

# NHS Friends and Family Test 2023

July 2025

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

Free text question. There were 156 responses:

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2025-07-01 09:56:56

Easy to book in, bit of a wait in very warm waiting room

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2025-07-01 10:44:49

Long waiting times for doctor appointments tho brilliant to have access to the pharmacist. Some confusion with communications meant I missed a specially arranged appointment. My fault but better if communication about appointments by one method only: call to landline OR text to mobile

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2025-07-01 14:19:10

Not much communication had difficulty understanding the Dr's english although english is my first language

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2025-07-02 08:53:50

No

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2025-07-02 09:00:48

.y Athsma adviser listens and i learn.

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2025-07-02 09:04:41

Well organised re notifications & phone appointment

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2025-07-02 10:32:36

I was seen on time and the nurse was very professional. I felt assured and informed during my visit and came away confident that I was in safe hands.

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2025-07-02 12:12:24

Very prompt and polite

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2025-07-02 12:30:53

Jab given efficiently and on time

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2025-07-02 13:57:46

Always happy with the way i am treated.

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2025-07-02 16:07:14

Super staffing as always

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2025-07-03 09:04:49

The nurse efficiently and chattily gave the ECG. She explained all I asked.

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2025-07-03 11:01:02

Prompt, professional and friendly.

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2025-07-03 14:20:05

Telephone call

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2025-07-03 14:21:18

Telephone call with the Practice nurse. Very pleasant manner and asked lots of questions

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2025-07-04 09:31:09

Great and friendly service.

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2025-07-04 09:34:03

Prompt friendly and professional

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2025-07-04 11:27:05

Friendly staff, prompt treatment

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2025-07-04 14:25:01

Doctor was extremely thorough and professional and I felt she listened to me

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2025-07-04 15:09:49

My procedure was dealt with very efficiently by Corrine and I was able to chat through other concerns with her. Very helpful, empathetic and understanding.

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2025-07-04 15:47:28

Doctor came up with a plan that is now proceeding

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2025-07-07 10:23:09

Always receive prompt and efficient service with very pleasant staff

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2025-07-07 11:46:20

Karen is delightful. She always checks that I am comfortable and that I am happy with everything that she is doing.

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2025-07-08 08:53:21

The Drs responses to my requests were swift and she made her plan of action clear & concise.

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2025-07-08 10:12:19

Reassuring care given

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2025-07-08 13:28:15

I had a very good appointment with Teresa. She made me feel at ease.

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2025-07-08 14:01:12

Very Friendly staff, the. Medical staff I saw were very professional and caring. The reception staff are very welcoming. And switched on. Kind and compassionate .

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2025-07-08 15:11:29

Efficient and useful session.

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2025-07-09 08:29:45

Friendly and efficient

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2025-07-09 09:24:10

Kevin is clear, explains, knowledgeable, re-assuring and listens.

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2025-07-09 10:08:32

Caring considerate attention to my issues.

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2025-07-09 10:16:55

Friendly nurse , made sure that I was comfortable.

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2025-07-09 10:47:26

Very imformative conversation and very well mannered and answer all my questions 100 per cent

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2025-07-09 10:59:31

Pleasant manner, helpful Prompt response

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2025-07-09 14:11:13

Good response to my request

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2025-07-09 14:36:41

Had phone call at arranged time all good

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2025-07-10 10:18:51

Everything completed in a professional manner

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2025-07-10 14:24:40

Doctor perfect receptionist not to good

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2025-07-10 16:20:52 Great  
as always.

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2025-07-11 07:51:53

It was a sensible conversation with limited options,but moved the situation forward.

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2025-07-11 08:22:15 Very  
helpful ,

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2025-07-11 08:24:47

Because Im always listened to by my Doctor ad She is very helpful. She is very caring and kind.

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2025-07-11 08:28:15

Excellent, friendly, efficient and polite encounter with all the practice.

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2025-07-11 08:48:23

The nurse was very efficient and quite charming

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2025-07-11 09:12:32

Call was appropriate to my needs and the Clinical Pharmacist was professional in his approach.

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2025-07-11 09:23:11

Happy to have an appointment with my own GP

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2025-07-11 10:47:06

Very caring and helpful staff Always ways greet you with a lovely smile. Outstanding

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2025-07-11 11:13:54

I was given good follow up treatment for my sore face and will be seen again

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2025-07-11 11:29:54

Lovely staff... always helpful & very kind. In particular Kate who took my blood sample.

2025-07-11 11:38:58

A very pleasant consultation,

2025-07-11 13:08:32

Magnificent staff.

2025-07-11 15:07:59

The nurse was excellent.

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2025-07-14 12:40:12

Pleasant informative staff member.

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2025-07-14 13:28:11

Clinical pharmacist was very professional and polite. Did not feel rushed.

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2025-07-14 13:34:27

Service of every part of my experience was good

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2025-07-14 13:56:21

10 minute delay from appointment time to being called in. Nurse herself very good, helpful and informative.

