

NHS Friends and Family Test 2023

August 2026

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

Free text question. There were 185 responses:

2026-08-01 09:45:11

Efficient and professional.

2026-08-01 10:10:05

Thank yoh.

2026-08-01 10:25:38

Helpful

2026-08-01 16:57:43

Doctor listened and was attentive to my description of symptoms, gave basic test and writing to investgate my issue further, totally satisfactory for myself.

2026-08-02 08:23:42

Prompt, professional and friendly

2026-08-02 17:07:35

My phone call was good becauseI informed the doctor about my general health and some medical history. Thank you.

2026-08-02 18:32:07

Kind caring nurse who reassured me

2026-08-03 12:33:34

Only had to wait a few minutes to see Doctor James Walker. He is a young and very caring Doctor who is very thorough and easy to talk to. I am so glad he is now my Doctor. The reception staff are also very helpful and friendly.

2026-08-04 06:43:30

Very helpful and thorough. The phone appointment didn't take long and it also didn't feel rushed at all. I've always found the surgery team to be very caring. Thank you.

2026-08-04 08:47:06

Prompt appointments and polite and helpful staff

2026-08-04 08:47:46

Very good, nice and helpful.

2026-08-04 09:32:56

Genuine care and excellent advice.

2026-08-04 12:18:23

There was a computer problem this morning and no one came out to the waiting room to explain. My husband cancelled my 8.45 one and booked me in for Thursday, hopefully the computers will be fixed by then.

2026-08-04 12:59:12

Call dinner to see us before allotted time. The nurse was very efficient and I was in and out of the surgery within four minutes.. thank you

2026-08-04 13:03:05

Staff friendly and efficient

2026-08-04 14:58:57

Same day response

2026-08-04 16:55:33

On time, friendly, efficient.

2026-08-05 04:46:00

On time appointment and great nurse.

2026-08-05 09:18:28

My doctor was super helpful and reassuring, thank you very much.

2026-08-05 10:28:38

Very informative appointment ..excellent staff

2026-08-05 11:24:49

Receptionist tells me they are overworked

2026-08-05 11:46:32

Nurse Villa Real was very thorough and sort clarification from Dr Zamir

2026-08-05 14:47:59

Although there were problems with the computer network the delay was not long for me and Carolyn apologised for the delay (although this was not necessary it was appreciated). Simple blood test and very efficiently and politely done. Thanks

2026-08-05 17:31:54

Quick,efficient and thorough

2026-08-06 06:28:06

Seen on time Practitioner understanding and helpful

2026-08-06 08:17:02

Very helpful & listens to what i have to say as well as being very knowledgeable on his subject.

2026-08-06 10:00:35

The appt was on time, did nothave to wait long and the nurse was very professional. It nottake long andI was in and out in a very short time. Thank you.

2026-08-06 11:30:02

The doctor was nearly 15 mins late and the appointment was rushed and no more than 2 mins

2026-08-06 12:09:45

Kevin explained everything in a friendly manner, and I was really impressed with him. He took the time to answer my questions fully.

2026-08-06 12:17:05

It was quick hardly any waiting time and Carolyn was lovely

2026-08-06 13:00:25

Efficient and helpful

2026-08-06 13:34:56

Phlebotomist always pleasant, efficient and professional as well as prompt.

2026-08-06 15:32:55

Prompt appointment and helpful staff

2026-08-06 15:54:58

Clinical pharmacist was very informative explained everything very thoroughly

2026-08-07 07:05:12

Considered and thoughtful advice supporting medical decisions. I valued the time and knowledge given to support me. Excellent service.

2026-08-07 10:17:24

Doctor very good, reception excellent.

2026-08-07 11:18:45

On time, kindly and very helpful.

2026-08-07 11:19:57

Excellent service as usual

2026-08-07 11:23:04

Efficiency & punctual

2026-08-07 13:57:25

Efficient, helpful and friendly

2026-08-08 08:47:07

Very Efficient

2026-08-08 08:49:23

Dr Bryson is an excellent GP. Straight to the point and very helpful. The receptionist was very helpful, sorting out days for blood checks and consultations.

2026-08-08 10:33:27

So much for trying to write a comprehensive report as I have just been logged out losing everything I reported It is VERY apparent you don't want to hear the truth and the whole story If you want to know what happened I would suggest that a practice manager would be kind enough to phone me I had previously written with some suggestions But lost it all VERY much doubt that I will ever receive a call But you definitely have some problems which need addressing

2026-08-08 11:14:46

Attentive, clear assessment & guidance with prescriptions, thank them all.

