

NHS Friends and Family Test 2023

May 2026

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

Free text question. There were 223 responses:

2026-05-01 08:08:29

Reception kindly fitted me in same day after I missed my appointment

2026-05-01 08:11:48

Very efficient and friendly

2026-05-01 08:17:56

Quick and easy appointment for covid vaccination

2026-05-01 08:39:46

Answered my question and offered advice and help

2026-05-01 08:40:28

Answered my questions offering advice and help

2026-05-01 08:41:28

All very efficient and timely

2026-05-01 09:16:51

Very busy surgery yesterday but you all coped well

2026-05-01 09:37:56

Always a very professional service from all at the surgery.

2026-05-01 10:01:49

Friendly & efficient

2026-05-01 10:09:43

Dr zamir is excellent

2026-05-01 10:39:25

Very good thank you

2026-05-01 10:44:20

On time and very professional.

2026-05-01 11:02:34

That's how I feel

2026-05-01 11:07:24

I was made to feel very comfortable and relaxed. I felt no discomfort when the vaccination was given. Excellent.

2026-05-01 15:26:42

Excellent thanks, painless vaccination!

2026-05-01 17:26:50

The screen on entry was not working so there was a queue at reception. I had to wait 30minutes for my appointment. I had 2 appointments that morning, one for the doctor at 9.30am, one for a covid jab at 9.50am. My husband had a covid appointment at 9.35am. I had a text reminder of my appointment beforehand. But I wasn't told that the appointments had been swapped around and my husband had to wait till 9.50am for his appointment. The doctor went to great efforts to help me sort out my constipation problem and sent me a text afterwards to confirm what he had told me. I was impressed with this.

2026-05-01 17:52:50

Very efficient service

2026-05-01 19:52:51

Very efficient

2026-05-01 20:13:10

Speedy, efficient service by pleasant and helpful staff

2026-05-01 20:14:12

Excellent service , efficient care by pleasant, helpful staff

2026-05-02 00:38:00

Friendly and efficient nurse

2026-05-02 09:51:47

Happy with using the App and getting a quick response when I need immediate help

2026-05-02 11:02:59

Quick and expertly jabbed

2026-05-02 11:34:21

Friendly, good advice and support

2026-05-02 11:38:58 On
time and efficient.

2026-05-02 12:52:36

Always happy. Absolutely on time.. even found a parking space!!

2026-05-02 13:06:30

First class treatment from Kate as usual

2026-05-02 13:07:00 On
time as ever

2026-05-02 13:11:46

Very polite and everything was done well

2026-05-02 16:32:29

Kate was very friendly and efficient.

2026-05-02 17:39:37

Always helpful and efficient

2026-05-02 20:22:42

No waiting and quick and friendly service

2026-05-03 08:45:19

I felt listened to and cared for.

2026-05-03 10:55:52

Helpful and pleasant nurse

2026-05-03 11:41:27

Professional, efficient service. All staff helpful and polite

2026-05-03 13:10:51

Because I the reason for my appointment was to discuss how to reduce the dosage of levothyroxine as blood results indicated almost but not quite normal levels suggesting need as I was told earlier by Dr Hoskins - for lower dose . The outcome has been to increase from 75 micro grams to 100micrograms for a 6 week period and then followed by for Uber blood test. This seems extremely odd and possibly wrong to me. The very pleasant burse on tne phone during Fridays apponwnt says she needed to dis uss what the outcome should be - and told me she wasn't very experienced on throxone levels- - yet I had waited for this telephone appointment for a few weeks in advance. The text later increased the dose. . Very muddled outcome if you ask me . Normally very good service.

2026-05-03 15:15:28

Quick pleasant competent nurse

2026-05-03 15:18:58

Helpful staff and prompt appointment

2026-05-03 15:37:05

On time and efficient as always. Everything explained evore Covid injection.

2026-05-03 19:18:58

On time and the nurse was thorough and efficient.

2026-05-04 08:55:26

Lovely nurse and puts you at ease.

2026-05-04 17:25:37

The phlebotomist was unable to get any blood but did not proceed beyond two tries

2026-05-04 17:35:21

Helpful new practical advice

2026-05-05 17:54:55

Very professional nurse, annual hypertension review. Couldn't have been easier.

2026-05-06 10:19:24

Dr Zamir was very kind and very understanding of my situation. I think she is great ! Thank you for your help.

2026-05-07 09:29:39

Nurse very gentle.

2026-05-07 09:44:26

Friendly, well informed and respectful

2026-05-07 11:03:38

Doctor was considerate and efficient.

