

April 2026

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

Free text question. There were 276 responses:

2026-04-01 11:02:20

Lovely friendly nurse - put me at ease for tests.

2026-04-01 11:56:40

Pleasant experience with the nurse, who was very professional and helpful

2026-04-01 14:55:21

Great reception staff. Excellent appointment with doctor.

2026-04-01 15:46:49

Prompt reply and feel much better from the med swap

2026-04-01 16:51:06

The Gp listened, acted on what I was concerned about, was professional and supportive

2026-04-02 07:51:49

Carolyn was very friendly and professional

2026-04-02 07:58:48

On time very efficient and answered my questions

2026-04-02 08:17:22

Corinne gives such a good advice, is patient and understanding.

2026-04-02 08:23:48

As always very good

2026-04-02 08:29:12

Kevin listened patiently and gave meaningful feedback to my questions

2026-04-02 08:37:35

Quick and friendly service.

2026-04-02 09:33:24

As always, i was listened to and options were discussed about the way forward

2026-04-02 09:50:50

The clinical Pharmacist explained everything about my new medication and also answered my queries about previous long standing medication which I found very helpful .

2026-04-02 09:58:42

Telephone appointment made within the time stated & issues discussed. On going treatment decided on.

2026-04-02 14:44:04 All

good as always.

2026-04-02 15:42:24

My recent experience with Dr. Zamir was excellent. This visit in itself was worth full marks. The overall score is lower because it is more awkward if doctors only spend part of the week in Chipping Campden, and this makes it harder to have a doctor relationship or continuity. It would wonderful if doctors could be in surgery for all (or many) days in the week.

2026-04-03 07:02:52

Dr bryson is a very good doctor he explains everything

2026-04-03 08:38:42

My condition is difficult to advise on but i will take Dr advice try gabapentin next week.

2026-04-03 09:16:06

Doctors Nurses and Receptionist are always excellent when I visit. Nurse Karen on April 2 nd was excellent thank you all

2026-04-03 10:01:18

Clean friendly environment

2026-04-03 10:38:00

On time. Friendly. Efficient. Listened. Regular quarterly apt.

2026-04-03 12:48:30

Exceptional ad Kate made sure we both had suitable dressing to take us over the Easter Holiday She is a super star on our minds

2026-04-03 17:53:30

The service at the surgery is excellent everyone is so caring and kind.

2026-04-04 09:05:02

Always helpful and considerate

2026-04-04 10:54:17

A good new plaster for foot problem

2026-04-05 21:09:51

Always prompt efficient and polite

2026-04-06 08:11:02

Thorough and confident examination.

2026-04-06 10:28:36

Very efficient from start to finish.

2026-04-06 12:57:01

Fast and efficient

2026-04-06 12:58:50

Doctor Listened patiently and did all that he could to help me. Much appreciated .

2026-04-06 13:49:28

Clinical Pharmacist , Helpfully went through medication and reasons for prescribing this treatment .

2026-04-07 06:04:56

Seen promptly and politely

2026-04-07 08:59:50

Had call from Dr Samir this am re blood test.Need injections fot next 2weeks,will wait to hear from reseption re this.

2026-04-07 10:03:36

Corinne listened and was helpful

2026-04-08 08:54:49

No waiting. Nurses excellent as usual.

2026-04-08 09:46:49

Nurse taking bloods excellent - virtually pain free. Would appreciate same method of direct hit on vein used by all.

2026-04-08 09:51:07

Kevin understood my concerns about my confirmed diabetes condition and said he would make an appointment for me with the diabetes nurse which I look forward to.

2026-04-08 10:54:16

They do their best with the staff they have.

2026-04-08 13:30:15

The practitioner I saw, Kate, was great, brilliant as usual. My experiences with reception are inconsistent. Some people are more helpful than others.

