

NHS Friends and Family Test 2023

February 2026

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

Free text question. There were 221 responses:

2026-02-01 00:57:28

As always, efficient, helpful, kind and reactive

2026-02-01 13:21:19

Efficient friendly clear advice

2026-02-01 17:23:09

I had blood tests taken and an ECG test. I was listened to and everything was explained very carefully and there was good answers to all my queries . Everything seemed efficient and thorough and perhaps above all the service was delivered with a very welcome cheeriness.

2026-02-01 23:39:37

Quick. Efficient appointment thank you as always

2026-02-02 07:51:36

Because they spotted my low levels on b12

2026-02-02 10:24:20

The practice did not feel overly busy, I was seen very promptly, and I was treated with great respect, kindness and friendliness

2026-02-02 10:27:41

Having arrived early for my blood test, I was actually invited to go in early for it and the phlebotomist was very friendly and efficient.

2026-02-03 09:18:06

Efficient on time and pleasant

2026-02-03 09:26:21

Went in before time all done within 5 mins

2026-02-03 09:37:07

Excellent service from both Tracey Linney and Karen Gibson Thank you both.

2026-02-03 10:11:18

Appointment on time and everyone friendly

2026-02-03 10:15:55 very attentive and put at ease, very knowledgeable as a student, great support from dr too

2026-02-03 15:05:19

Always pleasant and efficient in person, not left without an answer. I always get an acknowledgement online from reception.

2026-02-03 15:42:16

Thoughtful and kind person-thankyou

2026-02-03 17:38:02

Punctual, efficient and friendly

2026-02-03 18:13:49

Great prompt service , and nice people to deal with

2026-02-03 21:00:16

Friendly, efficient and friendly

2026-02-04 10:00:51

Made to feel relaxed And was listening to my problems not just dishing out pills

2026-02-04 10:53:37

She took blood successfully without any pain

2026-02-04 12:49:23

It was warm clean and quiet

2026-02-04 13:48:18

Hopefully has helped me with my problem

2026-02-04 14:00:20 Usual
excellent service.

2026-02-04 15:15:17

Kate as always is EXCELLENT I feel so confident with her attention to detail

2026-02-04 15:54:48

Caring service, prompt appointment arranged.

2026-02-04 16:31:59

I was seen promptly by Dr Zamir who is always very friendly and makes you feel at ease. She helped me with my current mental health problems

2026-02-04 16:45:50

Very helpful and reassuring

2026-02-05 10:31:08

Excellent service as always

2026-02-05 10:55:53

Karen explained things well and she listened. I didn't feel that the appointment was hurried.

2026-02-05 11:41:02

Cheerful service with minimal fuss

2026-02-05 12:30:31

Helpful advice given

2026-02-05 13:27:39

Very helpful

2026-02-05 13:38:43

Kevin the clinical pharmacist is caring, well informed and diligent. He takes time to talk through issues with understanding

2026-02-05 13:47:17

Very efficient and understanding

2026-02-05 14:17:04

Excellent care. Very pleasant nurse .

2026-02-05 15:31:36

Dr gave good advice & trainee

2026-02-06 09:50:49

Dr Hodgkins always listens and shows empathy - explaining conditions and medication carefully - I sincerely appreciate her as my Doctor.

2026-02-06 10:26:53 On

time very courteous.

2026-02-06 12:22:04

Appt kept to time efficient and explained what happens next

2026-02-06 15:17:43

My appointment was very late, and then felt rushed. The eye roll when I asked a question definitely didnt help. Its not the usual service I receive at the surgery, which is normally very good.

2026-02-06 18:52:40

The nurse was so kind and considerate. I am needle phobic and She did the blood test very quickly. I hardly felt the needle enter my arm and it was all over very quickly. Thankyou.

2026-02-07 09:09:54

That's my opinion

2026-02-07 09:32:50

The routine health check is a good service and appreciated.

2026-02-07 10:17:38

A potential issue with my ear was identified and dealt with efficiently, professionally and with care.

2026-02-07 12:26:31

I did have to wait quite a long time in the waiting room for my appointment but once I got in the nurse was quick efficient and very friendly.

