

NHS Friends and Family Test 2023

March 2026

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

Free text question. There were 164 responses:

2026-03-01 09:13:42

Appointment was on time and blood test was taken with efficiency by a very pleasant nurse.

2026-03-01 09:45:44

Was seen straight away for my appointment. Nurse was friendly and helpful as always

2026-03-01 10:20:33

Always ready to take appointment thanks

2026-03-01 10:37:56

The staff in our surgery are always lovely! Can't thank you enough!

2026-03-01 12:14:44

Sister Lilley is excellent, eye for detail. Understands diabetes very helpful.

2026-03-01 16:41:37

Sister Volpe took care to find the best place to take blood.

2026-03-01 16:49:36

Nurse was very helpful explained side effects for pneumonia jap. Bloods were easy to take.

2026-03-01 18:20:05

I received the planned treatment

2026-03-02 11:22:13

Kevin called as planned and answered my issue. Not sure we are at the bottom of the problem yet though so need another call. He was v helpful referring me to the GP for a scan

2026-03-02 11:58:03

Efficient service. Thorough examination and good advice.

2026-03-02 12:47:50

I was seen on time the nurse listened to what I said and reacted as I would have expected

2026-03-02 17:36:19

Very efficient

2026-03-02 20:41:05

Having to wait 2 wks to see a Dr, isn't good, and it is always a different Dr never the one that you are with/under.

2026-03-02 22:01:03

Very helpful and help me when I went through my pain

2026-03-03 09:37:50

Efficient and friendly visit to phlebotomist

2026-03-03 10:05:19

I've met both the clinical pharmacist & who practice nurse who have both been excellent

2026-03-03 11:29:39

This visit had to be cancelled vy son my carer

2026-03-03 12:48:14

as above

2026-03-03 15:55:32

Came away not sure whether my issue was fully understood. Asked what I was expecting from the appt and what I thought I had and what did I want from the appt! Then found out that the wrong prescription was given and only because the pharmacy picked up on it!

2026-03-04 10:56:38

Sister Angela immediately put me at my ease and was very helpful in answering my questions

2026-03-04 11:28:21

Kate was excellent

2026-03-04 12:19:52

Not relevant.

2026-03-04 12:59:34

Efficient and friendly

2026-03-04 14:07:41

I am always happy with how you look after me and my asthma.

2026-03-04 17:02:49

Always helpful staff easy to book online and Dr was informative

2026-03-04 17:10:29

Felt supported with next steps in regards to daughter

2026-03-05 09:12:12

Highly recommend Chipping Campden Doctors Surgery.

2026-03-05 09:20:58

I booked in for a cholesterol test but wasn't informed I needed to fast. I had to rebook

2026-03-05 10:25:03

Easy to make appointment for vaccination. On time. Explaining what it was for and any possible side effects very clear and concise.

2026-03-05 11:33:26

as above

2026-03-06 07:35:48

Easy check in. Seen in good time. Dr Zamir was very respectful and listened to my concerns.

2026-03-06 09:14:29

The first time using the new appt system so go a bit confused, but prompt reply and appointment for nurse

2026-03-06 09:33:12

Fairly prompt. Booking easier in person than on phone

2026-03-06 10:29:35

Seen on time the nurse was very pleasant and answered all my questions

2026-03-06 16:48:20

The appointment achieved what it was supposed to.

2026-03-06 20:03:15

Very professional, polite and thorough

2026-03-06 22:32:55

I struggle a lot with leaving the house, so attending appointments in person can be very difficult for me. Because of this, two nurses kindly came out to the car to do my blood test. Both of them were incredibly kind, patient, and understanding. Their compassion and professionalism meant a lot, and I'm very grateful for the support they showed. Thank you to both of them for taking the time to help me.

2026-03-07 07:24:53

Very impressed.

2026-03-07 10:11:06

Lovely nurses, no waiting time.

2026-03-07 12:08:02

Friendly efficient and useful information

2026-03-07 12:57:57

Punctual, efficient & knowledgable.

2026-03-07 16:14:43

Excellent job well done as usual

2026-03-07 17:30:49

Very good replastered leg thanks

2026-03-07 18:00:14

On time and quickly dealt with

2026-03-07 18:54:13

My appointment was for my annual review, with nurse Karen Gibson. Karen was excellent and provided a very professional service. She was very thorough and kept me informed about the process of the review. Above all, Karen was very pleasant and friendly and went out of her way to apologise for keeping me waiting due to circumstances out of her control. Well done Karen for providing me with such a pleasant appointment.

2026-03-09 11:43:52

Polite, efficient, professional and caring.

2026-03-09 11:46:10

Required to provide blood sample. Given prompt appointment (same day). Seen in timely manner and samples taken. Simple!

2026-03-09 19:33:14

Prompt and efficient service

2026-03-10 14:50:17

Relaxed, speedy, professional, friendly

2026-03-10 18:07:27

My appointment was on time and efficiently conducted.

2026-03-11 14:07:15

Online booking template working well. Nurse was polite and friendly!

2026-03-11 18:10:48

Excellent care and understanding.

