

NHS Friends and Family Test

June 2025

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

Free text question. There were 122 responses:

2025-06-02 07:36:14

My recent experiences have been with helpful supportive people who have behaved in a professional manner.

2025-06-03 08:57:46

Professional, prompt and friendly.

2025-06-03 09:21:33

My check ups are always good

2025-06-03 10:20:22

Went for appointment was seen straight away .

2025-06-03 10:34:32

Kind staff snd very understanding Team

2025-06-03 13:20:36

Excelent service by all

2025-06-03 14:41:55

Good service and Doctor who is interested

2025-06-03 15:32:19

Non rushed listened too appointment

2025-06-04 12:06:09

Nurse Karen is very gentle.

2025-06-04 13:26:54

Sister Karen Gibson is very kind , considerate of one's needs , gentle & friendly .

2025-06-04 14:58:51 My
opinion

2025-06-04 15:26:44

Just what i wanted. Thankyou

2025-06-05 09:50:30

Attentive and helpful doctors and staff.

2025-06-05 10:02:02

I always feel listened to and supported

2025-06-05 11:10:08

Quick and polite

2025-06-05 11:17:19

Very effective , understanding and friendly

2025-06-05 11:28:46

Because Dr Zamir was so thorough and really listened to me .

2025-06-05 11:51:20

The nurse and student were both welcoming and the blood test was carried out quickly and efficiently.

2025-06-05 14:36:30

Phlebotomist knew about the investigation I needed and was very efficient as well as friendly.

2025-06-05 16:28:23

All the staff nurses have all been very informative & reassuring

2025-06-06 09:01:55

Beause my doctor always listens, held where She can and is very kind.

2025-06-06 10:09:04

Very efficient

2025-06-06 16:09:10

Very helpful and quick

2025-06-09 07:01:33

Staff always helpful and approachable. Surgery always clean and tidy

2025-06-09 07:36:15

I was treated with kindness and efficiency by everyone at the surgery.

2025-06-09 08:54:18

I had very good advice and follow up appointments set up as required.

2025-06-09 08:58:15

Friendly and very efficient

2025-06-09 12:07:58

Appointment was on time. Nurse was very helpful and kind.

2025-06-09 13:04:28

The nurse I saw was charming and thorough.

2025-06-09 15:23:17

Excellent doctor and nurses

2025-06-10 08:32:57

Efficient,friendly service

2025-06-10 08:36:57

Very quick, efficient blood test On time, out of surgery within 5 minutes

2025-06-10 12:24:05 All

good and quick

2025-06-10 13:35:15

Corrine has been excellent on the two occasions she has seen me and also the lady who gave me the ECG a few weeks ago. Both ladies were on their lunch break but were happy to help me .

2025-06-10 14:08:35

The nurse explained everything and put my mind at rest

2025-06-10 14:29:57

Felt listened to, reassured and information clearly explained.

2025-06-10 14:49:48

Y

2025-06-10 15:49:27

It is convenient on the phone, but a bit impersonal compared to a face to face pconsultation.

2025-06-11 07:34:01

Problem understood and attempt to solve it

2025-06-11 11:07:48

On time, efficient and personable

2025-06-11 11:08:19

Nurse lovey wasn't rushed

2025-06-11 11:11:11

Came in for injection, was seen on time and didn't feel a thing. Everything was explained in plain language including possible side effects. Excellent.

2025-06-11 15:32:34

The team do their best in some Times challengîg circumstzneces.

2025-06-11 20:19:32

Great service

2025-06-12 08:05:25

On time, friendly helpful GP

2025-06-12 08:37:06

On time, professional

2025-06-12 08:41:51

Just happy with staff etc

2025-06-12 14:09:13

Friendly and confident

2025-06-13 07:38:29

Carol was very kind and understanding.

2025-06-13 08:31:07

Very efficient and friendly

2025-06-13 10:36:06

Always very friendly and efficient.

2025-06-13 11:11:43

Always friendly and efficient

2025-06-13 12:10:34

I was seen on time and the nurse handling me was very competent and instilled confidence in me.

2025-06-13 13:19:47

They are all tryers and genuine people. I am very lucky regards

2025-06-13 13:23:07

Very helpful and pleasant team

2025-06-13 15:16:47

Phlebotomist was courteous and efficient. Was seen a few minutes early.

2025-06-16 15:48:38

Always a pleasure to see all of you at the surgery

2025-06-17 10:41:42

Very good doctor

2025-06-17 10:49:22

On arrival at surgery didn't have to wait long, friendly caring staff, all round stress free experience, my sincerest to all at Campden surgery.

2025-06-17 11:16:08

On going monitoring of my health

2025-06-17 15:55:33

Nurse was aggressive and rude. Extremely poor service. She was useless at finding a vein. I left in tears

2025-06-17 16:18:21

Appointment was quick and polite

2025-06-18 09:21:34

Professional and friendly as always

2025-06-18 10:47:16

I was dealt with professionally and sympathetically.

2025-06-18 11:14:29

Efficient and professional

2025-06-18 13:41:31

Doctor Zamir is excellent

2025-06-18 14:35:56

On time discussed and actioned everything we discussed

2025-06-18 15:02:39

Prompt service. Offered appropriate appointment.

