:44:18

On time , Sister Volpe. Excellent friendly and very Professional. Put me at ease as soon as I entered the rome

2025-04-29 16:14:05

We were expected for our Covid jabs and taken straight through. Tracy was bright and welcoming and put us at ease. Our Covid injections were done quickly and efficiently. All the staff we encountered were very friendly.

2025-04-30 08:02:24

Helpful and pleasanf discussion

2025-04-30 12:11:55

Appointment made in a reasonable time and Doctor aware and informed of issue and able to refer for treatment

2025-04-30 13:25:23

I was very reassured and grateful for help and understanding with my issues from Dr Hidgkins

2025-04-30 14:39:31

Amazing team ,always caring and considerate ,all round a lovely surgery to attend .

2025-04-30 14:42:45

Very quick and organised.

2025-04-30 15:00:23

Served a purpose, definitely not the most welcoming feeling.

2025-04-30 15:27:31

Karen was lovely very pleasant confirming all she was doing and explaining why she was doing the tests required.

2025-04-30 15:54:57

The call was very infomative and conducted in a politee and helpfull manner

2025-04-30 17:52:13

Dr Villarreal was very efficient and attentive to concerns.