

NHS Friends and Family Test 2023

August 2025

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

Free text question. There were 141 responses:

2025-08-01 08:17:13

Seen before appointment time Pleasant nurse

2025-08-01 08:52:24

Prompt/ professional, excellent caring Nurse who took my bloods, far more pleasant experience than going to the det

2025-08-01 09:15:11

Nurse very efficient no know the outcome of the visit for a few days

2025-08-01 09:33:20

The Dr knew why I was there and was able to advise me of significance of test results and reassure me about what to expect next

2025-08-01 11:14:32

New online appointment booking system works very well

2025-08-01 12:16:52

Easy check in. Appointment on time. Nurse super helpful and informative with young patient scared of needles. Fantastic service

2025-08-01 15:54:44

I received prompt polite sympathetic and appropriate treatment

2025-08-01 15:57:30

To help with your schedule, I arrived in good time for my 14.05 appt, so had to wait outside (with two other people). Fortunately the weather was fine but it would have been unpleasant to wait in rain. I like to think you have checked if anyone was outside and opened the door. My conversation with the clinical pharmacist was excellent.

2025-08-04 09:50:28

My GP always listens and despite being constantly under pressure never makes me feel hurried

2025-08-04 09:53:33

Care and safe

2025-08-04 15:30:10

Nurse called as advised

2025-08-05 08:08:00

Appointment on time. Friendly nurse made me feel relaxed.

2025-08-05 10:21:04

Didn't have to wait long for my appointment very good service.

2025-08-05 11:38:05

I saw the nurse today and she was lovely, very friendly and helpful. Thank you.

2025-08-05 12:12:33

Sorted quickly.

2025-08-05 14:15:12

Very prompt & efficient in organising revised prescription

2025-08-05 14:23:57

Nurse was not in control seemed very anxious I had her once before and was not impressed. Please make a note that I do not want contact with her again

2025-08-06 09:18:35

GP listened to my experience and concerns regarding prescribed medication and its unwanted effects

2025-08-06 10:22:40

All my questions were answered, and it was very easy to speak to the nurse practitioner

2025-08-06 11:39:50

Above and beyond service by every person I have been helped by. Very understanding and kind.

2025-08-07 09:09:32

Excellent advice, friendly and professional

2025-08-07 10:30:02

Nurse Tracey, explained everything clearly to me. Going forward with my diet plan for type 2 diabetes

2025-08-07 11:35:08

Great kindness and incredibly speedy follow up's throughout the day !!

2025-08-07 12:12:31

Nurse Linney is always so supportive and so kind. I really appreciate the time she gives me to relax before the procedure. I think she's wonderful! The receptionist was also excellent. She was very helpful and followed up my query with a phone call to my husband. A very positive experience from both people. Many thanks.

2025-08-08 08:05:29

Friendly, efficient and no waiting

2025-08-08 08:38:04

I received good communication, no long wait in the waiting room and the nurse who took blood was friendly and put me at ease.

2025-08-08 10:11:28

The nurse was fantastic and kind ,normally I it hard to give blood but she managed to take it easy ,she was just a lovely person.

2025-08-08 10:25:04

Very friendly & professional

2025-08-08 12:36:49

During my appointment I was carefully listened to and I hope the medication prescribed will now clear my persistent skin problem.

2025-08-08 14:52:52

Hard to understand Doctors speech

2025-08-08 15:30:50

Went for a hypertension review and just had a blood test

2025-08-08 16:09:33

After two years of failing to get a face to face appointment for any ailment (including, extraordinarily, an eye infection for which a photograph was deemed sufficient for diagnosis) it was really nice to meet a real doctor who gave me time.

2025-08-11 08:20:16

Always put you at ease, listen to what you're saying

2025-08-11 11:18:27

Kate is a charming professional nurse with a sense of humour. A rare gem .

2025-08-11 12:03:02

Kate was charming , professional with a good sense of humour. Thanks for the care provided.

2025-08-11 12:03:19

A full answer to the issue that was worrying me and helpful suggestions.

2025-08-11 12:47:17

Brilliant attention to detail and a very kind nurse . (Karen)

2025-08-11 13:52:28

Good call, have clear plan going forward.

2025-08-12 08:31:40

On time, friendly and professional

2025-08-12 09:06:28

Always such friendly and helpful staff in dispensary - nothing is ever too much trouble

2025-08-12 09:25:53

On time and always polite

2025-08-12 09:39:12

The phlebotomist is always extremely prompt and leaves no trace of a bruise!