2026-04-08 15:53:50

It is incredibly difficult to get an appointment

2026-04-08 20:39:39

Kate was excellent as usual

2026-04-09 09:22:58

Doctor Zamir authorised appt promptly due to medical history. Appt quick and efficient. History

2026-04-09 09:28:44

No waiting time - efficient and really friendly service

2026-04-09 09:49:59

I missed my call with Kevin the pharmacist practitioner so rang the surgery back straight away. The receptionist kindly tracked Kevin for me and put me through to him so I didn't have to make a new appointment. Kevin was so helpful in my discussions with him and gave me really good advice. The lady on reception was lovely. Thank you

2026-04-09 10:12:54

Dr Zamir really listened to me and made me feel heard , I've been trying to get help for a long time and she made me feel hopeful for the first time in a really long time. I'm very grateful that she listened to me and has got a plan together with me going forward.

2026-04-09 10:32:39

My GP is incredibly caring and professional. I feel heard and trust her advice implicitly.

2026-04-09 10:55:08

No issues. That's all we need.

2026-04-09 11:45:25

Telephone consultation was handled professionally.

2026-04-09 12:11:38

I got an appointment online very quickly to see a Nurse.

2026-04-09 12:13:36

I got an appointment online very quickly to see a Nurse. I was really well looked after and given time to ask questions. I felt so much better afterwards because the Nurse answered many questions. I'm so grateful for the care I was given.

2026-04-09 12:35:14

Considerate and efficient. The mobile connection was disrupted 3 times but managed to complete the consultation.

2026-04-09 13:04:13

It sometimes requires a long wait to see a doctor, but in my last visit with Dr Zamir she was very helpful, pleasant, understanding and clearly capable - everything I would look for in a doctor

2026-04-09 13:45:26

All give a very good, warm & efficient service. A credit to Chipping Campden.

2026-04-09 14:16:08

Very friendly and efficient nurse.

2026-04-09 14:16:27

Excellent care

2026-04-09 14:47:24 seen very quickly and excellent Doctor

2026-04-09 18:00:49

The expected call was not received (not missed)

2026-04-09 23:00:45

Through my own fault I was late for my appointment but the staff managed to fit me in and couldn't have been more helpful. Very much appreciated thank you.

2026-04-10 08:17:35

Kind professional service

2026-04-10 08:33:32

My doctor is excellent and make things so easy - no 'red tape' or complications . Check-in screen wasn't working despite several attempts.

2026-04-10 08:52:09 Kevin

was excellent.

2026-04-10 10:58:44

Friendly unhurried and professional

2026-04-10 12:26:39

I was given a quick appointment with Nurse Corinne and she was excellent.

2026-04-10 15:18:44

Dr Little was excellent, very happy to listen to my issues and very positive when describing the next steps

2026-04-10 15:34:06

Saw the GP who gave my scalp a thorough examination.. by end of the day he had consulted his supervisor and contacted me with outcome.

2026-04-10 16:00:36

Tracy and Kevin were very professional, kind and helpful

2026-04-10 16:59:31

The nurse taking my blood was friendly put me at ease, I didn't feel a thing.

2026-04-10 17:20:49

The doctor was very helpful

2026-04-11 07:41:22

I was listened to & I felt my concerns were addressed with the best advice for my ongoing illness

2026-04-11 10:42:08

Prompt appointment at surgery. Problem discussed in detail with arrangements for further investigations. Very polite doctor who was most attentive

2026-04-11 14:05:41

Very efficient

2026-04-11 14:32:17

A Nice understanding lady doctor

2026-04-11 16:59:40

Karen did try to help me by organising a follow up appointment for very painful potential cyst on my foot

2026-04-12 12:28:04

The nurse was not helpful to my results she appeared to only talk about my results not could i do to help myself

2026-04-12 13:24:13

Kevin is very professional and approachable

2026-04-13 07:13:38

Friendly staff. Procedure done efficiently and with courtesy

2026-04-13 09:15:01

Just overall standards a poor..staff dint practice what they preach

2026-04-13 14:53:07

Karen Gibson was so professional and welcoming. Thank you Karen.

2026-04-13 19:37:23

I had to wait an hour before finding out that I hadn't been clocked in for some reason.

2026-04-14 08:27:43

Nurse very good at her job. And on time

2026-04-14 09:37:32

Always lovely and very good with taking blood.

