

# NHS Friends and Family Test 2025

May 2025

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

Free text question. There were 161 responses:

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2025-05-01 08:13:42

Quick blood test

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2025-05-01 08:39:39

Excellent service and assistance with my queries

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2025-05-01 09:33:17

Dr Hodgkins very talented, professional and caring in her dealing with patients. A credit to her profession and an asset to our Chipping Campden Surgery.

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2025-05-01 10:47:53

They seem to be more pro active than they used to be and communicating via text is excellent.

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2025-05-01 10:59:52

Kevin the pharmacist was very helpful and friendly.

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2025-05-01 11:09:29

Very helpful

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2025-05-01 11:09:37

This surgery does everything in its power to run an efficient service despite the current difficulties.

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2025-05-01 13:13:11

As always your nurses are very good

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2025-05-01 14:47:03

Very quick and efficient

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2025-05-01 14:48:35

Dr. Hodgkins was very thorough as usual and my appointment was on time. Sorry the door slammed with the breeze when we were leaving!

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2025-05-01 15:26:06

I saw Kevin the clinical pharmacist to discuss changing tablets due to side effects. He is such a pleasant and friendly person. Very knowledgeable and great with his advice.

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2025-05-01 15:46:44

The friendly nurse gave my booster and I hardly felt a thing

2025-05-01 16:00:45

Very thorough and welcoming doctor.

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2025-05-01 16:03:20

Because the sister was very helpful

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2025-05-01 16:22:32

On time, caring and painless

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2025-05-02 08:12:45

Very friendly on time

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2025-05-02 09:11:27

Punctual and friendly

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2025-05-02 11:15:18

Advice given was concise and clear.

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2025-05-02 12:13:11

Calm and reassuring GP and practice nurse.

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2025-05-02 13:19:59

Very efficient and friendly

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2025-05-02 14:47:04

Made time to explain and recommended a blood test the next day.

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2025-05-02 15:13:16

Very efficient and friendly

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2025-05-02 15:42:46

Nurse appointment made within 10 days.

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2025-05-02 16:15:11 My

GP is lovely

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2025-05-05 08:29:28

Appointment on time and ears checked and plan made by nurse in an efficient manner

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2025-05-05 10:19:19

Super quick blood test and really friendly nurse. Doctor visit again friendly and really comprehensive decisions and actioning next steps.

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2025-05-07 08:30:58

Generally a very good service Very Helpful staff

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2025-05-07 09:08:13

Prompt and efficient

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2025-05-07 14:27:17

All very efficient.

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2025-05-07 15:00:41

The appointment was on time and very efficient.

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2025-05-07 15:22:53

Am one of those older men who would prefer to only visit their GP after they had died but my wonderful lady insisted I see a doctor and made me an appointment that I reluctantly kept. Am so glad I did now as received wonderful care and kindness from all the staff I encountered from the lovely Lisa in reception and Karen who took my blood samples and of course the doctor Rebecca Zamir who was very easy to talk with and sympathetic and has ensured all relevant investigations are now carried out for me. She even gave me a prescription that has resolved an issue I have been living with for about 4 years in 5 days. Thank you all so much.

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2025-05-08 08:47:17

Face to face meeting excellent. Dr Villarreal listened to everything I said and asked about. Very good and informative suggestion about a solution for a problem I have with balance. Overall I was very happy with my appointment. Thank you.

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2025-05-08 10:00:47

Kind helpful clinician

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2025-05-08 10:05:56

Lovely surgery, didn't have to wait long before I was seen, perfect blood test carried, lovely practice team always caring, friendly, attentive and highly professional.

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2025-05-08 13:20:50

Prompt, professional and friendly service

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2025-05-08 14:01:46

The service was excellent and all staff I spoke to were very helpful. Phlebotomist, Carol Gent, was extremely professional in carrying out taking my blood for the second time this week. I didn't feel a thing, unlike some phlebotomists!

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2025-05-09 08:16:53

For the first time the young lady who took my blood was pleasant and chatty. Also all the IT equipment was working. During my previous appointment the phlebotomist was having a mega meltdown (understandably) as the printers weren't working, the nurse tried to help her and I was sat in the room amongst the debacle.

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2025-05-09 08:25:10

I felt listened to and not brushed off due to my age, whilst also being able to consider different options to go through with

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2025-05-09 09:44:50

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All staff are polite helpful and courteous.

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2025-05-09 10:28:51

We are very fortunate to have this excellent surgery in Campden. It can only get better when they have appropriate premises.

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2025-05-09 11:28:26

Vaccination on time and super efficient

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2025-05-09 11:40:18

Very thorough asthma check-up with lovely professional nurse.

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2025-05-09 11:53:15

The doctors nurses and all staff excellent

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2025-05-09 12:21:18

Bang on time. Very nice nurse.

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2025-05-09 12:25:34

This is a great Surgery. All staff are professional, caring and friendly and go out of their way to provide excellent care. Thanks to all

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2025-05-09 13:44:14

As always Angela was kind and supportive.

