



Friends and Family Test Feedback February 2020

Voted Extremely Likely or Likely to recommend because:-

Phoenix (Chesterton Lane)

- Because the service I've had as a new patient recently moved to the area after 8 years living in the USA , used to a private healthcare system has been much better than i expected. I've had immediate triage support on the phone, made appointments easily for the doctor and the nurse, all the staff are friendly and helpful and Dr Khalid is an excellent GP whom I immediately trust and respect: all the horror stories you hear about NHS surgeries and appointments etc. in the media have been proven completely false in my recent experience with Phoenix surgery
- Carol the nurse was incredibly professional, kind and considerate throughout my appointment with her. I very much appreciated her empathetic attitude.
- Efficient, knowledgeable, reassuring.
- Excellent medical care, but staff at the forefront of patient interaction inspire genuine calm & confidence towards patients.
- I booked an appointment fairly quickly and with my Dr. Dr strong listened, took time and has helped me to feel more confident in the medicine. She is an excellent Dr and a credit to the practice.
- I have a fantastic Doctor and always impressed with the efficiency if the team
- Just perfectly !!!
- No problem getting an appointment and the nurse I saw was lovely
- Nothing was too much trouble
- The receptionists are always very helpful and pleasant. The doctors are very professional and well timed. The building is very clean with good facilities.
- Very attentive Doctor
- Very efficient. Good service both by Doctor and reception 1st class
- very friendly nurse cheerful and reassuring and informative
- We think Phoenix are the best we can usually get an appointment either with our doctor or someone else, if it's an emergency.
- I find that the doctor is excellent and the receptionist are very nice
- Dr was running a bit late but apologised. Dealt with me efficiently and helpfully.
- I was satisfied, thanks

South Cerney None

Kemble None

RAU None

Tetbury

- Fantastic services. Always helpful. Doing their best on limited resources.
- Marvellous service, between Dr Douglas, Shirley, Wendy



- Always able to get an appointment. Great staff/GPs.
- Always looked after my family all the way back to the 60s.
- Because I'm happy there
- Excellent service, many thanks
- Gave a 1 as Dr Angus McMyn is such a wonderful doctor treats you as a person not just a name always very jolly which makes the visit so much better
- Helpful politely told me what was wrong and nice
- I find everyone very helpful. Dr Cardew is lovely and makes me feel comfortable about asking anything no matter how trivial.
- It was an excellent service/ very welcoming reception and friendly doctor and nurse- really made me feel at ease
- The Asthma nurse was very pleasant and informative. I went in on time as well.

BY Text or Email (Surgery Not Known) None

Website None

Voted Unlikely or Extremely Unlikely to recommend because:

Phoenix None

South Cerney None

Kemble None

RAU None

Tetbury None

By Website None

By Text / Email None

Voted Do not Know because: None