

NHS Friends and Family Test 2023

July 2026

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

Free text question. There were 223 responses:

2026-07-01 08:05:03

Kevin the Clinical Pharmacist has a great gift of listening, putting me at my ease and reassuring me. He explains things in a way I understand.

2026-07-01 10:22:36

Sister was so gentle. It was a pleasure to see her xx

2026-07-01 12:09:14

Sister was very good, competent, understanding and efficient

2026-07-01 14:42:24

Everyone is incredibly helpful efficient kind and knowledgeable This includes Reception Doctors Nurses Pharmacist

2026-07-01 14:45:12

Always good and friendly staff

2026-07-01 20:39:30

Very quick and friendly nurse

2026-07-02 08:08:15

Bloods not taken phlebotomist not able to locate vein

2026-07-02 08:46:49 welcoming, and efficient service

2026-07-02 08:53:13

On time and very friendly lady

2026-07-02 09:04:08

Friendly, efficient, competent and sorted out an administrative wrinkle in real time so I could still be treated on the day. What's not to like?

2026-07-02 10:02:07

Excellent service

2026-07-02 10:07:48

I always have good attention from Tracy

2026-07-02 10:52:14

Excellent care as always

2026-07-02 10:53:56

The Dr gave me her time and was very caring and understanding

2026-07-02 13:29:23

It was better than than very good because I I was leaving the surgery before my appointment was due.

2026-07-02 15:21:54

Kevin has given me an update on my blood test,which has put me at ease somewhat.

2026-07-02 15:43:28

Helpful sensible nurse appoint Ment yesterday

2026-07-02 16:12:48

Always good thank you

2026-07-02 19:07:41

Kind and caring

2026-07-02 19:51:48

Professional, prompt and friendly

2026-07-02 20:03:06

Knowledgeable GP, great personal interaction, not rushed. Very satisfied with Campden Surgery as usual.

2026-07-03 09:04:11

The response from submitting the form was very quick and I was able to get an appt within a week. The appt didn't go as expected. He told me the removal of lumps wouldn't be covered by the nhs. I have to stress that I know two other people who were told that the lumps on their scalp didn't look cancerous and so had to go private, only to find out they were in fact cancerous. I now have to find money to cover my excess to have them removed.

2026-07-03 09:06:13

Very efficient bloods nurseno

2026-07-03 09:35:43

He listened and was efficient and informative

2026-07-03 09:38:53

Very friendly and told me exactly what I needed to do

2026-07-03 10:16:53

Doctor was very knowledgeable

2026-07-03 10:35:04

Pleasant helpful and kind.

2026-07-03 10:50:45

Very efficient, informative and helpful

2026-07-03 11:16:21

Not easy to get a drs appointment

2026-07-03 13:01:28

Reviewed problem quickly and recommended action to resolve it

2026-07-03 13:52:37

Excellent reassuring help

2026-07-03 14:42:20

I had an alert msg about my appt and it gave the wrong time, it confused me and I had to hold on the phone for 20 minutes before speaking with reception to confirm actual time. Then had to wait a further 10 minutes past my appt time to be seen. Karen was excellent and conducted various tests and measures thoroughly.

2026-07-03 15:17:49 No
pain atall

2026-07-04 08:24:59

GP listened to my concerns and ordered further diagnostic tests. Appointment exactly to time

2026-07-04 11:12:45

Carol was excellent

2026-07-04 13:19:31

Very well explained and painless injection.

2026-07-05 07:30:28

The pharmacist listened to me, we had a conversation and I understood his decision

2026-07-05 08:35:50

Friendly, kind, efficient and capable

2026-07-05 14:45:03

No waiting and the doctor was thorough and easy to talk to.

2026-07-06 05:46:07

Helpful staff

2026-07-06 07:09:44

The Nurse was amazing, I had a bad experience before with a blood test here, she did it so well I barely felt it and was super nice. I won't feel nervous if I have her do my bloods in the future.

2026-07-06 08:45:47

Always friendly and efficient

2026-07-06 15:26:17

Efficient service, minimal waiting time

2026-07-07 07:32:05

i thought the dr was fantastic listened to my issues , and came back with lots of information and advice . i was also given options on how to deal with the problem

2026-07-07 08:14:40

Always amazing service in our surgery! More than happy,

2026-07-07 08:16:06

Felt I had good attention from a student nurse who was excellent and a senior doctor

2026-07-07 08:42:56

Came out no really knowing what's happening next was not told if I was going to get a call or a letter regarding my appointment I went to

2026-07-07 10:00:45

The nurse is always so lovely when taking my children for their vaccinations

2026-07-07 11:33:37

On time and professional as always

2026-07-07 15:24:51

Lot of confusion over diagnosis and language explanation

2026-07-08 09:06:44

I was seen in good time for the appointment and the purpose of it was explained. Medication for blood pressure was discussed and further monitoring. I had time to ask questions and felt that I was listening to.