2026-08-08 11:28:40

As it was a telephone conversation I understood the reason for the call and it explained what I had to do

2026-08-08 11:30:46

Efficient service

2026-08-08 11:41:31

Karen Gibson did my blood test. I didn't feel a thing. She was friendly and helpful.

2026-08-08 13:28:18

Lovely to have Karen back again

2026-08-08 13:32:38

I'm disappointed at the level of care compared to how it was.

2026-08-08 15:03:41

I got my appointment by asking at reception with a note from the nurse, but I'm not sure a purely online system is a good idea

2026-08-08 16:25:54

Up intill yestadays appointment I feel terribly let down... but i met are new doctor and was very impressed so my response is based on the overall experience.. but must add the new doctor at campden surgery was very very good patient and listerned to my concerns after a heart attack and double stent surgery

2026-08-08 17:49:14

Proactive, knowledgeable, erudite.

2026-08-09 06:46:24

Proactive, knowledgeable, erudite

2026-08-09 14:56:58

Listened, looked, explained, took time, very nice approach/manner.

2026-08-09 15:00:56

Good doctor with explanation to trainee found it most interesting

2026-08-10 07:49:24

A very informed nurse

2026-08-10 14:50:19 As
always, very nice!

2026-08-11 08:13:33
Friendly thoughtful and compassionate

2026-08-11 08:19:44
Thorough but much had already been covered

2026-08-11 09:17:09
Got some reassurance and there was a follow up information

2026-08-11 21:00:55
Appointments well organised and the nurse was excellent

2026-08-12 08:41:46
Nursing staff as ever absolutely excellent thank you. Appointment was to time.

2026-08-12 10:14:22
Hollie was brilliant, put me at ease and really appreciated the support

2026-08-12 10:35:51
Friendly and all explained and quick referral made.

2026-08-12 11:01:20
Came back to me very quickly, member of staff was really helpful.

2026-08-12 11:19:53
Very friendly.Explained why he was making referral.Excellent

2026-08-12 12:12:57
The dressings were replaced very well after the drama of the removable of samples at the hospital

2026-08-12 12:33:55
Appt on time, no bruising after my blood test!

2026-08-12 16:49:13
Listened to, didn't feel rushed, gave good and helpful help and advice

2026-08-12 19:07:09
Just because we had to wait an extra 30 minutes before seeing the doctor. However, we understood as he was very busy.

2026-08-13 08:02:14
I find the information given over the telephone most informative and helpful

2026-08-13 08:32:07
Friendly attentive and listened to my concerns with empathy. Good result for me and I'm happy

2026-08-13 08:33:12

On Time. Nursing staff as ever excellent.

2026-08-13 08:48:44

There was a long wait for appointments but once booked the appointment was very quick and easy

2026-08-13 09:02:39

Friendly & helpful staff

2026-08-13 09:15:45

Really nice and friendly put me at ease

2026-08-13 10:49:44

My appointment was efficient and on time but not able to check if B12 needed updating.

2026-08-13 11:02:53

Super surgery, staff go above and beyond to make anxious patients feel comfortable. So grateful for the treatment I am receiving

2026-08-13 11:32:20

I was given care, kindness and reassurance, so much appreciated.

2026-08-13 12:04:06

Staff are always so helpful. I am very grateful to Sister Tracey Linney for hrr kindness.

2026-08-13 13:32:26

Very professional, addressed all concerns.

2026-08-13 13:34:47

Always helpful, friendly and very professional. It makes me feel Safe

2026-08-13 13:53:10

Did not have to wait long for the appointment or the Dr on the day

2026-08-13 19:42:19

Dr Zamir is a great GP. Friendly, kind, reassuring and helpful. Thank you.

2026-08-14 09:27:03

Because the practitioner was very efficient and FRIENDLY.

2026-08-14 09:34:21

Prompt service

2026-08-14 10:58:20

My face to face appointment with my GP was excellent. I felt that I was listened to, not hurried in any way and given clear information and a pathway for treatment. Thank you so much

2026-08-14 12:16:57

Excellent service. Tolerant attitude

2026-08-14 13:37:04

I was treated with respect and felt included with with my treatment

2026-08-14 14:12:37

Good personal service buy Doctor,nurse and reception.

2026-08-14 14:21:41

Having tried numerous times to call the surgery I was informed I was first in the queue and eventually answered after 28 mins 22 seconds ... am sure there will be the usual excuse of short staffed .. long coffee break seems more likely .