2026-04-14 09:58:17

Doctor Villarreal was very helpful with a lovely manner.

2026-04-14 10:10:04

Corinne is so supportive and gives calm, practical advice
Corinne is so supportive and gives calm, practical advice

2026-04-14 14:16:27

Dr Zamir is always friendly and professional.

2026-04-14 15:05:14

Prompt, friendly competent and efficient

2026-04-14 15:50:10

Mum said the Doctor was very kind and helpful and took her issue seriously

2026-04-14 15:54:57

Booking the appointment was easy and I was given a 2 hour time slot which was helpful.

2026-04-14 17:03:25

Spot on

2026-04-14 19:18:50

I was seen at my appointment time and the phlebotomist checked that I was OK with blood withdrawal and which arm to use. She was aware that the results blood was going to preadmission at Cheltenham hospital.

2026-04-15 07:34:44

Very helpful and informative

2026-04-15 09:14:35

Efficient & informative

2026-04-15 10:35:10

I was dealt with professionally and efficiently

2026-04-15 11:02:23

Empathetic, very kind & knowledgeable nurse

2026-04-15 11:16:06

Exceptionally great surgery from receptionists to doctors excellent

2026-04-15 13:51:42

Kate always makes me feel she is in control of the situation

2026-04-15 13:58:14

Excellent

2026-04-15 14:32:39

The doctor was informative with good explanations

2026-04-15 14:38:39

Excellent as always

2026-04-15 17:07:26

Professional, thorough and friendly

2026-04-15 17:58:54

Very good appointment regarding hypertension review. Professional staff, very quick, really good experience.

2026-04-15 19:35:44

Kevin showed understanding and empathy, and explained the planned approach very clearly.

2026-04-15 19:58:19

Angela V is always very good and calming

2026-04-16 06:33:29

Very helpful

2026-04-16 07:01:56

Excellent communication and friendly approach by the team. Consultation efficient but not rushed.

2026-04-16 08:18:54 Efficient
and caring.

2026-04-16 08:27:19

Efficient, friendly and helpful

2026-04-16 08:44:25

Staff pleasant ant helpful appointment prompt

2026-04-16 08:50:06

Minimal wait. Self check-in was down so had to queue for reception but nota problem. Efficient vaccination. All good.

2026-04-16 08:55:44

Kevin always goes out of his way to explain everything. He shows patience, compassion and understanding. He also follows up as ge promises

2026-04-16 09:15:48

Very efficient

2026-04-16 09:50:21

Very pleased with the attention i received

2026-04-16 09:50:59

Very caring and professional, and friendly staff

2026-04-16 10:01:39

Appointment was kept to time

2026-04-16 10:49:11

Great friendly service - only negative was that the Covid booster made me feel rough for a day

2026-04-16 10:56:58

Nurse on time. I have to say that accessibility to the surgery has now reached a level of difficulty to the extent that unless you are able to walk to the surgery it has become extremely difficult.

2026-04-16 11:22:09

Quick and friendly service, after effects explained clearly.

2026-04-16 11:37:52

Prompt friendly and professional

2026-04-16 11:41:21

The call never happened.

2026-04-16 12:09:11

Prompt with call and friendly, knowledgable and efficient

2026-04-16 13:05:28

Right on time. The nurse checked whether I had been given the fact sheet about heart monitoring. As I hadn't she went through it with me. Checked with me that I understood how to restart the monitor if necessary. She even chased me when I left without the fact sheet.

2026-04-16 13:09:33

Prompt, friendly and professional

2026-04-16 13:42:22

The phone appointment did not take place.

2026-04-16 13:52:14

Kate was first class

2026-04-16 14:31:47

The appointment was on time and the nurse was very helpfull.

2026-04-16 14:46:45

So far so good. THANK YOU

2026-04-16 15:06:50

Prompt and efficient, completely painless vaccination thank you!

2026-04-16 16:32:05

Very helpful

2026-04-16 17:56:51

A very smooth and friendly process.