2026-07-08 10:06:20

Empathy, efficiency, professional

2026-07-08 12:09:40

Got sorted and then some very grateful

2026-07-08 14:49:44

Dr Zamir has been very kind and supportive , she always listens to me and considers everything I say and provides answers and options of solutions / ways forward

2026-07-08 22:18:11

The Doctor listened and have now been referred to see a consultant

2026-07-09 07:25:18

Knowledgeable, polite and very helpful.

2026-07-09 08:43:59

Very helpful and most professional.

2026-07-09 08:47:26

Got in quickly, however, i was given conflicting advice on my medication and have not received what i wanted. An email was sent but no explanation to why??? I will be unable to take this medication.

2026-07-09 09:54:31

Yet again everyone was kind welcoming helpful and VERY efficient Reception Caroline the Phlebotomist and of course Karen Many thanks to all

2026-07-09 10:12:16

Always consistent. Friendly nurse aNd receptionists

2026-07-09 10:53:26

Sister gave a thorough check up and talked through any problems with

2026-07-09 18:54:03 great communication, sent over repeat prescription

2026-07-09 20:30:57 Exceptional service.

2026-07-09 20:31:24

Great service.

2026-07-09 20:56:54

Very friendly staff

2026-07-10 07:47:00

We didn't get to speak. My phone didn't ring but Kevin left a voicemail. Not sure what happened

2026-07-10 08:05:17

Clear advice given, test results explained very clearly, and took onboard my suggestion as to the way forward.

2026-07-10 08:22:27

Kevin was brilliant on our phone consultation. He explained everything well and answered my questions to my satisfaction. Really great service

2026-07-10 08:43:09

Wonderful doctors, nurses and staff. Always happy to help and really good at following up with you on results and explaining the outcome

2026-07-10 11:01:49

The nurse was able to see me early and took a completely painless blood sample

2026-07-10 11:11:16

Too much red tape

2026-07-10 11:31:01

Nurse has trouble listening to the patient

2026-07-10 11:51:19

Necessary questions answered

2026-07-10 12:23:13

On time, the lady who took the blood samples was very efficient and very pleasant

2026-07-10 13:56:22

All aspects of my medication were well reviewed with the pharmacist agreeing to add an antiemetic to help with nausea which is occasioned by my migraine attacks together with a promise to consult with a neurologist to ascertain if there maybe a more recent drug which may improve on Sumatriptan.

2026-07-10 14:02:29

I had some concerns which were taken seriously, and I'm very grateful that I was seen so quickly.

2026-07-11 06:06:37

Usual polite and knowledgeable meeting with someone who knows what they're talking about

2026-07-11 08:47:47

It took 2 months to get an appt

2026-07-11 09:49:12

Kevin was fantastic, very understanding. He understood my problem and prescribed suitable action. I was very pleased with the outcome of the appointment.

2026-07-11 10:02:08

Nurse was friendly and explained things as she carried out an ecg.

2026-07-11 10:17:07

Lovely lady very pleasant and efficient at her job And on time

2026-07-11 10:26:51

Because Dr Hodgkins has been a wonderful doctor to me. She was so kind all the way through the time I saw her. She was really helpful with this appointment listened and tried as ever to help me.

2026-07-11 11:30:09

Very good sofa. But am waiting for the next thing that I have to do.

2026-07-11 14:04:11

Medical student Emily was very reassuring and professional. Then dr came in and confirmed her thoughts

2026-07-12 10:16:22

Professional

2026-07-13 08:23:14

Angela, Tracey and their other colleague have been checking my scalp would and changing my dressings diligently, competently and professionally for several weeks.

2026-07-13 10:22:36

I like the online system whereby a tel appt was made to discuss the results of my blood tests. The subsequent discussion was very professional and helpful providing answers to all my questions without any pressure on the time spent on the appointment.

2026-07-13 10:54:53

The staff always do their best but are constrained by the system. The system should work but without enough staff it will not, also I would ask for an explanation of how the telephone answering system works as I have experienced being caller number one for over 30 mins. I recently tested this again with two mobile phones ringing the surgery simultaneously, one said I was caller number 1 for 21 mins no answer and the other said I was caller number 4 and it was answered after 10 mins, this is what I want answered as there is no consistency and it is so frustrating.