2026-02-07 13:33:02 All

very efficient

2026-02-07 17:36:06

Swift response and thorough consultation

2026-02-07 20:11:01

Excellent service

2026-02-08 08:48:36

Very good nurse

2026-02-08 09:23:00

Valuable advice given, ideas for diet changes.

2026-02-08 12:58:17

Given help through this difficult time

2026-02-09 11:34:51

On time. Very professional, thorough & caring consultation with Shuhi.

2026-02-09 18:00:41

Very efficient, friendly, chatty,

2026-02-09 21:14:04

Timely, professional and engaging - perfect blood extraction

2026-02-09 22:21:02

+ The attention of the practice to conditions and monitoring is diligent. - There is no obvious connection nor relationship with a doctor. I don't know who my doctor is.

2026-02-10 09:14:46

Efficient and helpful

2026-02-10 10:45:17

I have known nurse Angela for many years and she is always very helpful friendly and professional

2026-02-10 11:44:13

Good attention when an appointment is achieved, but getting an appointment is not an easy process.

2026-02-10 12:31:35

I was attending to have a blood pressure monitor fitted. Reception had incorrectly booked me in for a heart murmur monitor. I now have to wait another 2 weeks for an available monitor for a serious condition. The nurse spent valuable time programming a device that was not needed and as it was opened could not be used for someone else.

2026-02-10 14:36:34

Efficient, kindly and dealt with all issues

2026-02-10 14:42:21

A prompt and helpful response to my online consultation request

2026-02-10 15:19:07

Smiling welcome on time

2026-02-10 15:36:46

Because we have newborn and we wait too long

2026-02-10 15:37:29

I was worried but got an appointment and was reassured.

2026-02-11 09:51:57

Prompt service. Pleasant professional staff

2026-02-11 10:43:16 Felt

heard

2026-02-11 10:59:08

The Medical student was efficient & professional. Passing on my details promptly to the Dr gave a prompt diagnosis & prescription. Getting an appointment has been very difficult in recent times so this system is to be welcomed.

2026-02-11 11:03:22

On time and efficient.

2026-02-11 13:34:51

Dr Zamir got straight to the point and was friendly and helpful

2026-02-11 13:56:34

I'm waiting for further developments.

2026-02-11 14:08:13

Kate is so caring and thorough I feel so at ease with all her suggestions for my healing

2026-02-11 15:26:41

Excellent Service

2026-02-11 15:35:45

Excellent service

2026-02-11 16:43:25

Polite staff trying to sort out my problem quickly.

2026-02-11 18:01:25

Very Prompt, thorough and efficient.

2026-02-11 20:29:38

Seen Quickly withh new cover

2026-02-11 21:32:55

Quick reply time easy to understand

2026-02-11 22:52:29

Really professional, knowlegeable and skilled staff with excellent people skills.

2026-02-11 22:53:50

Knowledgeable and helpful staff genuinely committed to looking for healthcare solutions.

2026-02-12 00:17:36

Because you asked for it.

2026-02-12 08:42:48

Friendly efficient and timely.

2026-02-12 11:07:49

Painless bloodtest by a lovely HCA

2026-02-12 11:15:35

Got appointment quickly. (No 1 in queue when phoned to fix.) Bloodtest by Kate v quick + painless.

2026-02-12 12:25:30

Katheryn answered my questions and followed with a text letting me know what's happening

2026-02-12 13:24:09

Because the appointment was on time and the nurse was very helpful.

2026-02-12 14:39:05

Very kind and very efficient.

2026-02-12 16:35:15

2026-02-12 19:16:07

Very helpful advice

2026-02-12 22:15:02

Prompt efficient understanding and not rushed

2026-02-12 22:15:50

Prompt, efficient, understanding and not rushed.

2026-02-13 07:42:18

Everyone is always very polite and listen to what you say

2026-02-13 09:29:57

Seen quickly on time and efficiently. All good

2026-02-13 11:34:52

Sister Angela is extremely kind and very professional in her treatment

2026-02-13 12:08:13

Sometimes chaotic, eg advised I could have steroid injection in my hand, but on appointment told I couldn't!

