

NHS Friends and Family Test 2023

February 2025

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

Free text question. There were 186 responses:

2025-02-03 08:57:51

Dr Hodgkins is professional, thoughtful and very thorough. Mindful that most appts are only approximately 10 minutes long I was prepared and had a list to go through. I never felt rushed and with hindsight I think I rushed Dr Hodgkins. Our appt exceeded 15 minutes. Dr Hodgkins made suggestions of further tests I should take which will follow. My appt was so utterly reassuring. Dr Hodgkins is such an asset to the surgery.

2025-02-04 09:58:57

My appointment was prompt and Carol was very gentle when taking blood, felt almost nothing and she was very friendly.

2025-02-04 10:37:51

The doctors and nurses and all reception staff are all excellent and I can not thank you all enough excellent lucky to have you all.

2025-02-04 11:57:31

Its plesure to attend campden surgery nusres a staff secound to none

2025-02-04 12:42:13

The surgery seems to be running very efficiently and I have no complaints.

2025-02-04 15:04:30

Answered all my issues in a caring manner.

2025-02-04 15:12:36

Long wait for a GP appointment, otherwise good.

2025-02-04 15:25:06

Such a helpful consultation with the Doctor. Given advice, future tests organised. Everyone so friendly and helpful.

2025-02-05 09:35:34

Very good on time keeping. Had time to listen to me.very helpful and friendly.

2025-02-05 10:03:13

Efficient, Polite, Friendly Service

2025-02-05 10:14:06

Seen on time and staff very helpful.

2025-02-05 12:34:36

Lady who took blood - very unfriendly manner. Receptionist - huffed and puffed at my request asking what blood tests I had just had - as the lady who took my blood did not tell me what hen asked.

2025-02-05 12:48:52

The doctor spent time with me and addressed my questions with thought.

2025-02-05 13:16:11

Was seen quickly and on time appointed.

2025-02-05 14:19:04

Nurse Gibson was very thorough and explained everything clearly

2025-02-05 14:37:04 a pleasure to attend doctors
nurses staff brilliant

2025-02-05 17:17:32

Second to none

2025-02-05 17:18:25

Not taken seriously. My concerns not addressed and not not discussed in any open minded fashion

2025-02-06 09:19:13

I was seen on time, treated compassionately and kept informed of everything to do with my appointment.

2025-02-06 09:26:44 On
time

2025-02-06 09:42:26

The usual friendly and efficient service.

2025-02-06 10:50:32

Appt on time Very efficient, lovely nurse

2025-02-06 10:51:34

As usual i was treated well and made to feel Good friendly and professional.

2025-02-06 11:00:38

So far I have been 100% satisfied, but on the 5th I had to go for a blood test, which failed "through my fault". The lady said. Supposedly, 3-4 liters of water a day is not enough according to the lady. So she passed her incomprehension on to me.

2025-02-06 11:32:01

Appointment on time, and really pleasant staff mem

2025-02-06 11:50:00

Hi, I was very impressed yesterday with my appointment. The doctor Dr Hodgkins was lovely and the receptionists and dispensary staff were all very friendly and lovely. Made my day, it was such a nice experience. Thank you xx

2025-02-06 12:32:46

I have no complaints with the service I am getting.

2025-02-06 13:36:33

The doctor spoke clearly, listened and was very helpful and caring.

2025-02-06 14:31:17

Maybe the nurse made me feel she was on limited time,

2025-02-06 16:17:35

Very good service levels ..reception and doctor

2025-02-06 16:49:57

Helpful, polite

2025-02-06 17:02:17

Very friendly & efficient staff. Appointment was before time.

2025-02-06 17:13:09

Prompt on time appointment. Quick and efficient nurse

2025-02-06 17:19:08

Nurse Kate was fantastic. My son was having a blood test and was a bit nervous but she was so lovely. Put him instantly at ease and was so quick and efficient at taking blood he barely noticed she was doing it! Wonderful service, can't fault this surgery and the brilliant staff

2025-02-07 09:33:14

The nurse was so kind and considerate. She respected the fact that I'm needle phobic and was helpful. Thankyou

2025-02-07 09:39:54

Thorough with ongoing referrals

2025-02-07 10:21:50

Good communication knew what meds I am taking checked everything was good.