2026-07-13 14:46:55

This visit was excellent! Unavoidably, due to a revolving structure of doctors who are each there for only two or three days a week it is often awkward to follow up on a concerning matter or with the same doctor. Although this can be frustrating, it is perhaps an unavoidable cost of living rurally.

2026-07-13 19:13:56

Good all around

2026-07-14 07:39:37

Friendly and professional. Thank you.

2026-07-14 09:56:53

I was seen before my scheduled appointment and prescription dealt with quickly after consultation

2026-07-14 10:41:00 Quick
and efficient .

2026-07-14 11:44:15

Wonderful nurse, whose name I don't remember sorry, who was wonderful helping me through my smear test, so grateful

2026-07-14 12:41:46

My consultation was brief to remove 24 hour ECG

2026-07-14 14:56:01

The med student, Emily, was thorough, empathetic and professional. Followed through with Dr Zamir's experienced input.

2026-07-14 16:57:40

Corrine was friendly, understanding and extremely helpful and supportive. A joy to speak with.

2026-07-15 09:05:07

Friendly. Smooth appointment

2026-07-15 09:43:11

I was seen at my appointment time and everything was explained clearly

2026-07-15 09:48:30

They were on time!! Extremely helpful.

2026-07-15 09:54:39

Confident, knowledgeable approach by Kevin. Caring and empathetic also

2026-07-15 11:17:50

Always a pleasure to attend the surgery regards

2026-07-15 13:04:15

Always friendly and efficient

2026-07-15 15:36:49

I now know that something will be done to find out what is causing this problem.

2026-07-16 08:19:47

I was seen quickly. The lady doing the bloods i found her slightly rude and abit abrupt. Others are so friendly. Shame.

2026-07-16 09:28:07

Dr Hodgkins is so professional but also so reassuring and kind. Listened to me patiently and followed up promptly. Excellent appointment.

2026-07-16 10:04:54 Dr.

Very thorough.

2026-07-16 10:24:45

Very understanding

2026-07-16 12:55:55

Very efficient, punctual and helpful blood test.

2026-07-16 20:10:25

I saw Dr Hodgkins, she was great and extremely reassuring over a very sensitive matter. She has always been lovely and helpful over the years, it will be sad to see her go.

2026-07-16 20:27:47

I raised concerns which were ignored. Particularly the diagnosis is incorrect and treatment is causing significant issues. My b12 is not being monitored and was not tested as I requested. I was then wished a happy summer.

2026-07-16 20:30:04

My appointment for minor surgery came sooner than I expected. Dr Reales performed the surgery and everything went very well. The stitches were removed later and the wound healed nicely. The whole process was very good.

2026-07-16 22:23:18

Everyone was so helpful as always especially Holly who dressed and advised on leg wound and Stacey at reception who helped us with all our queries and printed out our blood tests taken last week which was very beneficial As we left we said we would give the Surgery a 10* rating

2026-07-17 09:42:54

Very friendly and kind

2026-07-17 10:24:21

Efficient & medication sorted.

2026-07-17 12:22:14

Helpful knowledge provided

2026-07-17 16:36:44

Dr wasn't sure why I was there but I had a link to make a dr face to face to discuss blood results

2026-07-18 08:43:43

Appointment on time and nurse very helpful, as always.

2026-07-18 09:36:11

Helpful, friendly people

2026-07-18 10:17:02

Karen was very caring and informative

2026-07-18 11:09:30

Excellent, efficient service

2026-07-18 13:20:58

Friendly and very professional. Both the nurse and the Reception lady were extremely helpful. Thank you.

2026-07-18 16:06:31

Prompt, done, gone

2026-07-18 16:57:26

Very kind and friendly

2026-07-18 17:28:14

Staff were extremely caring & kind

2026-07-18 21:10:24

Prompt, kind and competent intervention, and " we're here to make a difference" attitude.

2026-07-19 09:16:52

Nurse Karen was excellent. Appointment on time. All my questions were answered and very good advice was given. Good treatment and I had to go back to see her again. All very good.

2026-07-19 10:23:41

It was a positive experience. The Nurse was kind and considerate.

2026-07-19 10:36:21 Excellent
advice given.

2026-07-19 11:22:33

My wife and I were dealt with efficiently/ friendly- and time was taken by the nurse in explaining exactly what our injections were all about

2026-07-19 12:02:50

No waiting, seen on time, professional and pleasant staff members

2026-07-19 13:35:34

It was Fast and clear
It was Fast and clear

2026-07-19 17:15:33

Checked and changed dressing. Exceptional. In an out. Very efficient.