2025-06-19 10:35:41

Appt. On time and given enough time to talk to the doctor.

2025-06-19 10:47:34

Dr Hodgkins was excellent very informative and always tells you about what you need to do about follow up

2025-06-19 11:17:13

T/C appointment made within time slot. All questions answered & further actions discussed. Link for further information, to be provided by me, was sent out straight away. Very efficient service.

2025-06-19 14:22:09

Most helpful.

2025-06-19 15:44:46

Explained well and treatment given

2025-06-19 15:49:31

All staff fennominal

2025-06-20 08:17:04

No waiting. Lovely nurse and overall very pleased with how my appointment went

2025-06-20 08:18:01

Very efficient - gave a blood sample, expertly carried out.

2025-06-20 08:46:27

Always friendly, competent and clear communication.

2025-06-20 09:59:54

Kevin is excellent. Listens carefully and treats you like an intelligent individual.

2025-06-20 10:24:21

Very efficient. Happy

2025-06-20 10:52:36

Appointment on time and the phlebotomist took blood so well without any bruising.

2025-06-20 11:40:05

Friendly and supportive for the jab, professional and almost totally pain free

2025-06-20 13:47:46

I had my blood taken, the Nurse was rough and rushed with me. She did not want to hear of any brief background of panic attacks, and me generally feeling nervous. Consequently my arm and injection site has been left very bruised, due to a Basic lack of Care. There was very little bedside manner at all. I felt like an Object, not a human.

2025-06-20 14:26:45

Fine

2025-06-20 14:49:11

Good efficient service as usual

2025-06-20 15:27:39

Service was excellent. However there would little or no opportunity to feed back improvements/issues experienced by the patient to the doctor.

2025-06-20 16:06:01

The advice given during my consultation was most helpful and much appreciated

2025-06-23 09:58:39

Efficient signing in, surgery ventilated & cool in the heatwave, only a few minutes late to see doctor.

2025-06-24 14:36:34

On time and efficiently dealt with

2025-06-24 14:40:53

Helpful, efficient and effective.

2025-06-24 15:16:50

Took the time to listen

2025-06-24 16:07:23

The student doctor was so friendly

2025-06-25 09:12:25

Caller was professional and informative

2025-06-25 10:33:28

Promptly seen, dressing changed

2025-06-25 10:36:57

Efficient and thorough consultation with GP. On time. Dr instills confidence.

2025-06-25 10:38:49

This seems to be a duplicate. My consultation with the GP was on time, thorough, and efficient. It made me feel confident in the service being provided. Thank you.

2025-06-25 11:20:03

Very efficient and put us comfortably at ease and answered all our questions satisfactorily

2025-06-25 14:37:02

Took time to listen and check very thorough

2025-06-25 15:52:55

Very quick and efficient

2025-06-25 16:06:56

Dr Villarreal was very understanding during my visit on Monday morning and explained the next stage of my treatment. The only small nuisance was that by Wednesday afternoon my new prescription had not yet arrived at the pharmacy and, as it turned out, had not yet been passed on to the dispensary.

2025-06-25 16:23:07

The nurse was excellent, friendly, professional and thorough. Best bloods I've ever had taken.

2025-06-26 09:00:09

Pharmacist who was doing my medication review was super friendly and reassuring and he explained things clearly

2025-06-26 09:10:21

Was for a blood test - done on time, pleasant nurse

2025-06-26 09:30:46

The Dr was just so lovely. Explained everything and was just really warm and approachable .

2025-06-26 10:16:30

12 pm appointment , on my way home by 12.10 , can't get better than that .

2025-06-26 11:00:15

All who work try very hard to give great assistance to patients and are polite and kind. My only quibble is the long wait for doctor appointments

2025-06-26 11:19:51

On time and very efficient.

2025-06-26 11:56:31

Professional, prompt and friendly

2025-06-26 12:08:11

I would implore everyone to get all there medical record's especially when your told they dont that on the system i did, and it took me 3 days to find the correspondance that they said they didnt have... i don't who to blame should

it be the doctor (i dont think so) is it a administration issue(i dont know) thank the lord I'm old, life is very overrated and its only going to get harder....god help the youth of today(overdramatic thing to say! probably)

2025-06-26 12:23:01

Efficient and friendly

2025-06-26 14:41:36

Blood taken 10 out of 10

2025-06-26 16:27:35

Friendly nurse,easy to talk with re the reason for my second blood sample,hope the result is sent to me.

2025-06-27 08:32:18

Carol the nurse was excellent . Very personable and painless at extracting bloods . Also no waiting time at all

2025-06-27 09:53:27

Quick efficient service

2025-06-27 11:08:28

Appointment on time, great service during Appointment

2025-06-27 12:01:42

The phlebotomist is brilliant!

2025-06-27 13:11:38

Very professional, explained everything. Was extremely pleased with everything

2025-06-27 13:32:04

Carol the phlebotonist very good.

2025-06-27 14:38:17

Professional,friendly knowledgeable service Couldn't be better.

2025-06-27 14:48:25

Friendly efficient treatment.

2025-06-30 08:41:18

On time, helpful info

2025-06-30 10:58:51

First class treatment excellent prompt

2025-06-30 13:02:18

Prompt, professional and friendly