2025-08-12 10:24:09

Very useful advice and feedback.

2025-08-12 12:21:32

Dr Zamir was very informative and useful having a Saturday morning appt

2025-08-12 13:28:55

Always polite and do there best

2025-08-12 14:23:02

Easy to check in and courteous people

2025-08-12 14:24:20

The nurse was very informative and decided a different course of action regarding my stitches.

2025-08-12 14:55:38

Helpful, friendly, punctually

2025-08-13 08:14:49

On time and efficient review.

2025-08-13 09:40:17

Receptionists very helpful Appt . On time Excellent , reassuring Phlebotomist

2025-08-13 10:25:53 Clear
message from GP.

2025-08-13 10:36:31

Efficient, friendly and helpful

2025-08-13 10:42:25

Appointment within 2 working days. No delay in waiting room. Dr Zamir is always lovely to deal with and knows your history even bits you've forgotten. Well done Campden.

2025-08-13 12:03:35 they are so
good (dispensary)

2025-08-13 12:05:28

Always happy with service I get here

2025-08-13 12:06:31

The staff are so lovely and super helpful (dispensary)

2025-08-13 12:07:04

Professional, great customer care (dispensary)

2025-08-13 14:27:21

I'm always listened to by Dr Zamir and she respects that I know my body

2025-08-14 09:26:21

Seen on time & dealt with very efficiently by a friendly staff member

2025-08-14 09:46:03

Professional and friendly as always

2025-08-14 11:14:43

Dr was very caring and explained things thoroughly.

2025-08-14 11:28:40

Because gp is excellent and I feel she always goes above and beyond and is very pro active. It is good to have a gp you feel confident in.

2025-08-14 12:33:09

It was cancelled at the last minute

2025-08-14 12:57:52

I was seen punctually. The nurse was friendly and carried out a painfree blood test injection.

2025-08-14 15:14:26

Always very friendly and efficient

2025-08-15 08:30:24

The nurse was more than on time - she was early! She is a good listener & efficient & knowledgeable & has a nice manner.

2025-08-15 09:08:06

Helpful kind staff

2025-08-15 10:15:49

It was slick and professional

2025-08-15 10:37:36

I asked for a skin lesion to be seen in April, sent pics and had to chase in August for help!

2025-08-15 13:23:03

Went in on time and good reminders.

2025-08-15 13:35:39

As usual my Doctor listened to what I had to say. Helped me decide on what to do next. She was very sympathetic and tried to help as much as She could.

2025-08-18 10:17:18

Seen promptly, treated respectfully, health concerns addressed honestly and pro-actively. Long wait (about 5 weeks) between requesting an appointment and seeing the doctor, but faultless when I finally got there.

2025-08-18 11:24:32

My appointment was cancelled due to the nurse being off work due to illness.

2025-08-18 14:08:56

Excellent service f RT on the ANP I saw

2025-08-19 07:38:19

I had a fasting blood test which I was nervous about because I have fainted twice previously having these.
The nurse was very kind and caring and made me feel safe and at ease

2025-08-19 09:10:53

She was very good and apologised as she didn't believe I needed this asthma checkup as I don't have asthma and I agreed with her she decided to take this information off my record. The flow meter was well over 600 therefore I know I'm not asthmatic.

2025-08-19 09:14:07 always very helpful - nothing is too much trouble. they always do their best to fit you in wherever possible

2025-08-19 09:24:40

A very punctual & speedy service ...thank you.

2025-08-19 10:16:00

Excellent care and all staff very helpful

2025-08-19 14:12:11

I have always felt that I have had a brilliant service from all of the staff from the doctors to the pharmacy and the very patient people who are answering the phones and on the front desk very happy customer thank you

2025-08-19 14:29:21

Always friendly and helpful and on time

2025-08-20 08:26:34

Receptionists always so polite and helpful, pharmacists also

2025-08-20 08:35:47

Seen on time and helpful appointment

2025-08-20 08:39:13

I am always happy coming to the surgery

2025-08-20 08:47:06

On time, friendly and efficient

2025-08-20 10:21:08

I can get seen fairly quickly and that matters

2025-08-20 10:46:54

Excellent, quick diagnosis and meds prescribed straight away

2025-08-20 14:03:56

Quick appointment

2025-08-21 08:21:49

Staff very friendly and caring

2025-08-21 08:36:16

Doctor took time to help on their day off.