2026-03-12 12:43:13

Excellent phlebotomy, painless.

2026-03-12 12:44:05

I had a routine ECG with a pleasant member of staff.

2026-03-12 14:57:44

The nurse I saw was absolutely incredible ! I have a severe phobia of needles and she really was fantastic ! So much so I don't want to see another nurse ..very very happy when I walked out of the surgery yesterday even after having an injection

2026-03-12 16:19:00

It was a very quick consultation that gave me the information I needed.

2026-03-12 17:21:55

Quick but caring attention.

2026-03-13 10:15:33

The doctor is always hospitable and kind, nurses are always happy and so far the diagnosis is correct. Many thanks

2026-03-13 10:26:27

No bruising and no pain when taking the blood.

2026-03-13 11:43:56

On time.. efficient..great care

2026-03-13 11:47:14

The appointment was what I expected, and the health professional was lovely.

2026-03-13 14:13:10

Very efficient

2026-03-13 16:37:49

Nurse was kind, considerate, very polite and professional

2026-03-13 17:10:00

My Shoulder is feeling so much better and the appointment was on time. Dr. Villarreal is good with the injections.

2026-03-14 09:10:39

This nurse is always so friendly and you never feel rushed or just a number

2026-03-14 09:45:41

Friendly and efficient

2026-03-14 10:32:54

Friendly and very efficient

2026-03-14 12:39:16

Excellent gp attitude and very efficient

2026-03-14 13:06:56

The nurse was very efficient

2026-03-14 13:55:56

Kind treatment and successful injection the result. With many thanks to all concerned.

2026-03-14 17:43:44

Because it was very good.

2026-03-14 18:18:44

Excellent visit with knowledgeable staff as always who give us confidence they will solve my problem

2026-03-14 18:33:44

Dr Zamir is a very professional GP

2026-03-14 19:06:41

Felt nurse was a little dismissive. Did what was needed

2026-03-15 11:10:06

Nurse appointment was on time, attentive and well explained.

2026-03-15 11:21:08

Tricky to get an appointment but helpful receptionist and doctor very thorough and friendly

2026-03-15 14:09:47

Kate is a nice friendly and knowledgeable nurse

2026-03-15 16:05:22

Karen who was the nurse who gave me a blood test was brilliant. I have very difficult veins, but she was amazing and made my day when she succeeded. Highly recommend her. Super personality and will be asking for her every time I need a blood test. Also reception amazing. PS Karen you are a saint.

2026-03-16 18:00:00

Kind informative Nurse

2026-03-17 10:05:36

Service second to none first class

2026-03-17 10:50:40

Nothing more to add

2026-03-17 16:04:28

Considerate and thoughtful consultation

2026-03-18 10:17:48

Long wait to get an appointment but she was really good.

2026-03-18 16:28:03

Corrine was lovely to talk to, she listened and acknowledged the problems I'm experiencing and was very knowledgeable

2026-03-19 07:31:32

Efficient friendly and helpful

2026-03-19 11:23:15

Looked after all the time as usual

2026-03-19 11:37:19

All most efficient & quick

2026-03-19 15:10:34

Friendly and competent staff.

2026-03-19 19:14:00

Warm Friendly and very professional caring Staff.

2026-03-19 20:41:27

The nurse that I saw was extremely thorough and explained everything in detail. She was great

2026-03-20 11:50:08

On time and efficient

2026-03-20 11:54:58

On time and diabetic appointment easily dealt with by the nurse.

2026-03-20 11:57:22

Because always friendly and helpful

2026-03-20 12:08:54

Excellent appointment, i feel a lot better about my issues now. I was given very good advice and reassurance. I was given time and encouragement to discuss my situation. Thank you.

2026-03-20 15:12:39

Very friendly, on time. Really quick blood test, took bloods first time, no pain. Didn't get a urine sample pot for review next week, completely forgot to ask.

2026-03-20 16:46:52

Always professional

2026-03-20 17:04:56

Patience shown and excellent treatment. With thanks.

2026-03-20 22:26:23

Nurse helpful and gave clear explanation of test results.

2026-03-21 05:56:43

Seen on time, pleasant experience.

2026-03-21 10:02:28

Careful consideration of physical problems with my left leg. Appreciated that the commercial knee supports induced other skin + problems & that 'natural' exercise in life as a whole without going to extremes is what is needed.

2026-03-21 12:26:25

Very efficient

2026-03-21 14:56:00

Kate was excellent as usual.

2026-03-22 17:04:11

Because the 2 nurses, we're very kind

2026-03-23 17:32:17

Good service

2026-03-23 18:36:57

Checking in was easy and Dr Odigwe was very kind and considerate.

2026-03-24 10:34:53

The phlebotomist is always prompt, friendly and very good at her job

2026-03-24 11:10:49

Dr was very thorough in diagnosis and listened to my concerns m

2026-03-24 11:13:59

Prompt, friendly, efficient

2026-03-24 15:25:25

As above

2026-03-24 15:40:32

Regular check very good thanks

2026-03-24 17:22:06

Tracey was excellent

2026-03-25 10:11:00

Good service and lovely people.