2025-02-07 10:55:19

On time and thorough, not in a rush.

2025-02-07 10:57:18 solid consultation with considered tests in a timely manner

2025-02-07 11:02:30

Seen on time, dealt with very efficiently and pleasantly by staff member.

2025-02-07 11:15:10

Appointment was on time and was quick and efficient.

2025-02-07 11:22:20

Because it was so

2025-02-07 12:13:24

Polite, caring attitude and very pleasant.

2025-02-07 15:03:29

Such a helpful conversation with a very satisfactory resolution to it

2025-02-07 15:47:21

What purpose was the call really???social. Caring???

2025-02-07 16:11:58

As a new patient I had a telephone call with the pharmacist regarding my medication, he was very pleasant to talk with and he listened carefully to my questions regarding my medication. I felt at ease talking to him.

2025-02-10 10:07:39

I had a review with Corrine Beirne - she was very thorough and showed a lot of care

2025-02-11 09:12:08

Human lighthearted approach of the nurse. All went smoothly

2025-02-11 09:26:32

The nurse was very kind and reassuring

2025-02-11 10:28:31

Bloods taken successfully and with a kind approach

2025-02-11 11:40:19

Excellent job

2025-02-11 12:28:18

Corrine is just lovely really caring

2025-02-11 12:36:50

On time, helpful, courteous, professional, friendly,

2025-02-11 14:49:11

I find there is always a long wait for appointments but once you actually get to see someone they are kind and helpful

2025-02-11 15:17:21

Didn't feel there was a positive/ or any solution/ outcome to the problem which is causing so much pain and ongoing since 2020

2025-02-12 09:44:36

Nurse was very kind and caring

2025-02-12 10:33:53

As always the staff member (Angela) was kind and efficient!

2025-02-12 10:42:37

Kind and reassuring Nurse who carried out the procedure extremely well with minimal discomfort.

2025-02-12 12:21:33

On time , answered my questions , and pleasant to deal with

2025-02-12 13:00:12

Appointment was arranged by text as asthma review ,on arriving was informed by nurse that she was not an asthma nurse but was carrying out a hypertension review ,requested to know if I had brought a urine sample which of course I hadn't as I had only been asked to bring my asthma medication essentials with me ,then requested I bring a urine sample to reception the following morning which I duly did but on arrival was informed I had to fill out a form which I declined and due to my frustration I just said forget it and walked out ,just as a surgeries time is valuable to them ,my time is likewise important to me and dont take kindly to being messed about like that ,one would not expect mistakes to be made at a doctors surgery which is of course a concern .

2025-02-12 15:38:44

The clinical pharmacist that I had my phone call with was very friendly and listened to what I had to say without judgment or pressure.

2025-02-12 16:25:50

Always friendly and helpful

2025-02-12 16:26:46

Informative and positive

2025-02-12 16:27:26

Useful advice delivered in helpful way

2025-02-13 11:03:03

Friendly, knowledgeable and helpful.

2025-02-13 11:06:59

Prompt, polite and professional

2025-02-13 11:13:54

I had an excellent consultation with Kevin, Clinical Pharmacist. He explained the pros and cons of different types of HRT clearly. He also listened to my individual concerns and as a result the consultation was really thorough.

2025-02-13 12:00:24

Always there when I Need them

2025-02-13 13:01:02

Very friendly and helpful. I came out feeling relieved.

2025-02-13 13:21:46

The Phlebotomist was prompt and efficient.

2025-02-13 14:08:00

Well organised team working surgery

2025-02-13 14:09:04

As always very good

2025-02-13 17:30:31

No waiting, quick efficient blood test, no bruising. Excellent service

2025-02-14 08:58:15

Staff were very pleasant, especially my doctor. The premises are cramped and dull though (and the parking poor).