2026-02-13 12:18:54

Because your "total access" system does NOT allow any access to anyone without internet access. My Mother needs an appointment and now she can only make it with my help. What if I'm not around? Pretty poor.

2026-02-13 12:23:50

Very helpful advice

2026-02-13 14:04:38

The appointment started on time, the health assessor was very professional and knowledgeable. The test results came through quickly and were easy to understand.

2026-02-13 14:30:59

On time with satisfactory outcome.

2026-02-13 14:32:11

The student was very thorough with follow up after diagnosis.

2026-02-13 16:06:10

Professional , understanding and considerate

2026-02-13 16:11:06

My Doctor keeps forgetting to send my prescription on to the chemist, He has done this several times now.

2026-02-13 16:35:14

GPs are very proactive and address your medical needs with care and compassion despite the time restraints.

2026-02-13 17:14:10

I didn't see whom I'd thought I was seeing.

2026-02-13 20:19:45

Seen promptly and nurse very efficient and friendly

2026-02-14 11:37:51

Prompt efficient service

2026-02-14 14:25:09

On time and very caring

2026-02-14 14:58:22

As always Karen and Kate treat us so well and we feel important to them and know they both do their very very best to heal us

2026-02-14 16:01:33

Appointment on time. Friendly nurse. Blood taken very efficiently (i am not keen on blood tests)

2026-02-15 10:12:46

Dr Zamir was thorough and dealt with immediately via referral for X Rays which was booked within 24 hrs.

2026-02-15 11:54:47

Excellent information provided by Kevin (pharmacist)

2026-02-15 16:01:29

I had a blood test. It was on time and nicely done.

2026-02-16 09:36:13

On time (of appointment). Phlebotomist very good.

2026-02-16 14:01:28

No waiting excellent chat about probl

2026-02-16 14:06:14

Excellent talk and new bandages put on thanks

2026-02-17 09:39:28

Dr was extremely thorough with his questions and examination. Nurse was also thorough and easy to talk to.

2026-02-17 10:04:23

Was on time and helpful

2026-02-17 11:24:06

Very pleasant and professional didn't feel a thing not a bruise or mark wonderful, and very pleasant and friendly nurse.

2026-02-17 11:53:58

Dr Bryson was really supportive and explained things well.

2026-02-17 12:23:00

Friendly efficient kind

2026-02-17 12:35:57

Not kept waiting all very efficient. Staff caring as usual.

2026-02-17 13:09:19

She was very clear and made time for me...all spoken in language I could understand...first rate

2026-02-17 14:12:16

Prompt, polite and professional

2026-02-17 14:27:16

Easy to book, dealt with promptly, no issues

2026-02-17 14:27:58

Blood test brusque and efficient, however there appeared to be no path to link with the consultant who had requested the procedure. This I think has been achieved after a conversation with the front desk staff.

2026-02-17 14:45:22

Quick professional and almost painless

2026-02-17 16:33:56

My visit wasn't up to your usual standards I'm afraid. Sadly I think trainee at times didn't appear to grasp why I was there. I want to be constructive and realise he was learning but felt our meeting added nothing to the possible diagnosis. I did suggest blood investigations which I would have hoped the doctor would have suggested to me. Sorry if this sounds harsh but I imagine it might also be difficult for other patients which is why I feel I need to say something.

2026-02-17 18:34:24

Good that I was booked in for a review but some confusion re other blood tests on 5 February 2026

2026-02-17 20:47:55

Great service thank you

2026-02-18 10:10:20

Staff were friendly & efficient

2026-02-18 10:18:40

Dr Hodgkins has provided excellent advice and support since I was diagnosed with Shingles in July last year. I have had three appointments with her since then and have really appreciated the continuity of care provided by my named GP. New online systems seem to be working well for bookings but still good to have option to speak to someone on phone and in person when necessary. Normal test results processed and provided quickly by text and NHS app and appointments offered to review abnormal results is reassuring.