2026-08-14 17:39:01

The treatment, professionalism and care from the doctor and nurse I met was excellent. The reception staff however were rude, wilfully unhelpful and an utter disgrace. You can no longer make an appointment to see a doctor and patients must now endure an online form and weeks of being completely ignored before finally being offered an appointment. The surgery building is very tatty.

2026-08-14 19:11:33

Kevin Gilbert is a definite asset to the team . He patiently listened to my symptoms & gave clinical advice . He changed my medication as a result . I wouldn't hesitate to take his advice .

2026-08-14 23:56:51

In and out quickly. Pleasant staff.

2026-08-15 18:52:22

Excellent & knowledgeable service thank you.

2026-08-15 20:22:44

Very pleasant and efficient Nurse Carol

2026-08-15 22:02:26

Dr Little was really helpful and quick at getting my referral done

2026-08-16 15:56:28

Dr Walker was very thorough and listened carefully to what I had to say.

2026-08-17 10:43:29

Very efficient and more or less on time

2026-08-17 11:10:09

Staff are very friendly and good skills

2026-08-17 12:21:43 On
time Efficient

2026-08-17 20:33:36

I received a very professional but friendly service. Thank you.

2026-08-18 08:54:55

Everyone polite and informative and all questions answered and felt reassured.

2026-08-18 09:07:50

It was very calm, easy to check in and I appreciated Dr Walker's attention

2026-08-18 10:47:16

I may not like having to go online to get an appointment but it is efficient and the reception staff are excellent.

2026-08-18 10:55:57

I didn't give 'Very good' because I was 35 minutes late going into my appointment.

2026-08-18 15:01:49

2026-08-18 16:19:09 Felt
heard

2026-08-18 16:33:33

Consultation was good but long wait to be seen for no apparent reason as nobody else waiting

2026-08-18 16:55:29

I really appreciated the speed with which the receptionist got back to me after I made an online request and the way she managed to arrange for me to use an existing appointment to speak to the doctor about a secondary matter. The doctor was then very helpful and pragmatic. Thank you

2026-08-19 08:01:10

Because they are kind and very helpful

2026-08-19 08:10:09

Prompt, polite and professional.

2026-08-19 08:35:15

Very thorough

2026-08-19 08:42:41

Professional nurse "Holly" did a great job taking blood samples

2026-08-19 08:56:45

Simple, straightforward, and efficient.

2026-08-19 11:25:24

I was first in so very quick blood test.

2026-08-19 14:29:00

Very completed on time and completed with professionalism

2026-08-19 14:55:47

First class nurse

2026-08-19 20:32:48

The nurse was so lovely even though she wasn't feeling well herself.

2026-08-20 08:15:52

On time, clear, relevant

2026-08-20 08:18:12

Easy to make an appointment, friendly staff, excellent care

2026-08-20 09:08:36

My request was seen to very professionally by the receptionist .Thank you

2026-08-20 09:31:51

Very helpful

2026-08-20 10:27:23

Always friendly.

2026-08-20 17:24:13

On time - very polite and pleasant.

2026-08-20 18:02:53

Promptly sorted problem

2026-08-20 19:09:31

Friendly and professional and thorough

2026-08-21 08:41:16

So difficult to get through on the phone. Indeed cut off after half an hour notwithstanding urgency sometimes. Clinical pharmacist very helpful yesterday.

2026-08-21 09:10:02

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2026-08-21 10:03:55

Pharmacist was very helpful

2026-08-21 10:28:39

No waiting, message via text and NHS app

2026-08-21 10:37:45

Kevin was concerned that my medication was working for me. He gave me confidence that all was well.

2026-08-21 10:41:52

On time and very efficient

2026-08-21 13:44:19

Dr Sophie very thorough and professional

2026-08-21 14:55:59

Excellent service as usual

2026-08-21 18:07:00

My appointment was on time and I was given plenty of time to explain why I was concerned about the

issues - swollen ankles and dry tickly cough were concerning me re AFib. Agreed to change b/p tablets. Advised that I could self refer to physio for painful shoulder. Dr asked whether uti was better.

2026-08-22 05:29:35

Because I have always found my GP practice to be effective and pleasant

2026-08-22 09:09:39

Doctor was very thorough and explained what was going to happen

2026-08-22 09:12:00

On time excellent treats

2026-08-22 10:03:24

The diabetes nurse did not address my concerns or offer any useful support. The appointment was a waste of time. I have been misdiagnosed and this is being used to exercise coercive control over me. I continue to have ear and back pain as well as headaches, digestion issues and severe fatigue but no treatment for these.