2026-07-19 19:58:52

On time. Helpful. Informative. Didn't hurt!

2026-07-20 05:59:29

Nothing to complain about here.

2026-07-20 10:18:11

On time, professional advice.

2026-07-20 12:06:44

I came to see a doctor about my recent blood tests and saw Emily, the medical student. Emily was friendly, professional and caring. She listened to everything I had to say and answered almost all of my queries. Anything she was not sure about she asked Dr Zamir when she joined us later. Overall my experience was excellent and I am sure that Emily will make an excellent doctor. I wish her well for the future.

2026-07-21 08:59:56

Always very friendly and helpful

2026-07-21 09:09:26

I am fortunate enough to have an excellent, friendly and approachable doctor. All the staff are very hard working.

2026-07-21 09:49:27

Dr Zamir friendly and understanding. It's so important to have human contact. Walk out feeling lighter for seeing someone and knowing they care about your health.

2026-07-21 13:07:06 Thoughtful
treatment.

2026-07-21 13:17:27

Everything clearly and precisely explained. Written notes given to help with forward treatment required. Exceptional member of staff. Thank you.

2026-07-21 14:13:14

Seen on time. Helpful staff

2026-07-21 14:50:47

I did not have to wait and blood test carried out very efficiently

2026-07-21 16:49:07

The practice is very professional but it takes too long to get appointments otherwise I would give a "very good" response.

2026-07-21 17:25:07

Very helpful

2026-07-22 06:16:16

I wasn't aware that I had an appointment on last Saturday (18th) as was at a memorial service, so couldn't have made it anyway - sorry.

2026-07-22 10:07:37

On time and bloods taken without causing bruising.

2026-07-22 11:01:59

Quick polite & efficient

2026-07-22 11:52:40

Put me totally at ease

2026-07-22 13:59:26

It would be good to be seen by someone, I have issues around my throat that could potentially be more serious, I have just had my appointment for ENT clinic Stratford Hospital, it said 26 week wait my appointment is more like a year, let's hope it nothing serious!!

2026-07-22 14:04:34

On time and very friendly service

2026-07-22 14:57:30

Seen ahead of appointed time - lovely practitioner-

2026-07-22 15:32:31

They always look after me very well

2026-07-22 15:33:36

The nurse was first class

2026-07-22 21:21:57

I saw a lovely helpful doctor yesterday but getting an appointment can take a long time.

2026-07-23 08:48:10

My appointment was on time, no waiting, and my blood was taken by Ms Gent easily and quickly and with friendly efficiency. In and out very quickly. Results available on the app the following day. Perfect!

2026-07-23 09:26:57

Very efficient & friendly practice

2026-07-23 11:12:31

Waited longer than at previous appointments despite having checked in.

2026-07-23 12:58:01

Helpful staff and prompt appointments

2026-07-23 13:28:21

Quick and efficient

2026-07-23 14:04:48

Doctor was brilliant, extremely helpful.

2026-07-23 14:09:07

Listened to what I had to say, very kind and easy to talk to also I didn't feel rushed

2026-07-23 14:33:48

Surgery team very helpful

2026-07-24 06:48:15

The surgery are always there for any problems. They are helpful polite and I feel they do their very best for me. It is the best medical practice I have been part of. Thank you

2026-07-24 09:01:04

Information and problem solved in part

2026-07-24 13:06:28

My GP is excellent, always allows me time to talk about any problems I might have and is very reassuring.

2026-07-24 13:58:11

On time,polite,clear

2026-07-24 22:43:02

Good

2026-07-25 10:54:39

I think the new text system, requesting assessment/attention, works well. Recent apt with practice nurse worked very well

2026-07-25 10:55:23

Dr took time to listen and look into action required

2026-07-25 13:01:19

Several issues dealt with at the appointment.

2026-07-25 13:06:59

Karen arranged for Dr Villareal to prescribe antibiotics for my leg which is infected again

2026-07-25 13:44:45

Informative and phone call was within time frame. Nurse practitioner was helpful

2026-07-25 15:46:16

Very satisfied.

2026-07-25 16:32:48

Very efficient and answered all my questions.

2026-07-25 19:16:18

Always very efficient and caring

2026-07-25 20:24:59

Was tmely and my needs were met

2026-07-25 20:35:53

The GP I saw is always very supportive and the pharmacy and reception staff are very helpful.