2025-02-14 08:59:03

The nurse saw me earlier than my appointment time, very quick and calm appointment

2025-02-14 09:49:58

Extremely good visit, All the staff were friendly and courteous

2025-02-14 09:53:42

I've had a recurring issue with my folate, B12 and iron for 18 months. Thankfully I've been improving but have started to notice some symptoms creeping back (numbness and brain fog which impact my work) and wanted to get some advice from a dr and book for a blood test to check I'm not getting low again. On the phone call I was made to feel like I'm an inconvenience and there's nothing wrong (as my bloods were previously fine). I was told to rebook a blood test but that the lab may not do it given the timeframe. I'm at a loss for what to do and feel like I'm not listened to by the drs surgery.

2025-02-14 11:02:00

Friendly, prompt, clear advice

2025-02-14 11:18:34

Listened. Gave good advice

2025-02-14 12:33:27

Prompt and very helpful

2025-02-14 13:57:20

I didn't have to wait long to be seen by the doctor on the day of my appointment. The doctor had a very pleasant manner and patiently listened to my concerns. I found them to be helpful in dealing with my situation.

2025-02-14 15:08:47

Very fruitful consultation. Felt very confident of the outcome and have a clear plan. Thanks

2025-02-14 15:28:05

Very efficient and friendly service.

2025-02-14 17:08:30

The nurse I saw today was wonderful, there was a queue and she was supposed to have finished, but she stayed to help out. I love this surgery. I'm very grateful

2025-02-14 17:15:30

I was seen on time by a very efficient and friendly nurse

2025-02-17 10:53:10

Helpful and knowledgeable staff and doctor

2025-02-17 14:56:07

Sr. Linney efficient helpful and friendly.

2025-02-17 15:43:24

Kathryn was kind & professional

2025-02-18 09:11:46

I arrived at 8.45 for a blood test sample but I had to be turned away after I said I had had a mug of tea. It was meant to be a fasting test but I felt certain that I was told I could have tea or coffee but nothing to eat. Perhaps I misheard. Anyway, I wish I had been given a slip of paper that STATED the rules. I have anxiety problems and agoraphobia so it was a big thing to get there. I can assure you that every other time I've given a really positive feedback. Thanks for all your help you have given to me apart from this one time.

2025-02-18 10:22:20

An efficient & punctual service thank you.

2025-02-18 11:03:26

Seen quickly, nurse was attentive appointment did not feel hurried

2025-02-18 11:04:10

Appointment quick and efficient

2025-02-18 12:05:18

On time covered issues

2025-02-18 12:13:30

No waiting, patient and professional staff

2025-02-18 12:58:35

Promptly seen. All the process explained. Not hurried. Excellent.

2025-02-18 14:24:31

Although I had to wait a very long time in the waiting room, the nurses were excellent.

2025-02-18 15:37:38

The nurse listened to what I had to say, gave suggestions to help me and organised further assistance.

2025-02-18 15:41:20

It's the amount of time you have to wait for your appointment

2025-02-18 15:43:31

The receptionist was polite, quick to respond and in finding the relevant information and giving me advice. Excellent all round. Thank you!

2025-02-18 16:44:18

Punctual and efficient

2025-02-19 09:46:33

Felt heard, was compassionate and didn't feel rushed. Felt like my care was the priority.

2025-02-19 10:07:38

Lovely staff

2025-02-19 10:16:51

Always have been good for me.

2025-02-19 10:20:33

Dr Zamir addressed all my issues as always in a friendly and professional way

2025-02-19 10:29:16

Unfortunately I had to come in twice, 2hrs apart for ECG and blood test. This was followed by an immediate request from Dr Hodgkins to discuss results only to be told by the receptionist that this would not be possible for several weeks?!?

2025-02-19 10:38:04

Always helpful and staff do their best to assist whether on phone or in person.

2025-02-19 11:17:10

Personally I have been looked after very well.

2025-02-19 11:23:16

Efficiency combined with care.