2026-08-22 12:32:54

Excellent. Very friendly and understanding. Fully understood my problem and prescribed treatment. Prescription available very quickly. Thank you.

2026-08-22 13:46:58

Gave a solution to my issue

2026-08-22 15:17:41

Received professional attention on time

2026-08-22 16:12:01

Sister "L " gave me a thorough spray of liquid nitrogen and I went away happily.

2026-08-22 17:19:16

Came away with no real solution

2026-08-25 11:40:19

It was the first time we had seen our new doctor and found him not as good as our old doctor who was excellent but has left

2026-08-25 15:16:45

To the point and on time.

2026-08-26 08:28:39

There is always trouble getting blood out of me ! Caroline was great today, as always, and took great care of me!

2026-08-26 08:35:03

The issue was dealt with promptly and with kindness and patience.

2026-08-26 08:50:38

The nurse service is under great pressure but always helpful and competent

2026-08-26 09:17:26

Very helpful assessment and advice

2026-08-26 09:37:23

I put the wrong time on my calendar so was late for my appointment but the nurse Carol fitted me in.

2026-08-26 11:10:24

No complaints on the medical side, but why am I being addressed by my surname alone? A 'Mrs' would be appreciated.

2026-08-26 12:47:14

Pharmacist patient and very helpful .

2026-08-26 13:42:19

Angela was very caring to say you all must be as fed up as we are But we both have hospital appointments in September so hopefully we can move forward

2026-08-26 14:42:06

Very friendly, very efficient and very timely

2026-08-26 15:03:12

Nurse is great!! Very calming despite having a smear test she put me at ease. Sadly I don't know her name

2026-08-26 15:41:19

Arranged a telephone call to discuss blood tests but results had not been downloaded despite sending in the pdf the day before

2026-08-27 07:49:47

Had conversation with Doctor then a call from reception to book appt.to see doctor next weem

2026-08-27 13:14:31

Appointment on time good explanations

2026-08-27 14:21:01 they couldn't get blood and
i nearly threw up

2026-08-27 14:29:55 Very
thorough

2026-08-27 14:47:01

No waiting. Very efficient

2026-08-27 15:16:37

Punctual & helpful

2026-08-27 15:53:40

A pleasant experience with a very nice nurse.

2026-08-28 07:04:51

When the doctors arrange the appointment to discuss test results and further actions, they should be prepared for the call. If there is a shift change then notes should be easy to find so they know why they are calling and have all relevant information.

2026-08-28 08:31:25

Didn't get blood and now have to wait more than a week.

2026-08-28 08:55:33

Doctor Zamir is probably the most professional caring GP I have ever had. Very thorough in everything she does, she always goes above & beyond.

2026-08-28 09:46:10

Quick efficient professional and personable

2026-08-28 10:14:46

Punctual pleasant proficient professional

2026-08-28 12:49:55

Prompt, professional and friendly.

2026-08-28 14:30:13

You guys always look after me and my health. Thank you

2026-08-28 14:39:37

Dr Zamir was professional, friendly and very helpful - as always.

2026-08-28 15:50:32

The doctor was very thorough, kind and patient

2026-08-29 08:54:33

Dr Zamir listened to what I had to say & understood my needs . She is quietly patient & very professional.

2026-08-29 10:59:14

I only had to wait a few minutes and the nurse was pleasant and very efficient.

2026-08-29 11:00:07

The appointment was arranged quickly and the actual appointment was punctual. I was prescribed some ointment and we'll see how effective this is.

2026-08-29 11:38:17

Staff were excellent as always. On the negative side, it took 3 appts to take ECG due to equipment failure.

2026-08-29 14:58:34

Same day appointment was excellent as I was diagnosed with a problem and sent off to Gloucester Royal as a precautionary measure

2026-08-29 19:51:23

Wonderful patient interaction and very helpful

2026-08-30 14:26:10

Prompt individual attention from dr Walker

2026-08-30 22:02:22

I received a call in good time informing me that the planned rsv vaccination had been cancelled and instead offering me an appt for a blood test which was due. The test was carried out with super efficiency.

2026-08-30 22:47:41

General good but would appreciate occasional face to face

2026-08-31 10:28:33

Dr. James Walker was very professional and took time to explain the results of my blood test. I am very pleased that he has been appointed as my doctor

2026-08-31 18:11:12

It was a positive experience this time around and I had my sister with me too so it was better for me