2025-08-21 10:24:03

My vaccination appointment was timely and the HCA was cheerful and informative. On another matter, the reception and dispensary staff were really helpful and understanding regarding prescription changes and access to records. Very happy with Chipping Campden surgery.

2025-08-21 10:35:25

Appointment made quickly & no excessive waiting on arrival - pleasant and informative nurse

2025-08-21 10:50:14

No problem straight forward

2025-08-21 12:23:04

Always great service they ring you when they have an appointment for you

2025-08-21 13:24:38

Nurse was cheery and on time.

2025-08-21 14:33:55

Dr understood my problem and she has acted as she saw necessary

2025-08-21 14:41:57

Very quick and efficient

2025-08-22 08:58:49

Quick, timely and efficient

2025-08-22 09:06:44

Prompt and great service, professional and friendly

2025-08-22 09:34:07

On time and very efficient blood test

2025-08-22 09:43:06

Didn't have to wait long, the Dr explained everything clearly and put my mind at ease.

2025-08-22 10:03:23 All
went well...

2025-08-22 10:15:38

My daughter tel . from abroad with concerns about my health and Appts were made for the next day for Blood tests and the Dr. Both very helpful .Thank you .

2025-08-22 10:58:48

Seen on time

2025-08-22 11:06:02

I scarcely had the time to sit down in the waiting room before I was called for my blood test. Was asked if I was OK with needles and which arm. All done professionally and in a friendly manner.

2025-08-22 13:30:37

Always very pleasant and friendly and on time

2025-08-22 15:18:17

Timely appointment

2025-08-22 15:28:19

2025-08-25 07:48:15

I was very comfortable with the whole experience.

2025-08-25 08:06:02

Professional and cordial

2025-08-25 10:01:24

Although I was there on time for my appointment, I had to wait more than 30 minutes to be seen.

2025-08-25 15:58:55

Very efficient as usual I always appreciate what you do at the surgery

2025-08-26 10:59:06

Appointment on time. Information regarding vaccine very thorough.

2025-08-26 12:30:02 Timely
and efficient.

2025-08-27 09:02:39

My problem was listened to and a solution given.

2025-08-27 09:48:08

Excellent service and on time.

2025-08-27 12:55:54

Prompt and professional.

2025-08-27 13:31:12

Called to book an appt with a female GP. Appt was arranged that day and I was seen. Didn't wait too long in surgery and felt I was treated well.

2025-08-27 13:42:19

Friendly, not rushing the conversation.

2025-08-27 15:11:46

At the third attempt (2 appointments cancelled due to staff illness), seen quickly and blood taken efficiently.

2025-08-27 15:31:10 very friendly surgery. Dr Aloyscious is very thorough, kind and really listens! (like all the drs here)

2025-08-28 07:36:10

Because Dr Willis listened to my questions and responded in some detail which helped reassure me.

2025-08-28 09:04:09

Had a good consultation

2025-08-28 09:23:30

Efficient and professional

2025-08-28 10:02:09

Bothered to listen

2025-08-28 10:08:32

Brilliant service as usual.

2025-08-28 10:24:36

She was understanding and listened to me. I definitely tell my family and friends how good the doctor I saw was. And I definitely go back again very happy with the level of care shown. Lovely doctor

2025-08-28 10:52:01

No waiting time and the nurse was extremely polite and helpful!

2025-08-28 11:10:20

All the staff, drs receptionists nurses pharmacists etc etc are amazing

2025-08-28 12:21:27

On time with appointment. Very efficient.

2025-08-28 13:19:39

Doctor was very thorough and listened but was very informative

2025-08-28 14:48:58

Very efficient and informative

2025-08-28 16:03:06

My appt was on time, my consultation was very enlightening with lots of information given by the doctor with suitable advice for the future.

2025-08-29 08:28:46

The receptionist, Henrietta Newman, is very polite and personable. She always greets with a smile on her face and goes out of her way to make things as easy and smooth as possible.

2025-08-29 09:23:25

Went in before time

2025-08-29 10:19:37

Seen on time and blood sample taken efficiently

2025-08-29 10:52:24

Staff polite and helpful at all times.

2025-08-29 11:34:07

Unfriendly / unhelpful staff when making my initial appointment. I personally felt the doctor i saw was uninterested. I am sorry for the negative review / feedback.

2025-08-29 13:17:46

Timely appointment and good nurse patient interaction

2025-08-29 14:49:40

Excellent, friendly service

2025-08-29 14:53:34

The doctor was running late due to previous patients. He apologised and didn't rush me which was good. He was very thorough.