2026-07-25 20:37:39

Here for a shingles jab. Good advice given from nurse regarding side effects

2026-07-25 21:44:53

Dr Walker, new Dr was very good listened to my original problem sent me off for test he made the follow up appointment, gave me very good advice, was nice and easy to get along with. App. on time

2026-07-26 13:55:31

My appointment was late and the practitioner focused on the computer and filling in information rather than speaking directly to me

2026-07-27 08:48:18

I usually have prompt and efficient service.

2026-07-27 09:21:10

Fast efficient and friendly

2026-07-28 08:03:57

Person serving me was helpful

2026-07-28 08:48:41

Well taken care of during appointment but it was 45 minutes late

2026-07-28 08:49:45

Punctual appointment with clear diagnosis and advice

2026-07-28 10:59:34

Coreen explained everything very clearly. There seemed to be no time pressure and following the appointment she offered to ask reception to make an appointment for me with my doctor rather than me having to do so.

2026-07-28 11:52:01

Very helpful, friendly and professional

2026-07-28 13:04:52

Was seen at my appointment time and the nurse took my blood sample quickly and painlessly.

2026-07-28 14:03:22

Ever time I have an appointment, I'm treated with friendly respect and care. Everyone always are friendly and chatty.

2026-07-28 14:12:22

Service with a smile as usual

2026-07-28 14:57:24

Dr Bryson was very attentive to my reason for visiting. Super knowledgeable about collagenous colitis & the Budesonide drugs I'm taking for it. He explained the side effects to me carefully & has followed up with appointments for further investigation. A very positive experience for me all round!

2026-07-28 15:09:02

Dr zamir is excelant in all her fields of a doctor

2026-07-28 16:34:31

Dr Zamir was her usual thoughtful & thorough self . Always ready to help .

2026-07-28 20:31:34

Appointment on time friendly, efficient nurse.

2026-07-29 08:33:28

Nurse was very efficient and friendly. No pain at all from the taking of blood.

2026-07-29 09:19:17

Fantastic support, understanding and incredibly grateful for such an amazing service in Chipping Campden

2026-07-29 09:25:12

Great friendly & effective service

2026-07-29 10:20:27

Thorough and reassuring

2026-07-29 10:36:50

I was seen promptly and it was good to chat with the nurse but it was a routine visit

2026-07-29 11:33:48

The nurse was not as good as normal Dressings coming off same day

2026-07-29 12:28:05

A satisfactory appointment.

2026-07-29 17:47:32

Spent time explaining and listening

2026-07-29 18:26:13

As usual Kevin was very helpful explaining everything concerning my medication

2026-07-30 06:29:50

On time but once again the phlebotomist had trouble getting blood, she took 2 attempts and needs more training as it is a recurring problem.

2026-07-30 07:48:57

All the staff were friendly and very helpful and actually seemed interested to help you

2026-07-30 08:06:06

In and out in less than 5 minutes. Perfect

2026-07-30 10:35:19

Was seen promptly, the Doctor did what he could and a prescription was ready for me before I left the surgery

2026-07-30 11:30:40

Useful

2026-07-30 12:22:48

Having spoke to Kevin. He listened and took the time to guide me .

2026-07-30 12:59:59

Always do there best. And listen to your concerns about treatments

2026-07-30 14:15:04

Seen quickly and gave assurance of systems thank you

2026-07-30 14:16:46

A bit disappointed that Dr Villareal could not get or push for an earlier appointment for a procedure on my hernia over 280 days as given or offered an alternative 'surgery' to attend, that gives an earlier appointment. This has forced me to investigate going private but he has written a referral letter for me to send to the appropriate specialist for further action.

2026-07-30 15:59:07

Carol was excellent as usual.

2026-07-30 17:46:14

Friendly and helpful staff,and very thorough

2026-07-30 17:52:42

Seen promptly & dealt with extremely efficiently & with good humour!

2026-07-30 18:04:26

Prompt response to email via triage service. Excellent care.

2026-07-31 07:33:34

My call was on time, during the specified time window.

2026-07-31 10:44:13

Clinical pharmacist was very helpful. Exploring options and reassuring. Many thanks to Dr Hodgkins for triggering appointments and for Dr Walker who I have never met to follow up with comments and welcome advice. Dr Zamir is also super delightful. Exemplary customer service at all times.

2026-07-31 11:20:39

Dr Walker arranged app with Kevin Pharmacist.

2026-07-31 14:48:58

Needed a same day appointment which I received.

2026-07-31 17:42:44

Appointment on time. Excellent nurse, very good way of dealing with patients, calm and assured when removing a plaster. Good visit altogether. Thank you.