2026-04-16 19:19:52

I had a phone call from the Doctor within the hour & medication that I needed on the same day I was very grateful of the care I received thank you

2026-04-17 07:08:01

Excellent consultation with Kevin, he is so knowledgeable and informative

2026-04-17 07:31:39

Always get a positive experience

2026-04-17 07:31:40

I was in and out while my husband was turning the car. Exceptionally quick service

2026-04-17 07:54:05

Promised a face to face appointment 2 days later I am still waiting!!!

2026-04-17 08:06:51

I had my Covid vaccine. Nurse was very good and efficient. Excellent job

2026-04-17 08:50:09

Prompt call and clear advice

2026-04-17 09:06:27

Efficient and on time. Nurse was very professional. Thank you

2026-04-17 09:07:10

Straight in and out in 5 minutes

2026-04-17 09:47:03

Swiftly dealt with y query, tel con arranged for 4 days and good, listening consultation and plan arranged.

Thank you

2026-04-17 10:04:41

The appointment was on time and the nurse efficient and informative

2026-04-17 10:21:59

A thorough, knowledgeable & efficient service - Thank you.

2026-04-17 10:34:13

They were quick and easy to understand

2026-04-17 10:41:42

Timely, polite, welcoming, efficient.

2026-04-17 10:52:59

Professional, efficient and friendly

2026-04-17 11:38:51

Discussed fairly satisfactorily.

2026-04-17 12:12:07

Very professional

2026-04-17 12:14:29

Perfectly on time

2026-04-17 15:10:06

Practice nurse and reception staff were thorough and helpful

2026-04-17 17:21:55

I didn't have to wait long for my blood test. I was in and out in no time. The nurse who took my blood was very nice and very efficient.

2026-04-17 17:35:23

My nurse Kathryn was excellent . She's everyone's idea of a perfect nurse . Happy. Kind communicative professional . She is gentle and experienced and she makes the whole injection procedure as good as it could ever be.

2026-04-18 08:44:30

Nurse Karen is always kind and calm. She takes her time to prep my injection and never rushes me. I barely feel the needle, which is amazing. She is a real asset to the practice!

2026-04-18 08:57:15

The nurse removed the heart monitor and clearly explained what would now happen and how the recorded information would be analysed and any follow up is managed.

2026-04-18 09:23:06

I was treated well. With kindness and professionalism.

2026-04-18 09:52:24

Good service

2026-04-18 11:17:07

As always Kate dealt with my problem so efficiently. I love her to bits!!!!

2026-04-18 12:41:05

Excellent as always

2026-04-18 13:07:23

Very upbeat and friendly physiotherapist

2026-04-18 18:37:25

Attentive and efficient at all times.

2026-04-18 20:40:04

Difficulty to get appointments, receptionist not helpful. Booked system poor

2026-04-19 18:47:15

Kevin was professional and thorough

2026-04-20 07:45:20

Friendly and efficient treatment

2026-04-20 09:02:53

Clear concise messaging. Didnt rush me through

2026-04-20 13:43:15

Always helpful and out to support.

2026-04-21 07:15:26

Karen showed a commitment to resolve the medical issue with my foot.

2026-04-21 08:28:01

Very good experience, everything went smoothly. Thank you

2026-04-21 09:39:08

Quick and friendly service

2026-04-21 10:17:16 Nice
people very helpful.

2026-04-21 10:18:25

They all seem very professional.

2026-04-21 12:06:11

As usual very professional and prompt

2026-04-21 13:57:04

Very efficient service from the nurse administering the Covid jab

2026-04-21 15:02:14

Very positive support

2026-04-21 16:09:28

Super helpful and friendly team Felt listened to and understood by the doctor

2026-04-21 16:30:36

Friendly efficient service

2026-04-21 16:47:56

Very quick and efficient

2026-04-21 18:13:23

Very caring and kind

2026-04-21 20:49:21

I cancelled my appointment on the 20th April, as I had read the results on my NHS app & was going to A & E @ Cheltenham Hospitl re my Angina...

2026-04-22 08:25:22

Service focused, considerate and thorough

2026-04-22 08:55:30

Professional, helpful, friendly.