2026-02-18 11:09:50

On time and effective and charming

2026-02-18 11:32:30

All so efficient and friendly.

2026-02-18 11:33:36

A considered and helpful asthma review with care and kindness.

2026-02-18 12:03:42

Prompt and friendly

2026-02-18 12:39:00

Very helpful nurse

2026-02-18 13:42:14

Lovely friendly surgery, amazing team, always helpful, courteous and thoughtful.

2026-02-18 16:54:45 Quick
and efficient.

2026-02-19 10:55:17

The nurse listened to me and gave me positive advice to manage my condition.

2026-02-19 11:10:00

Quickly seen

2026-02-19 12:01:46

Caroline the blood nurse is excelent gets my blood 1st time every time excelent at her job allways cheerfull and listens to you all the tine she needs a gold medal

2026-02-19 13:51:54

Was seen before my appointment time, friendly nurse.

2026-02-19 14:38:53

Kevin was great, he listened to my problem and concerns. He fully answered everything and sorted out my new medicine very quickly

2026-02-19 18:45:21

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2026-02-19 19:20:58

Prompt service little waiting to be seen

2026-02-19 23:32:34

Appointments are often too far into the future.

2026-02-20 08:22:31

Very thorough hypertension check given by Karen.

2026-02-20 09:22:38

Prompt and efficient service

2026-02-20 09:43:06

Completed the online consultation form as requested. Telephoned by a receptionist to book an appointment for over a week's time as couldn't fit in any earlier. No explanation as to why I couldn't be seen earlier or what the GP's view on my condition was even though I had had the same issue a couple of weeks ago and had been deemed as not fit to work then.

2026-02-20 11:02:16

Bloods taken for analysis yesterday and results are posted today.

2026-02-20 11:15:38

On time, efficient nurse, no problems

2026-02-20 11:42:24

The appointment was on time, the nurse was efficient, warm and friendly. Plus, the receptionist was extremely helpful with a query I had.

2026-02-20 11:55:29

Doctor was thorough and courteous, and followed up as promised.

2026-02-20 13:41:56

Excellent surgery, fabulous helpful staff, easy to make appointments via online form.

2026-02-20 16:06:04 All

went smoothly

2026-02-20 16:19:51

Very friendly nurse who put me at ease

2026-02-20 18:55:01

Excellent help from reception in booking the nurse app and nurse who did the injection v good.

2026-02-21 09:21:48

Quick response. Good advice.

2026-02-21 09:22:48

Nurse always kind and helpful

2026-02-21 09:52:11

Very good care

2026-02-21 10:03:01

An experienced nurse who was friendly and competent

2026-02-21 10:10:46

Very professional and not kept waiting too long beyond appointment time. But nowhere to park had to use the bus stop and hope for the best!

2026-02-21 10:25:51

On time, friendly approach, comprehensive review and a clear plan for going forward. An altogether excellent experience.

2026-02-21 11:27:35

Excellent service

2026-02-21 12:34:06

Kind, thoughtful and efficient.

2026-02-21 19:27:02

Nursing staff good, surprised I didn't see a doctor.

2026-02-21 19:49:57

Once I got in the Nurse was delightful. Positive and full of info. The injection was as painless as possible. Appointment was late and my friend was kept waiting for 50 minutes

2026-02-22 12:45:24

No waiting straight in thank you

2026-02-22 13:11:29

Helpful & Supportive discussion with Dr Bryson

2026-02-22 22:55:58

Prompt attention with considerate approach and sufficient information

2026-02-23 18:38:11

Karen Gibson explained everything very thoroughly

2026-02-24 09:25:13

I was seen promptly and on a welcoming way and the procedures were explained to me

2026-02-24 12:07:36

Because the lady was able to get my blood which is very difficult

2026-02-24 12:21:03 Efficient
and friendly.

2026-02-24 13:11:43

On time and very pleasant experience. Thank you

2026-02-24 13:15:06

Because Tracy Linley the diabetic nurse is absolutely top marks in every way of her nursing profession she sits down and talks to you and looks at you when talking not head in computer she's very professional in every way

2026-02-24 13:16:27

Excellent update

2026-02-24 13:20:36

Only attended for a blood test. Quick and easy and on time.