2026-03-25 14:26:22

Everything as expected by competent staff

2026-03-25 15:25:50

Quick and efficient vaccine

2026-03-26 09:09:22

Excellent service. Appointment on time and dealt with.

2026-03-26 10:18:14

Prompt and courteous

2026-03-26 10:49:03

Apart from logging onto System One, everything else was perfection.

2026-03-26 18:02:29

Because she was very good and helpful

2026-03-26 18:04:31

Despite the current pressures on our GP's and the NHS in general, the Dr's and staff at this surgery always give you top class attention and service. They should all be VC ery proud of themselves. Thank you for all you do.

2026-03-27 08:56:41

It all went ok and on time

2026-03-27 10:11:34

Phone consultation was on time. Courteous, informed, friendly, helpful.

2026-03-27 10:14:13

Telephone call on time dealt with easily.

2026-03-27 10:28:54

Friendly efficient and all on time

2026-03-27 10:43:37

The best consultation I have ever had at the surgery. Corinne was very kind and informative, with a good sense of humour. She explained everything clearly and took an interest in me as a person. I would give her 10 out of 10!

2026-03-27 11:16:32

Fast and efficient

2026-03-27 11:48:42

Friendly and explained well

2026-03-27 12:00:50

Care and attention

2026-03-27 12:06:01

Excellent phlebotomist

2026-03-27 12:16:15

Seen very quickly. Warm and friendly approach. Felt listened to and heard

2026-03-27 12:22:52

Excellent nurse

2026-03-27 13:24:02

Call was on time and the gentleman ask re medication and made appoitment for me to have another blood test for 2 April at 10.15 and to bring reading of blood pressure.

2026-03-27 13:29:38

Since the sign in screen was down waited quite awhile before anyone acknowledged I was waiting.there to sign me in.this service I feel should improve.

2026-03-27 14:56:41

I saw a trainee dr who was amazing. I hope he joins the practice.

2026-03-27 15:00:33

Personable, professional staff, clean environment, not crowded. Seen quickly.

2026-03-27 15:43:37

Friendly reception. Appointment availability and promptly seen by nurse.

2026-03-27 15:55:34

Excellent and speedy appointment

2026-03-27 16:59:50

Chipping Camoden Surgery is excellent. The reception team, the Nurse practioners abd Drs are amazing. Angela, recently took my bloods and did my B¹² injection. Amazing care and service. Thank you.

2026-03-27 21:42:27

Doctor was very good and understanding of my problem . Didn't have a long wait !

2026-03-28 09:13:25

I was seen on time.

2026-03-28 09:31:37

Staff amazing.

2026-03-28 09:32:12

Very friendly efficient service, and always feel very listened too

2026-03-28 10:53:00

Friendly and efficient

2026-03-28 11:34:46

Organised and professional surgery, waiting time not too long. The nurse I see is excellent and experienced and friendly too.

2026-03-28 15:48:09

Prompt friendly efficient

2026-03-29 09:33:26

My Doctor listened to everything i said and actively sought solutions to a problem that has been going on for a long time. He gave me enough time to discuss everything i needed to, and he was very kind and understanding.

2026-03-29 14:07:58

Very helpful

2026-03-30 12:14:07

Waiting room nice to await call

2026-03-30 13:14:10

Short wait in waiting room new pad fitted

2026-03-30 13:19:40

Ongoing task to get wound cleared up thanks

2026-03-30 14:06:35

They care, that i matter, that im not fighting alone

2026-03-31 07:15:33

Phone call with nurse. Very friendly and helpfull explaing every detail. Many thanks

2026-03-31 07:26:48

Didn't learn anything more from conversation than I already knew this time. A txt would of been appropriate to say all was normal and within a normal range

2026-03-31 07:29:18

We were able to discuss the situation as if I were there so it worked for me.

2026-03-31 08:36:12

Dr was completely lacking in empathy which is unusual for this great surfery

2026-03-31 08:45:42

Thorough examination both physical and narratively.

2026-03-31 08:51:35

Kevin gave me a very detailed report top class

2026-03-31 09:04:51

Very quick and efficient

2026-03-31 09:28:47

I was unable to attend my appointment as nurse said I was over 10 minutes late, in fact I waited at least 4 minutes at reception to be logged in - the receptionist was busy working on her computer and told me to wait, a second receptionist eventually arrived and logged me in. If I'd been able to log in when I arrived, I was 5 minutes late, I wove been seen. Given I have often waited (patiently when on time or early) this felt very unfair of the nurse.

2026-03-31 10:50:31

Excellent appointment. The doctor was most helpful with all my issues and was most polite.

2026-03-31 11:17:06

Very efficient, friendly.

2026-03-31 12:23:47

Very prompt and polite team at the surgery and very informative

2026-03-31 13:15:22

Friendly and professional,

2026-03-31 15:20:51

Angela is always a pleasure to see and has a fantastic attitude at understanding and listening

2026-03-31 17:47:35

By the time I've listened to the list of enquiries I've lost the will to bother