2025-02-19 12:02:09

From making the initial appointment request to seeing the dr has taken 2 months. Some of this is as a result of my own lack of availability but surely it cannot be right to be booking appointments more than three weeks out.

2025-02-19 14:47:30

All staff are polite, kind and very professional,

2025-02-19 15:36:45

GP was engaged throughout the appointment and gave great advice.

2025-02-19 15:39:24

Very prompt and helpful... couldn't have asked for better!!

2025-02-19 15:51:01

All staff v helpful , effective and efficient.

2025-02-20 10:29:36

There was a medical student in the room, which I was not warned about. I had to ask who he was before we got started. The nurse then apologized for not asking me in advance if it was ok for a medical student to be present. I was NOT HAPPY about not being asked in advance. I am VERY private about my business and don't appreciate being ambushed with some stranger there to observe without my expressed consent. Once I knew he was a medical student I was okay with his presence BUT would have liked to have been consulted in advance. I found the

nurse's behavior unprofessional and out of order. I am not happy and this sort of breach of privacy better not ever happen again.

2025-02-20 12:34:00

Kind as well as efficient

2025-02-20 15:49:31

Excellent job

2025-02-20 16:16:06

Easy to obtain appt. Request for face-to-face consultation not challenged. Good advice in unrushed meeting.

2025-02-20 17:01:34

Prompt and very thorough.

2025-02-21 10:09:25

Pharmacist was helpful

2025-02-21 10:17:12

While the service itself from the phlebotomist is good, the whole reason for the appointment is for her to take my blood. I have had several appointments with her and she mostly is unable to get it and I have to rebook with a nurse. This not only wastes my time but wastes your time and valuable nhs resources. It's better if I see a nurse moving forward.

2025-02-21 10:33:12

Prompt and helpful

2025-02-21 11:12:55

Very easy to book and appointment was on time. Blood test was quick and pain free.

2025-02-21 11:13:50

Staff excellent . corinne was very helpful above and beyond would recommended your surgery to all

2025-02-21 11:16:25

Called on time, quick and simple appointment

2025-02-21 11:36:27

Promptly seen. All necessary information given.

2025-02-21 11:46:45

Pharmacist was very thorough

2025-02-21 11:59:22

I was seen examined & referred

2025-02-21 13:28:52

I was very impressed by Corrine Beirne. A very knowledgable lady.

2025-02-21 14:39:13

Efficient, kindly and friendly.

2025-02-21 15:11:01

I felt that I was given good advice

2025-02-21 15:16:14

On time rxc On time excellent explanation of procedure

2025-02-21 15:28:12

Always so efficient and helpful.

2025-02-24 08:47:05

I gave my answer because the doctor answered all my questions and listened. I was also reassured that there was no need to worry about my blood test. Thanks Chipping Campden surgery.

2025-02-24 10:26:09

Efficient yet no impression of being rushed.

2025-02-24 13:52:26

The nurse that saw me was extremely nice and put me at ease as I'm not good at taking bloods, and she was very apologetic that I was a few minutes late going in for my appointment.

2025-02-25 10:46:07

Quick referral for x ray

2025-02-25 10:47:25

The Plebotomist tried her hardest to get a blood sample but unfortunately was unable to get the blood to flow sufficiently.

2025-02-25 11:29:48

I went for a blood test but forgot my form from the hospital so couldn't have it done. I fully understand why and it was completely my own fault. Nurse very pleasant about it.

2025-02-25 11:33:46

The only problem was that I couldn't hear a lot of what was being said. With hindsight, I should have chosen face to face for this as it was very important.

2025-02-25 11:57:40

Always treated with respect.

2025-02-25 12:29:49

No waiting too long to be seen and given good advice on using my inhaler.

2025-02-25 15:10:21

Very satisfied with the way I was treated

2025-02-25 15:38:13

Nurse was very caring and listened to my concerns.

2025-02-25 16:08:22

The nurse we saw was so helpful informative and helped me going forward

2025-02-25 16:12:01

Very friendly and efficient as always.