2026-05-07 11:11:17

Prompt, polite, friendly, compassionate care. What's not to like?

2026-05-07 11:30:07

Professional and friendly. Thank you.

2026-05-07 11:56:03

Friendly and efficient

2026-05-07 12:47:57

Always receive professional friendly service.

2026-05-07 12:58:04

Lovely doctor, very calm and helpful

2026-05-07 12:58:34

Lovely doctor, kind and calm

2026-05-07 13:20:35

I had a load of questions and they all got answered and explained. Time was taken to listen without me feeling rushed.

2026-05-07 15:45:31

As always v good advice from Kevin, pharmacist. Always helpful and reassuring.

2026-05-07 18:22:21

Kevin Gilbert nice chap on the phone

2026-05-08 05:47:52

Once again the nurse was very helpful and answered all of my questions.

2026-05-08 06:48:52

My first appointment with Dr McNab and I was so impressed. So friendly and efficient, what an asset she must be to the Practice.

2026-05-08 09:19:39

You all performed very well

2026-05-08 09:23:13

Patient and understanding of nervousness around blood test.

2026-05-08 11:14:45

The issue was clearly explained and I was confident in recommendation received

2026-05-08 13:51:58

A professional service as always!

2026-05-08 14:22:24

Because staff were friendly and efficient. I also received reassurance and good advice from doctor.

2026-05-08 14:57:37

Everyone friendly and polite as ever. Appointment quick and efficient

2026-05-08 15:20:14

Dr Little was clear, had briefed herself well on my medical history, and made a good proposal for me to try to overcome the particular condition affecting me.

2026-05-08 18:10:28

Nurse was very welcoming as it is few months since I last had an INR test at Campden Surgery as I am a Temporary patient.

2026-05-08 18:43:23

The practice nurse explained the vaccination clearly and discussed my concerns as I had experienced recent congestion and shortness of breath. I postponed having it as a result.

2026-05-08 22:37:00

Seen for vaccination. Seen on time, no waiting. full explanation given of benefits of vaccination and possible side effects.

2026-05-09 08:41:53

Friendly, helpful and considerate -as always.

2026-05-09 10:23:58

My appointment with the diabetes nurse was excellent. She gave me lots of information about my latest results and how losing weight had helped to improve things. Such a lovely person, knowledgeable and encouraging

2026-05-09 11:50:53

My issue was dealt with successfully

2026-05-09 12:28:49

Past discussions were explicitly considered, and a plan was made going forward with no hint of condescension. A very person-centred approach.

2026-05-09 16:22:52

Very helpful

2026-05-09 17:10:40

Professional

2026-05-10 07:34:26

The doctor gave me a thorough examination and answered all my enquiries most satisfactorily.

2026-05-10 08:27:52

Prompt attention and professional service

2026-05-10 09:33:06

On time and dealt with very professionally.

2026-05-10 11:50:53 Prompt
and very helpful!

2026-05-10 12:33:18

Prompt and effective feedback on my blood results.

2026-05-10 15:19:39

Very helpful and did what was agreed post consultation without delay.

2026-05-10 16:11:40

Although I was late for my appointment Dr. Macnab phoned me and was able to see me. She was attentive and helpful and answered all my questions Although I was late for my appointment

2026-05-11 09:54:33

It was a good appointment & the prognosis along with the new meds seemingly working, at last. Thank you.

2026-05-11 11:53:25

Doctor was very understanding.

2026-05-11 17:30:37

Because the doctor was familiar with my recent medical history. Took time to do a physical examination, and prescribed a range of medication.

2026-05-12 10:44:30

Sister Linney was first class as usual.

2026-05-12 11:18:28

Appointment was efficient

2026-05-12 12:30:42

The receptionist and nurse were very efficient friendly

2026-05-12 13:55:26

Brief and to the point. Very easy.

2026-05-12 14:51:53

Responsive, attentive by all including particularly Dr Bryson whose identification of ankle/knee defects & the treatment thereof with prescriptions has proved beneficial.

2026-05-12 16:10:28

Appointment with doctor good, pity had to wait 20 mins after my appointment time.

2026-05-13 08:42:14

Well looked after by all the staff , Caring and friendly and very professional Professional and caring

2026-05-13 08:44:45

Caring and friendly Staff, who are very professional and extremely helpful and supportive

2026-05-13 09:12:26

Doctor lovely & understanding

2026-05-13 09:16:42

Doctor was interested in what I had to say and suggested some proactive steps forwards.

2026-05-13 09:33:28

Professional, friendly and efficient. Many thanks to all.