2026-04-22 09:25:01

The Reception were very courteous and helpful and the nurse was knowledgable, helpful and kind with a pleasant demeanour

2026-04-22 09:36:15

Everthing good so far

2026-04-22 12:04:36

The Nurse Practitioner I saw was reassuring and listened very well.

2026-04-22 13:28:24

Pharmacist Kevin was as usual so helpful Receptionist not so much

2026-04-23 06:37:32

Timely, clear, efficient

2026-04-23 07:58:37

Always excellent and efficient

2026-04-23 08:47:29

Friendly and professional as always

2026-04-23 10:49:47

Very good service.

2026-04-23 12:13:25

Appointment made, called promptly, bloods taken. What's not to like?

2026-04-23 13:48:21

I was seen on time. It was all done very efficiently and professionally as Weiss being friendly

2026-04-23 15:30:53

Excellent, friendly approach

2026-04-23 15:35:29

Very kind

2026-04-23 17:34:57

Quick reply , problem answered

2026-04-23 18:41:24

Kevin the clinical pharmacist was really insightful and I appreciated the time he took to listen to my concerns and giving me a logical understanding of my health care moving forward. All staff I have come across have been really kind and understanding.

2026-04-23 18:47:28

Excellent treatment

2026-04-24 07:44:55

The call was reassuring; the GP answered all my questions in an efficient and caring manner.

2026-04-24 08:58:30

Good friendly service

2026-04-24 09:10:05 Excellent
phlebotomist.

2026-04-24 09:11:41

Apart from a long wait for an appointment, overall the service is very good

2026-04-24 13:47:40

Prompt. Listened well Made some active investgative suggestions prior to further follow up

2026-04-24 15:33:38

Dr Bryson and also the reception team have been very helpful and understanding.

2026-04-24 18:58:19

The pharmacist was very pleasant, on time, and took time to answer a few questions

2026-04-25 09:11:48

Able to book online although limited options of ailments

2026-04-25 10:22:51

I was dealt with very quickly and a second app for that day with Dr Willis extremely datsifying

2026-04-25 13:10:33 On

time as always.

2026-04-25 13:20:42

Excellent support provided

2026-04-25 13:33:46

They're all fantastic at Campden surgery!

2026-04-25 13:41:17

Friendly professional and very thorough

2026-04-25 14:37:20

Kate is just wonderful always. And today, Laura and Stacey were on reception which was great as they're both welcoming and helpful.

2026-04-25 15:02:37

As always we are satisfied with the way we are dealt with

2026-04-26 08:06:29

Excellent

2026-04-26 08:33:16

Called in early

2026-04-26 08:42:04

On time, efficient, friendly.

2026-04-26 09:57:25

Came in for vaccination , didn't feel a thing, charming nurse , on time , what more could you ask.

2026-04-26 09:59:04

Staff are always very caring, and helpful

2026-04-26 09:59:07

Was in and out quickly

2026-04-26 10:52:10

Very little waiting time. Very efficient nurse

2026-04-26 10:52:45

Prompt, efficient, friendly

2026-04-26 11:02:49

I was seen on time the nurse was very pleasant and efficient. I .was out in less than 2 minutes

2026-04-26 11:23:11

Timing good. Quick and efficient.

2026-04-26 11:52:35

Covid booster sorted nicely.

2026-04-26 11:56:36

I was not kept waiting and the injection was carried out with v little discomfort

2026-04-26 13:08:43

On time and painless

2026-04-26 13:11:48

The Sister/Nurse gave me the Covid vaccination, professionally, quickly and with no fuss.

2026-04-26 13:36:13

Covid vaccination was given quickly and efficiently.

2026-04-26 15:14:47

Appointment was on time and vaccine given.

2026-04-26 15:20:48

Attentive , kind and professional.

2026-04-26 16:56:12

Efficient friendly prompt appointment

2026-04-26 18:58:28

Helpful and efficient and ecplanation tovquestions

2026-04-26 19:00:47

Seen on time

2026-04-26 21:29:55

Efficient and friendly

2026-04-27 06:38:48

Appointment prompt. Several reminders.