2025-02-25 16:38:19

I'm afraid I found it very difficult to understand Dr Villarreal over the telephone. I had to phone reception a couple of days later to clarify what happened next. He prescribed a course of six B12 injections, but didn't say anything about possible side effects.

2025-02-25 17:07:20

Extremely pleasant staff

2025-02-26 09:00:02

Was seen within a minute of arriving

2025-02-26 09:38:10

i came to the surgery with a ear problem, i mentioned another problem i was worried about and they looked after me so well there and then .

2025-02-26 09:41:56

Polite, friendly and efficient service

2025-02-26 10:13:16

The appointment was on time. The medical practitioner was empathetic and kept me fully informed on everything.

2025-02-26 10:42:44

Treated in good time and the Physician Kevin was excellent

2025-02-26 11:13:11

Clear communication, helpful

2025-02-26 11:18:42

Not a problem at all with the appointment but parking is awful full but when you do get in to waiting room theres only a couple in there

2025-02-26 13:49:54

On time and quick, efficient blood test taken.

2025-02-27 09:00:00

Corinne gave me good news! But even if it were bad, I am sure her friendly but professional attitude would carry through.

2025-02-27 10:09:27

So quick and efficient. Good experience and the nurse was so jolly and so good at her job. Thank you so much.

2025-02-27 10:18:32

The Phlebotomist was prompt and efficient.

2025-02-27 10:26:06

The nurse is always lovely but thorough.

2025-02-27 11:13:38

Good timing for appointment. Very pleasant nurse.

2025-02-27 11:37:33

Kevin was knowledgeable and friendly

2025-02-27 11:56:53

Excellent care and diligence

2025-02-27 12:51:32

The nurse I spoke to had no empathy and was borderline rude with her attitude. She left me feeling frustrated that I had 0 answers and now have to wait an additional 3 weeks before I get to speak to a dr.

2025-02-27 13:03:50

On time, efficient and courteous

2025-02-27 13:11:01

Kare was absolutely amazing. Super professional, friendly and caring. My appointment was on time and conducted in a very patient led way. Excellent care. Thank you Kate.

2025-02-27 13:32:51

Very efficient.

2025-02-27 13:56:19

Very helpful nurse who patiently explained the pros and cons of the proposed jab.

2025-02-27 14:28:33

Helpful and friendly service.

2025-02-27 15:36:15 On
time

2025-02-27 16:49:12

Clean receptionist helpful nurse got blood quickly

2025-02-28 08:55:04

Efficient, friendly

2025-02-28 09:00:02

Efficient and nurse was friendly.

2025-02-28 09:00:12

Friendly nurse on time

2025-02-28 09:29:00

Telephone booking takes a long time. I needed to book a routine blood test but could do this online. Only available appointment shown in line was for patients on blood thinners. I had to phone in. Call took long time to be answered but could get an appointment within two weeks. Wouldn't it ease pressure on phone system by allowing online bookings for blood tests and also medication reviews?

2025-02-28 09:43:11

Was able to communicate well with both Diabetic & Clinical Pharmacist and discuss my condition and best way forward

2025-02-28 10:26:03

Excellent rapport and focus by the GP I saw !

2025-02-28 11:14:40 Fast
response

2025-02-28 11:32:34

My appointment was on time. Everybody was efficient friendly & helpful

2025-02-28 12:33:58

Friendly efficient service

2025-02-28 13:17:18

The doctor listened to my problems and came up with a solution

2025-02-28 13:31:35

Because I received the service that I expect from my surgery

2025-02-28 15:56:15

Once at the appointment all is fine. Its just the pain of trying to get an appointment.

2025-02-28 16:13:22

I believe it to have a very thorough consultation and examination.

2025-02-28 16:19:07

A swift appointment but I still need to be informed of the pharmaceutical results please.

2025-02-28 16:41:50 on time ,
friendly and professional

2025-02-28 16:56:08

Prompt and helpful