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2025-05-09 16:20:14

Following my phone call I was given an appointment with the nurse practitioner the very next day. She was friendly and efficient. It was altogether a good experience

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2025-05-12 10:48:52

I was notified by Dr Hodgkin that I had been given too large a dose of the Pfizer vaccine. I find it disturbing that this could happen.

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2025-05-12 13:57:56

Dr Christys was helpful. Pleasant to talk to.

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2025-05-12 14:43:47

Efficient fast

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2025-05-12 14:54:22

Very prompt & efficient

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2025-05-12 16:00:52

Excellent and sympathetic helpful advice Karen was wonderful

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2025-05-13 07:39:50

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Quick and efficient

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2025-05-13 11:03:02

Appointment on time and Angela was very thorough

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2025-05-13 11:33:16

As always excellent care

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2025-05-13 11:55:27

All very efficient and friendly

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2025-05-13 14:02:23

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2025-05-13 14:33:22

Excellent Appointment with Doctor Zamir, she Answered every question Ticked all the Box

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2025-05-13 15:18:48

Good experience for me. Felt I was listened to, all the responses were precise and helpful to me

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2025-05-14 07:45:47

The nurse was extremely capable, caring and informative. I never felt Rushed and was given exceptional care from her when I needed it.

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2025-05-14 08:04:34

Friendly professionally competent

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2025-05-14 08:47:18

Pharmacist listened to what I had to say and the plan around my next steps on my health and medication

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2025-05-14 10:17:28

Very helpful

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2025-05-14 11:42:03

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The nurse was very good and explained things well.

2025-05-14 13:41:28

Knowledgeable and reassuring.

2025-05-14 14:44:43

Always very friendly and efficient.

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2025-05-14 15:50:20

No waiting about. Good communication from doctor. Felt like she really wanted to help.

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2025-05-15 07:54:10

My appointment was fairly prompt and the phlebotomist who took my blood sample very professional and efficient.

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2025-05-15 08:21:07

Pleasant understanding response to my rejection to the offer of statins.

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2025-05-15 08:47:47

Dr Willis was extremely thorough, and also very understanding. He had 2 Student doctors in training and constantly involved them to establish a diagnosis and how to manage the outcome.

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2025-05-15 09:49:31

On time . Efficient.

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2025-05-15 11:23:16

Kind and efficient

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2025-05-15 11:37:08

Timely, efficient, courteous

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2025-05-15 12:08:46

Excellent care from my nurse practitioner.

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2025-05-15 14:06:49

Sister Angela was excellent. Gave me good medicine and good care for asthmatic hay fever and ensured follow up.

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2025-05-15 14:27:43

My query was listened to and addressed.

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2025-05-15 15:26:43

Dr listened and gave good advice and on-going treatment.

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2025-05-15 15:48:06

Professional and unhurried

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2025-05-16 06:23:54

Professional/ great customer service

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2025-05-16 07:36:59

Timely, efficient, appointment available and supportive friendly staff.

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2025-05-16 09:27:11

Appointment on time and everyone helpful and friendly.

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2025-05-16 10:09:13

Informative and helpful

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2025-05-16 10:17:36

The doctor listened to our concerns and said he would look into the problems we are encountering regarding our present situation.

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2025-05-16 10:27:30

Kevin was very helpful and listened to me , And gave me good advice

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2025-05-16 11:24:34

On time appointment with a very efficient service. Excellent

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2025-05-16 12:02:07

prompt service

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2025-05-16 13:31:43

The treatment I received was professional and caring. A very positive experience.

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2025-05-16 14:03:08

5 weeks wait for an appointment.

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2025-05-16 14:36:21

Had a 35 min wait. Had to ask if there was a reason.

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2025-05-16 14:36:50

Timely telephone appointment. Discussion of condition informative.

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2025-05-16 15:18:34

Kind and efficient

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2025-05-16 15:37:16

Dr Zamir was kind, friendly and extremely professional as always. The reception staff were very helpful as well as polite and friendly.

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2025-05-16 15:37:53

If my comments applied only to my consultation with Dr Hodgkin my answer would have been very good but my parallel telephone consultation with the practice nurse, not by choice, was inconclusive and superfluous.

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2025-05-19 08:18:43

Stella was very understanding and helpful.

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2025-05-19 08:43:17

As always very good etc

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2025-05-19 08:44:06

You are always good

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2025-05-19 08:57:26

I don't have any worries with the treatment I get at the surgery .

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2025-05-19 15:01:18

Doctor was very helpful and put me at ease

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2025-05-20 08:49:59

The nurse was very cheerful and professional.

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2025-05-20 09:21:56

Thorough set of tests actioned by doctor, only downside are long waiting times for appointments. This seems countrywide since covid.

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2025-05-20 09:29:00

In and out very quickly

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2025-05-20 09:54:12

very helpful and experienced staff

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2025-05-20 10:41:34

Prompt, professional and friendly service

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2025-05-20 11:20:28

Great service as usual I did attend but a bit late!

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2025-05-20 11:38:28

Kind considerate. Staff

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2025-05-20 12:54:09 on  
time professional

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2025-05-20 13:05:42

Lovely kind team at the surgery

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2025-05-20 13:18:32

Just simply excellent

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2025-05-20 14:14:08



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On time and friendly.