2026-04-27 08:55:48

I arrived for my Covid booster and was seen within five minutes of my appointment. The nurse administering the injection was very efficient and very pleasant. A good experience all round.

2026-04-27 09:13:49

Friendly, efficient service on time. Initial payment briefing very helpful.

2026-04-27 09:17:24

Always excellent.

2026-04-27 09:36:06

Prompt, fruendly and informative service

2026-04-27 10:01:47

Always efficient and thorough

2026-04-27 10:19:05

The all-round care is consistently good

2026-04-27 10:34:30

I was seen on time for my vaccination and Karen told me about the RSV vaccination which my husband and I then booked!

2026-04-27 11:01:05

Excellent service in my surgery.

2026-04-27 11:03:18

I didn't have to wait and the nurse was excellent

2026-04-27 13:45:15

In and out very quickly. Nurse explained clearly

2026-04-27 15:16:29

Efficient and helpful both reception and nurse

2026-04-27 15:17:55

No complaints at all helpful staff

2026-04-27 15:19:10

Helpful and answered questions when asked in detail

2026-04-28 03:47:55

Great doctor

2026-04-28 06:48:47 In

time

2026-04-28 11:08:36

Efficient and friendly

2026-04-28 11:39:44

It's a good practice, light and airy with good GPs.

2026-04-28 13:06:54

Very calming personnel, and good listener.

2026-04-28 13:42:38

Didn't need to wait long for an appointment and the GP was efficient, respectful and knowledgeable about my concerns. Pharmacist helped me with the prescription and I was very satisfied with my experience.

2026-04-28 13:57:06

Check in process simple, practice nurse welcoming & I was seen on time. All very easy

2026-04-28 14:12:50

The staff are friendly and helpful. My appointment was on time, quick and efficient.

2026-04-28 15:04:40

Excellent treatment given

2026-04-28 15:09:55

Brilliant service helpful staff and Dr Zamir excellent as always

2026-04-29 08:56:25 Pleasant
and helpful.

2026-04-29 09:04:52

Quick and efficient good diagnostic skills

2026-04-29 10:39:11

Friendly and professional

2026-04-29 11:34:46

Prompt appointment by an extremely pleasant and, friendly nurse. I am sure anyone unwell would always feel better after meeting with Kate. Superb!

2026-04-29 11:36:39

No

2026-04-29 11:54:43

Treated with respect and efficiently and in a friendly manner

2026-04-29 14:07:43

Very professional and keen to help

2026-04-29 18:09:58

Efficient and friendly advice and treatment when required.

2026-04-29 18:14:45

Helpful and friendly service.

2026-04-29 20:17:52

Dr McNab was very thorough during the appointment and has followed up with several texts and is providing continuity of care, which I appreciate.

2026-04-30 07:02:42

The pharmacist was very helpful.

2026-04-30 07:33:20

On time, dealt with issue quickly, calmly and effectively. Much appreciated.

2026-04-30 09:07:37

I feel you can only discuss one item at a time, yet I have multiple issues .

2026-04-30 09:15:24

Fast and friendly and reassuring

2026-04-30 09:20:45

Prompt and informative

2026-04-30 10:16:13

I never received a call so I never had an appointment

2026-04-30 10:46:22

Had an appointment with the pharmacist, and he was extremely knowledgeable, approachable and helpful.
Thank you :)

2026-04-30 11:35:54

My appointment was with a trainee doctor and it was so refreshing to be questioned and examined so thoroughly and following review by Dr Vilareal further follow up investigations have been requested.

2026-04-30 12:35:00

Phone call was on time as requested by the doctor concerned.

2026-04-30 13:51:06

Very professional and kind manners.

2026-04-30 14:47:17

No one rang me, i made sure i was available 3.45 - 7 (just in case the doctor was running late) i had no miss calls either. Had no contact whatsoever.

2026-04-30 15:07:59

Quick and efficient

2026-04-30 16:04:29

Very helpful

2026-04-30 20:06:49 On
time.