2026-05-13 09:48:52

Pleasant and welcoming receptionist and an excellent interview with the pharmacist, who was proactively helpful.

2026-05-13 09:55:11

For some time now the experience I have at the surgery has been steadily improving. Yesterday after checking in at reception with Stacey (a new and wonderful addition), I saw Kevin who is an absolute gem. Then I went to dispensary and saw Cath and Dawn. Always so kind and helpful. A couple of weeks ago I had a blood test with Kate Conway (another jewel). I see Dr Hodgkins who is so patient and always follows up with me. I've also spoken to Dr Villarreal when Dr H wasn't available. He has also been consistently kind and helpful. Until recently, while individuals were good, my experience at the surgery was very hit and miss. Especially at reception and also at dispensary if Dawn or Cath weren't there. The first thing that changed was the arrival of Laura. Laura is just wonderful. She was sometimes in dispensary and sometimes in reception. The unhelpful and unkind people seem to have diminished. There is a big difference these days with helpful, supportive people seeming to be the norm. Change has been slow but steady. I was thrilled when the recorded message about abusing receptionists disappeared. I frequently used to feel that it was me on the receiving end of defensive unhelpfulness when calling reception. Not anymore. I hope I haven't forgotten to name anyone else who I truly appreciate. But there's no doubt my experience is very different than it was a while ago. Thank you to everyone working hard to bring this transformation about. It is truly appreciated. Nobody wants to feel poorly. And to be treated poorly when you are frightened and unwell is so hard. I noticed yesterday that I felt better leaving the surgery just because EVERYONE was so kind. That's a healing environment not just a surgery. Thank you.

2026-05-13 10:02:37

Excellent doctor and all the staff are amazing

2026-05-13 12:34:45

Dr Hodgkins is an exceptional doctor and always listens and discusses the plan for treatment. All of the staff are extremely helpful and very good at their jobs. 5 star surgery.

2026-05-13 13:49:18

Always staff are polite and helpful . I feel I am listened too and treated as speedily as resources permit

2026-05-13 14:06:45

I was told more information about my blood test and medication face to face.

2026-05-13 14:11:36

Super speedy (in a good way, not rushed) and friendly.

2026-05-13 17:15:44

Unfortunately the anti biotic drops have still not cleared the eye infection in my left eye ! And the Adex Gel I was prescribed to treat the burns underneath both eyes caused by a Dr Organic Moisturiser made the condition worse so I stopped using the ointment after a few days & now as far as I'm concerned need to be referred to see a dermatologist as my cynicism of using pharmaceutical treatment seems to be valid ! And both conditions have not improved & the condition underneath by eyes has worsened ! So I'm afraid your prescriptions haven't resolved the medical problems I presented at all ! Which has just left me more self conscious & frustrated to be honest ! As it's a very visible change in what was 6 months ago smooth & healthy skin .

2026-05-14 07:35:50

Very kind, helpful

2026-05-14 08:26:09

Patient phlebotomist with very nervous patient

2026-05-14 09:00:38 On
time. And painless!

2026-05-14 09:31:11

Because one receptionist phoned & said they wanted a wee sample. I said do I come in to get a bottle? & she said it will be ok if you have a small jam jar & sterilise it well. So I put an already clean jam jar into our dishwasher twice. I boiled the kettle & filled the jar & lid with boiling water leaving it to stand in & did that twice - so thoroughly sterilised. I came to hand my sample to the receptionist - a different one, & she refused to take it. Even though I had it in a brown bag & was all clean. She made it very difficult for me, which was annoying because I could have called in to get a special sample bottle if I had been told.

2026-05-14 10:02:10

Well organised GP practice

2026-05-14 11:35:47

Staff were polite, my appointment was on time and my nurse who took my blood samples was a joy to be with.

2026-05-14 12:36:23

Excellent service

2026-05-14 14:35:28

Efficient and helpful service as always

2026-05-14 14:36:18

Efficient and helpful service as always.

2026-05-14 15:04:11

I had the trainee GP & she was excellent

2026-05-15 07:48:37 On
time

2026-05-15 08:49:58

Friendly and thorough

2026-05-15 11:30:28

I really feel my Doctor is kind and cares about her patients a great deal. This time I had an appointment the day after I asked to see her. To my mind that is excellent service.

2026-05-15 11:59:43 On
time and efficient.

2026-05-15 13:46:15

On time, good service and very helpful

2026-05-15 15:20:24

Seen promptly. Everything explained including potential side effects.