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2025-07-14 15:26:41

Always helpful and professional. Thank you.

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2025-07-15 08:04:04

Helpful, listens, understanding, professional.

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2025-07-15 10:39:07

Miss Katheryn He is extremely kind, skillful and purposeful. He r He is extremely kind, skillful and purposeful. He removed the blood in a matter of moments.

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2025-07-15 11:28:44

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Still very difficult to get a GP appointment but seeing a nurse practitioner is always good

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2025-07-15 12:09:43

Listened

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2025-07-15 13:22:01

Always friendly and informative.

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2025-07-15 14:31:41

Always try to help me no matter how much pressure they're under.

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2025-07-15 15:21:41

The doctor was very kind and helpful:)

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2025-07-16 08:36:42 Punctual

and efficient.

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2025-07-16 08:37:26

Kept informed of appointment time change. Appointment was on time

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2025-07-16 08:55:19

Lovely nurse- had to apologise for being late after being stuck in roadworks but she didn't mind and fully understood. Good discussion and I left knowing what I should do to be healthier. Very nice appointment.

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2025-07-16 10:29:04

Very prompt and dressing of wound completed

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2025-07-16 11:19:07

Excellent care provided, faultless

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2025-07-16 14:14:28

Because all the staff, Doctors, Nurses, reception are all very pleasant and efficient.

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2025-07-16 14:50:25

Kevin...was very knowable & understanding...explained everything about my medication...side effects etc...

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2025-07-16 15:18:08

Helpful and informative

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2025-07-16 15:20:27

Friendly, efficient and effective

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2025-07-17 08:31:41

Always helpful, courteous and professional

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2025-07-17 08:53:42

No

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2025-07-17 09:09:59

A very pleasant and professional lady

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2025-07-17 09:11:31 Very  
careing

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2025-07-17 09:17:06

Always helpful, courteous and professional

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2025-07-17 09:47:25

On time .. excellent bedside manner!

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2025-07-17 10:07:46

Very pleasant and very good at the job Only took one go at taking bloods

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2025-07-17 11:39:57

Very pleasant explained my situation clearly and professionally

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2025-07-17 12:02:06

On time and test carried out without problems.

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2025-07-17 12:11:08

Good advice clearly given

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2025-07-17 14:12:51

Went for blood test but after 6 attempts couldn't get any blood out of arm

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2025-07-17 14:46:33

The nurse was very friendly and was excellent at taking blood

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2025-07-17 15:59:51

Trying to get an appointment is hard

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2025-07-18 08:27:27

The appointment was timely and completed perfectly.

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2025-07-18 08:48:53

Got an appointment very quickly and doctor was very thorough

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2025-07-18 10:19:32

Nothing to complain about, fast and friendly.

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2025-07-18 12:33:46

Excellent surgery

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2025-07-18 13:24:02

Receptionists very helpful as usual .Because it was not possible to speak to a Dr . at short notice they arranged for a nurse practitioner to tel .me .Also because there was a date problem with a paper copy of Blood test I had requested the Nurse arranged for an up to date one for me to collect which I did the next day . I do think the whole team , working under pressure do offer the maximum help they can . The problem on that day was that I went to Pharmacy in Campden with a throbbing painful eye and tenderness , They told me to see the Dr . or the Optician , I couldn't see a Dr . So I went to the local optician but they weren't available that day , So I bought Blepha wipes and used hot compresses .abd took paracetamol , it is beginning to settle . I am 90 , and I appreciate you have an elderly list of patients. These are my comments I hope helpful , not a criticism but a situation that is difficult for all concerned

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2025-07-18 13:33:33

A most positive consultation. I always feel very comfortable with all staff at Campden surgery. Most supportive during a difficult 18 months.

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2025-07-18 14:45:42

Karen went out of her way to accommodate me when I was delayed by a breakdown and then seeing a red patch on my arm decided to put on a plaster on that just in case. All very caring, bless her.

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2025-07-18 14:52:05

Explained evything

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2025-07-18 16:17:27

Always helpful

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2025-07-21 08:41:27

Doctor was very attentive to my questions and gave me full explanations.

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2025-07-21 09:01:00

Efficient. On time. Informative

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2025-07-21 13:05:47

A well explained description of my condition and the measures I need to take to reverse the situation.

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2025-07-21 15:07:02

Once I had got a decent receptionist every thing went lovely.one said that if I needed to book an appointment with a nurse I should give at least six weeks in advance.i really don't know how I can this as I was asked to make an appointment three weeks into taking my medication which is a four week course

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2025-07-22 10:58:07

Got a prompt appointment and everything went smoothly

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2025-07-22 11:27:28

Friendly,quick and pain free!!

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2025-07-22 13:31:48

Blood test carried out in swift and efficient manner, however little if any empathy or desire to welcome and put patient at ease was evident.