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2025-05-20 14:36:37

Nurse is always very nice and helpful and understanding

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2025-05-21 09:50:53

Dr Zamir gave me enough time to go through everything without me feeling hurried and explained what treatment she recommenced and next steps well.

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2025-05-21 11:05:50

Prompt appointment with very good interaction with nurse practitioner.

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2025-05-21 11:07:47

Appointment arranged - very helpful - made decisions as a result. GP is very knowledgeable and helpful.

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2025-05-21 12:12:45

Fantastic service - kind, careful and considered approach .... Clean setting - staff are friendly and helpful

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2025-05-21 13:23:00

Helpful, courteous and caring staff

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2025-05-22 08:59:41

Professional/ on time appointment

Professional/ on time appointment

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2025-05-22 09:08:56

Very good

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2025-05-22 10:52:38

Just the wait for the appointment. Seems to be very unusual to have to wait 4 weeks for appointments eleven in Gloucestershire

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2025-05-22 10:58:13

It was quick and easy to get an appointment. The pharmacy practitioner was very friendly and talked me through options for new medication and made me feel reassured and listened too.

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2025-05-22 11:04:05

Follow up after blood test and contact by Doctor via email after blood pressure sent in. Appointment with Clinical Pharmacist made and follow up in three months time for cholesterol and thyroid.

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2025-05-22 11:04:37

Very good/quick service

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2025-05-22 11:31:15

Nurse was her usual friendly and efficient self. In and out in a couple of minutes.

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2025-05-22 13:40:40

Happy with my visit

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2025-05-22 16:12:29

looked after very well ,very informative

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2025-05-23 08:51:17

Interesting and attentive chat with Kevin the CP. Happy with two medical students sitting in. Kevin put in place a helpful way forward for me. I am very grateful for Kevin's time and guidance

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2025-05-23 09:04:54

The service supplied by the doctors nurses and staff is second to none

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2025-05-23 09:47:13

All staff very helpful and pleasant

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2025-05-23 10:09:01

I received attention even though the surgery was very busy

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2025-05-23 13:39:19

Very efficient, competent and friendly

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2025-05-23 14:03:05

Everything on time. Didn't even feel the injection for the blood test. Very quick and speedy appointment. Excellent.

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2025-05-23 14:33:01

Waiting for more than 30 minutes

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2025-05-23 14:50:20

I struggle understand that when reporting Blood pressure readings on a regular basis of over 180 why it's not "taken" seriously. Rather than "it's the average that matters". The reading in the surgery was 179 but I was told this was normal and ok. Suggestions to try a bigger dose of pills rather than investigating the reason seems a sticking plaster approach.

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2025-05-23 15:23:47

Always helpful, professional and friendly

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2025-05-23 16:13:17

Prompt and professional

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2025-05-26 10:23:29

I had an examination and some answers to my questions.

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2025-05-26 11:54:36

As always Angela was incredibly kind and supportive!

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2025-05-26 12:27:07

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Always helpful

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2025-05-27 09:46:43

Pharmacist listened to my questions and was well informed. He sent me more information also. Very helpful

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2025-05-27 11:02:53

Dr Villarreal-Reales listened, was thorough, knowledgeable and helpful in planning a way forward

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2025-05-28 09:17:37

Sensible discussion and outcome.

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2025-05-28 10:31:27

On time and very professional

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2025-05-28 11:11:57

Always very friendly and efficient

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2025-05-28 12:11:02

The staff were friendly and didn't have to wait long

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2025-05-28 13:35:14

Efficient and friendly

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2025-05-28 13:42:28

The doctor was extremely helpful and took his time explaining everything to me

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2025-05-28 14:23:47

The usual efficient and pleasant service, I cannot complement all staff enough.

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2025-05-29 08:36:51

All very friendly and appointment on time.

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2025-05-29 10:51:42

Always serves my needs.

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2025-05-29 12:10:19

I received my telephone consultation on time and was happy with the discussion I had with Kevin, the Clinical Pharmacist. He also made arrangements for me to have blood tests, the next day.

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2025-05-29 15:28:45

Dr Zamir was as always thorough in her decisions & what procedures to follow .  
Dr Zamir was as always thorough in her decisions & what procedures to follow .

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2025-05-29 15:55:23

The medical student that drew my bloods was FANTASTIC!

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2025-05-30 08:22:11

Excellent advice and everything clearly explained to me

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2025-05-30 08:36:21

On time, pleasant experience

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2025-05-30 09:07:53

New patient but I was dealt with swiftly and efficiently

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2025-05-30 09:35:14

Friendly and very competent. Thank you.

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2025-05-30 09:47:01

Doctors Zamir as always was very sympathetic professional and kind it's a shame all doctors aren't like her

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2025-05-30 14:52:37

They were very helpful

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2025-05-30 15:13:00

How it should be. Prompt, polite, knowledgeable. Thank you.

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2025-05-30 15:35:11

Professional and friendly

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