2026-05-16 05:16:26

He listened to me and took me seriously

2026-05-16 08:54:21

When I visit my surgery the Doctors Nurses and reception are always excellent thank you all

2026-05-16 09:14:19

Many of my questions were answered and a forward path was created.

2026-05-16 10:22:51

Thorough examination and explanation of what was going on

2026-05-16 11:01:35

Prompt , very good service

2026-05-16 11:38:19

Very prompt. Good humour.

2026-05-16 12:44:13

My opinion

2026-05-16 13:56:58

Doctor I saw was lovely, asked lots of questions and really listened to my worries.

2026-05-16 15:10:11

Very thorough

2026-05-16 17:30:37

I feel you cannot have any app unless you go through triage and my experience was that Triage was not helpful and I still wish/need to speak on a 121 with my GP. Therefore I have marked down to good.

2026-05-16 17:52:50

Looked after as usual

2026-05-16 22:05:11

I was able to book an appointment easily on the day I requested, the practitioner I saw was lovely, quick and efficient so I was seen on time and was treated and away within a few minutes. Really excellent, thank you!

2026-05-17 06:30:32

Kind and helpful doctor who listened To my concerns

2026-05-17 07:45:26

Very thorough consultation

2026-05-17 16:44:27

Corinne listened and was really helpful and patient. I always feel safe and looked after when I am treated by her.

2026-05-17 21:59:40

Pleasant nurse who does my INR

2026-05-18 06:24:25

Prompt, professional service

2026-05-18 07:42:02

Half an hour wait and when asked had I been forgotten was told Dr busy when miraculously I was called within seconds. Obviously the receptionist failed to do her job and check me in.No apology given which is isn't surprising as they don't know how to be courteous.

2026-05-18 09:27:23

Campden pharmacy says that they have not received my prescription. Can you please resend.

2026-05-18 09:31:33

Prompt, professional and friendly

2026-05-19 08:02:00

Very efficient service

2026-05-19 08:44:01

Campden surgery with all of its staff is second too none

2026-05-19 09:03:25

Nurse was friendly, caring and apologetic regarding the wait time and felt supported , listened too and understood . Thankyou so much .

2026-05-19 10:52:32

Excellent communication skills. Provided full concentration regarding my healthcare. Made me feel like a person and not a number.

2026-05-19 13:06:04

Friendly and efficient

2026-05-19 13:39:34 On

time and clear

2026-05-19 14:24:44

I was looked after with the upmost care and attention. Thank you to the nurses who looked after me.

2026-05-19 15:50:49

Setting up a 3 way call was a little problematic, and ended up with last minute changes on the day. but hopefully next time it is more straightforward.

2026-05-19 18:00:37 Very

helpful. And kind.

2026-05-19 19:39:14

Campden surgery staff second to none

2026-05-20 09:03:32

Dr Zamir listened to my concerns and made me feel comfortable and at ease. She suggested a plan and arranged a review. Always excellent care

2026-05-20 09:25:13

Very pleasant and professional

2026-05-20 10:11:16

Grateful to dr Hodgkins for her ongoing support and patience I feel very safe in her hands.

2026-05-20 13:57:59

I was given all the information about the drug iam taking for my condition.

2026-05-20 14:26:09

Campden surgery all its staff is second to none

2026-05-20 17:00:32

The nurse was very pleasant snd helpful.

2026-05-20 17:01:42

I was given precise instructions.

2026-05-20 17:22:59

A clear piece of guidance regarding my issue. A pleasant manner and an unfussy attitude.

2026-05-20 18:48:14

The nurse was friendly and efficient.

2026-05-20 19:15:14

Surgery looking very tired and old needs working doing or new surgery

2026-05-20 21:34:28

Kate was efficient, friendly and very thoughtful to me and my wife going the extra mile to see us both quickly.

2026-05-20 21:59:25

Appointment on time

2026-05-21 08:04:37

My call with Kevin was excellent. He listened to my questions, gave thorough and clear answers and welcomed my follow up questions. I also felt that I was important as Kevin did not rush the call and gave me as much time as I needed to ask further questions. Thanks Kevin

2026-05-21 10:14:12

Please pass on thanks to the medical student who carried this out. He was excellent and I didn't even have a bruise.

2026-05-21 10:26:41

Pleadant staff appointments om time

2026-05-21 10:50:56

Considerate, caring and a professional friendly attitude. Made to feel comfortable and confident .

2026-05-21 11:07:33

Knowledgeable, understanding and efficient

2026-05-21 11:12:37

I felt that I was completely understood, and that all my questions were answered

2026-05-21 15:58:43

Lady was understanding and caring

2026-05-22 08:28:38

Very helpful doctor

2026-05-22 10:41:51 On
time and clear

2026-05-22 11:44:24

Nurse was friendly & efficient & on time .