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2025-07-22 15:13:18

On time. Staff very pleasant

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2025-07-23 09:05:47

Wonderful treatment from Doctor &Staff

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2025-07-23 09:30:55

Very informative and assisted greatly in explaining the treatment program

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2025-07-23 10:01:02

Dealt with everything fairly promptly

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2025-07-23 10:28:39

Helpful as usual

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2025-07-23 11:27:16

Appointment was satisfactory.

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2025-07-23 12:11:22 went in on time and everything was explained very well.

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2025-07-23 13:39:26

Simple, easy and efficient

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2025-07-23 15:19:10

Efficient and on time

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2025-07-24 08:36:21

The appointment was on time and nurse was friendly.

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2025-07-24 09:12:27

Quick and efficient for blood tests. Nurse very cheerful and welcoming.

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2025-07-24 09:29:33

As always Coreen was very kind and helpful

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2025-07-24 10:32:34

He is very caring and listens to what you say. You genuinely feel like you are his only patient.

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2025-07-24 10:45:45

Phlebotomist was great. Receptionist was brusque and did not listen to me fully.

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2025-07-24 12:19:34

Always seems very smooth and efficient

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2025-07-24 13:09:05

Kevin was very clear and I understood everything he mentioned

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2025-07-24 13:13:49

Always spot on fitted me in ahead of my appointment day early

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2025-07-24 14:19:18

Always helpful, Appointments on time, always monitor our health well.

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2025-07-24 15:43:14

Prompt appointment and very efficient.

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2025-07-25 08:21:08

On time and professional advice provided by the Clinical Pharmacist.

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2025-07-25 08:29:46

Very polite quick efficient service

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2025-07-25 08:38:04

Best phlebotomist in the country!

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2025-07-25 10:02:41

All worked well professional

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2025-07-25 10:47:41

Very helpful and understanding doctors practice worth me saying thanks for all the help takes twenty seconds

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2025-07-25 15:09:08

While the experience was perfect, the necessity for having a second blood test within a month was not clear. A full explanation would be helpful.

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2025-07-25 16:18:51

I requested an appointment with a female GP but was then given an appointment with a nurse - I waited 3 weeks for this appointment to be told I would need to see a female GP. My appointment now isn't until 2nd September. It's a little frustrating as it will now be 8 weeks of waiting to see who I had requested in the first place. I don't think this is acceptable.

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2025-07-25 16:29:05

All tests were done very provisionally any questions I had were answered the same way

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2025-07-28 10:37:53

Easy to book and appointment was on time.

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2025-07-28 11:30:13

Helpful & informative

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2025-07-28 12:15:02

The usual pleasant and efficient service

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2025-07-28 14:01:42

Friendly helpful staff

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2025-07-29 09:03:09

Wasn't waiting and was listened too

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2025-07-29 10:29:25

Efficient

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2025-07-29 12:39:24

Appointment satisfactory.

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2025-07-29 13:04:12 rang when said they would. Doctor was very professional and thorough.

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2025-07-29 14:09:42

Very disappointed in what Doctor Villarreal has put on my shotgun application form. I would be interested in what it is that he thinks there is another reason I shouldn't have a shotgun certificate. As he has ticked that box Please advise

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2025-07-29 15:28:13

My doctor is very good, but it's a long wait for appointment day

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2025-07-30 09:23:28

Very friendly and felt relaxed

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2025-07-30 10:19:52 Very thorough

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2025-07-30 11:03:17

A worried patient walked into the surgery and a reassured patient walked out. Thank you Dr Zamir for being so caring.

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2025-07-30 11:46:53

There was no waiting - straight in and out

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2025-07-30 12:06:22

The blood test failed twice and I have had to rebook.

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2025-07-30 12:41:28

The nurse took our concern seriously and also helped calm our nerves down, and gave us the appropriate care.

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2025-07-30 13:24:03

Prompt, kind, competent

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2025-07-30 14:23:13

Dr Zamir was very understanding, compassionate and did not rush me out 😊 Also to Laura on reception, made me smile but again Laura was very efficient but with compassion & empathy too.

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2025-07-31 07:37:37

Appointment was prompt and phlebotomist incredibly skilled.

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2025-07-31 07:49:35

Phone appointment happened on time with the pharmacist. He was very helpful, gave advice and took action.

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2025-07-31 07:55:56

Excellent appointment, very thorough. Cane out with a clear plan and offer of support going forward.  
Thank you

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2025-07-31 08:08:55

Appointment on time and doctor gave me time to explain my current situation and provided a solution

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2025-07-31 08:12:17

Prompt, polite, cheerful, efficient - what's not to like?

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2025-07-31 10:21:18 Nice  
and friendly

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2025-07-31 11:54:29

excellent work

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2025-07-31 12:01:57

On time and painless taking of blood

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2025-07-31 13:40:50

Excellent service as usual.

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