2026-02-24 13:41:13 as

above very good

2026-02-24 16:06:26

Understanding and efficient.

2026-02-24 16:23:00

Once I got to see the nurse, my experience was excellent. However, it was extremely frustrating trying to contact the surgery beforehand as I spent an hour in total on hold on the telephone (after which point I gave up and hung

up!).having to make appointments online was very time consuming. Thank you to the nurse though who was extremely helpful and effective

2026-02-24 17:24:43

Not long to wait and the GP was very helpful and informative.

2026-02-24 18:15:14

Ongoing problem being followed through

2026-02-24 21:44:45

This was how I felt my experience went

2026-02-25 08:37:43

Because it appears to be getting harder to get an appointment

2026-02-25 11:09:56

Dr Zamir was very compassionate and helpful

2026-02-25 12:12:07

Prompt and efficient service

2026-02-25 12:49:42

Helpful chat

2026-02-25 14:30:31

Can pregnancy injection too early out of time frame. Asked to lie

2026-02-25 14:47:27

The appointment was on time. It was to discuss the results of blood tests and a heart test. Everything was thoroughly explained and I was given plenty of time to ask questions and the follow up was clearly explained.

2026-02-25 15:05:09

It was only a phone call

2026-02-25 17:21:40 On

time. Efficient

2026-02-25 18:00:05

I was looked after very well

2026-02-26 09:41:19

Just disappointed with the entire process

2026-02-26 11:26:47

Friendly, professional, efficient.

2026-02-26 12:24:58

Routine blood test without fuss and minimal wait. No complaints

2026-02-26 12:35:53

I always receive the best of attention from all the staff at campden surgery. Should be at the top of the ratings.

2026-02-26 13:48:53

Availability of appointments, seen on time.

2026-02-26 15:11:41

Always the best , lovely staff

2026-02-26 15:39:18

The doctor was very furrow and I was very happy

2026-02-26 19:09:54

My Doctor is so kind and always puts me at ease when talking to her. Sometimes there are difficult and embaressing subjects to talk about. She always listens and tries to help me.

2026-02-26 21:18:15

I have complex medical needs and Dr Zamir and nurses and receptionist staff go above and beyond. So lucky to have this as my local GP practise.

2026-02-27 07:06:28

Quick service friendly and helpful

2026-02-27 09:51:31

All as expected! Thank you, as always.

2026-02-27 10:05:01

Dr Little was friendly, knowledgeable, helpful and competent. Exactly what I want from a doctor. 10/10

2026-02-27 10:19:11

All my concerns were addressed and additional information given in a friendly and courteous way.

2026-02-27 10:33:15

Very professional, and great personal advise.

2026-02-27 10:57:01

Appointment on time all very efficient

2026-02-27 11:56:07

Very prompt Practitioner was efficient and friendly too

2026-02-27 14:55:17

I was looked well after well. Dr Zamira &.the reception staff arr all lovely!

2026-02-27 16:55:13

Really personable caring go

2026-02-27 17:08:06

On time,Friendly and efficient ...nothing too complain about.

2026-02-27 17:57:05

Pleased that the doctor could do the procedure I was asking for. Seemed to do a good job of it (although it was only yesterday so I don't yet know the long term outcome)

2026-02-27 21:32:57

As always a successful visit to Dr Zamir who is kind and very helpful and always listens

2026-02-28 10:24:17

Staff were friendly considerate clearly spoken

2026-02-28 10:33:19

Very helpful doctor and staff

2026-02-28 10:38:00

Coran was very sensitive and caring. Thank you

2026-02-28 11:50:32

Just always very good helpful and knowledgeable

2026-02-28 11:59:23

Very good

2026-02-28 12:19:13

Prompt appointment and pleased with quality of consultation.

Prompt appointment and pleased with quality of consultation.

2026-02-28 14:52:59

Good discussion with doctor

2026-02-28 16:18:23

Very thorough nurse doing the review.

2026-02-28 17:10:25

Friendly and efficient