2026-05-22 12:10:06

Always fabulous all staff are lovely very efficient

2026-05-22 12:54:13

Clear information regarding need for increased monitoring of thyroid levels following diagnosis of heart problem.

2026-05-22 14:47:35

Nurse competent and pleasant

2026-05-22 14:51:47

Efficient injection on time plus good advice on another matter. Parking was difficult and after an altercation with a bus driver the only space available to me was a disabled space outside the surgery.

2026-05-22 15:38:33

Nurse took time to explain the vaccination. Lovely personality and very efficient

2026-05-22 16:03:09

Good thoughtful knowledgeable gp

2026-05-22 16:28:13

It was possible to discuss fully with Dr Famir the issues surrounding my medication and I'm now confident of a good outcome.

2026-05-22 18:48:37

Careful and considerate BP review

2026-05-23 08:38:54

My questions were answered satisfactorily.

2026-05-23 09:30:52 Nice
people

2026-05-23 10:14:45

Appointment was cancelled due to illness of the nurse

2026-05-23 14:14:14

Appointment cancelled due to staff sickness

2026-05-23 15:26:12

Punctual and very thorough diabetic review. Great to see the same nurse as usual.

2026-05-23 15:52:34

Fast and on time efficient blood test with friendly nurse. Computer check in not working and took a while to summon receptionist to book in but not a problem

2026-05-23 16:43:59

Very helpful

2026-05-23 17:10:42

Excellent. Doctor was friendly and understanding. Explained treatment in detail and made me feel very comfortable. Thank you.

2026-05-23 19:31:01

A thorough examination with physical tests and narrative.

2026-05-24 09:22:07

Seen on time. Nurse lovely.

2026-05-24 10:57:15

Seen on time. Nurse Tracey was lovely as always.

2026-05-24 12:57:28

Polite, helpful and professional staff always

2026-05-24 19:27:11

Always welcoming and listens to your issues. Offers advice and support when necessary. Always comes back to you with a response once the information has been found

2026-05-26 08:31:32

Friendly and professional

2026-05-26 08:32:29

Lovely nurse, did a great job

2026-05-26 09:28:19

Friendly reassuring service

2026-05-26 11:50:07

The nurse has a lovely manner and smile

2026-05-27 06:07:17

Very efficient and helpful staff

2026-05-27 09:08:20

Lovely welcome at reception and a very good, informative and helpful consultation with Kate Conway.

2026-05-27 13:25:29

I had my blood test for diabetes on May 26th. The lady who did it, Kate, was extremely friendly and kind to me. She was also extremely accurate and precise in her work. I usually have bruises on my arm after a blood test. Now they don't even notice the needle. For that I am extremely grateful. Thank you, Sister Kate!

2026-05-27 14:06:43

Excellent service.

2026-05-27 16:30:51

Very helpful

2026-05-27 19:31:10

We had quite. An in depth conversation.

2026-05-27 21:03:47

Practical, pleasant and professional help/advice

2026-05-28 09:13:28 God
response

2026-05-28 10:49:20

Professional and on time appointment.

2026-05-28 10:49:51

Dr Villareal solved my problem...thank you.

2026-05-28 16:05:55

I am always treated well and requests for

2026-05-29 05:37:13

Promptly seen and easily dealt with Thank you

2026-05-29 07:50:17

Although a little late was dealt with extreme care with jab

2026-05-29 10:21:02 My
choice

2026-05-29 14:21:54

The nurse was very forgiving, after I'd arrived late. Thank you!

2026-05-29 14:39:39

On time, helpful and informative.

2026-05-29 16:11:22

The nurse was very kind to me because I am needle phobic She offered to let me lie down to have my blood test.

2026-05-30 11:13:02

I was met by the nurse at exactly the right time of my appointment She was very engaging and helpful

2026-05-30 11:13:43

The Sister taking the blood was helpful and informative

2026-05-30 12:15:28

Dr Hodgkins is an excellent doctor she listens and understands the problem then advises the best course of action in a very caring way

2026-05-30 13:29:03

Actually listened to symptoms and addressed them

2026-05-30 16:08:55

I got to see a gp that day & was prescribed antibiotics which is what I needed

2026-05-31 05:40:31

Staffing levels result in long wait times for simple matters

2026-05-31 14:16:56

The appointment was cancelled

2026-05-31 19:18:56

Competent, caring and considerate service provided

2026-05-31 19:39:55

Appointment was cancelled by the surgery