

NHS Friends and Family Test

December 2022

Q: Comments:

Free text question. There were 152 responses:

2022-12-01 09:58:33

Made me feel at easy immediatly, very friendly, explained everything. A credit to the surgery

2022-12-01 10:18:46

Matthew is a brilliant brilliant doctor so very understanding.Gail in the office so very helpful and very friendly.

2022-12-01 12:34:23

Rachel was extremely kind and made me feel at ease. A very nice lady

2022-12-01 12:51:07

Very helpful and caring

2022-12-01 12:53:40

I was so grateful for the support we received from Dr Degnan and the receptionist who dealt with our appointment and phone calls yesterday. Dr was truly brilliant & so reassuring. Very thorough and kind. And we're very grateful, as we were so stressed about our little boy with croup. Thank you.

2022-12-01 13:41:37

Angela was, as always very kind, efficient and helpful.

2022-12-01 14:37:10

I was very satisfied with my appointment

2022-12-02 10:01:54 First
class service

2022-12-02 11:10:50

It is such a comfort to know I have a doctor I can turn to and trust.

2022-12-02 11:49:13

Good

2022-12-02 13:42:57

Online is easier and just as effective for annual review. Appointment was on time. Excellent nurse service, as always.

2022-12-02 15:13:26 Very
good

2022-12-02 17:27:58

Had a very positive experience on my first appointment at the practice. Dr. Coward was approachable, friendly and explained everything to me very clearly.

2022-12-03 12:59:02

Thank you to all the staff that work at Campden Surgery. The receptionists have helped me book to talk to my doctor. Arranged sick notes to be emailed to me. The doctor have gone above and beyond to help me manage my current condition. Thank you all.

2022-12-03 16:18:36

Had to request additional blood test

2022-12-04 08:26:45

The nurse was very attentive

2022-12-04 22:20:34

As always very helpful friendly treatment from all your nurses

2022-12-06 09:12:27

Told to wait outside in the cold for being mask exempt by a receptionist who wasn't wearing a mask isn't what you expect from a gp surgery. The lady who took my blood test was 100% amazing.

2022-12-06 10:40:49

Always friendly, efficient, caring staff

2022-12-06 12:33:07

Friendly and helpful nursing, reception and pharmacy staff

2022-12-06 14:01:33

I had a good experience at my appointment

2022-12-06 15:28:26

The nurse was exceptionally nice and efficient. She put me at ease.

2022-12-06 16:42:32

Getting to see the doctor was not easy but once there service good

2022-12-06 17:35:57

Very knowledgeable and friendly GP.

2022-12-06 18:40:18

On this occasion, I was satisfied with my appointment.

2022-12-07 10:28:46

Rachel does a fantasy job doing blood tests and is friendly and professional

2022-12-07 12:24:00

The appointment was a simple vaccination with the Practice Nurse and I have never met a doctor at the Practice so my experience is very limited however she was friendly, welcoming and delivered the vaccine in a professional manner. All good in this instance.

2022-12-07 13:21:30

Lovely, friendly surgery with excellent GP

2022-12-07 13:25:10

Very caring & friendly surgery.

2022-12-07 15:19:20

As always excellent care

2022-12-07 15:23:50

The best service we are lucky

2022-12-07 15:26:36

Every aspect of the service is excellent. Couldn't be happier

2022-12-07 15:27:53 Great

surgery

2022-12-07 16:36:56

This is my local GP surgery and therefore just where I go. I find the 'would I recommend' a bit strange in this context and more suitable for a restaurant. The consultation was good and led to some immediate tests so I am happy so far with the outcome.

2022-12-07 17:30:54

Dr Zamir eas professional, kind and understanding. I had been feeling nervous, especially at starting steroids, but she quickly put me at ease.

2022-12-07 20:21:51

Thank you again for tremendous help and care.

2022-12-07 21:00:21

Staff extremely helpful and friendly

2022-12-08 00:44:01

This is a really lovely practice

2022-12-08 09:05:41

Very friendly and helpful- thank you

2022-12-08 10:14:41

Everything was handled professionally and in a timely manner.

2022-12-08 11:14:12

Always have lovely treatment from the nurses

2022-12-08 14:50:15

Although I find the nurses very accommodating and they always find time to see me, the receptionist can be extremely abrupt and rude. There is often a barrier to getting the care needed as requested by the hospital due to the receptionist not thinking it is required or urgent enough.

2022-12-09 09:32:47

Very well organised & nurse had a very pleasant manner & approach

2022-12-09 10:01:47

Dr Coward was just great on the phone- never having met him I was worried what I would get but I need not have done so.

2022-12-09 10:32:35

Angela was extremely helpful

2022-12-09 12:30:36

Phlebotomist unable to take blood.

2022-12-09 12:41:52

Went through issues very well follow up with Doctor

2022-12-09 13:52:11

Very caring understanding and pleasant

2022-12-09 13:53:31

Dry pleasant and caring

2022-12-09 14:13:17

I've been having blood tests taken every 2 - 3 months since 2004 and this week was by far the worst experience in that time. The nurse had 2 failed attempts in each arm before giving up. She was trying to find a vein in a different position to normal and was inserting the needle much further. I did ask how long she had been taking blood and she said 32 years- I thought it was her first time. Eventually she called in another nurse who succeeded first time. I would reschedule if I get the first nurse again.

2022-12-09 14:46:07

The lady who did my appointment was so lovely in what could be a not lovely environment! Couldn't ask for nicer, friendlier staff.

2022-12-09 17:02:29

Friendly and helpful

2022-12-09 18:09:46

Good experience and very pleasant staff

2022-12-09 18:56:02

As usual, fantastic care from Chipping Campden surgery

2022-12-10 07:10:49

The usual excellent service from all.

2022-12-10 10:45:19

No wait. Brilliant blood test felt nothing which is great as I feel a little nervous about them!!

2022-12-10 11:17:54

Rachel is excellent... chatty and puts you at ease. She also is knowledgeable and careful when taking blood.

2022-12-10 17:30:08

Staff at Campden Surgery are professional, friendly and listen carefully in order to provide accurate help, advice and assistance to patients. The service is polite and efficient to the benefit of all.

2022-12-10 20:52:52

I think the doctors and staff are wonderful. This includes the pharmaceutical staff who are incredibly caring. My biggest concern is the length of time it takes to speak, or indeed see a doctor. I'm aware that there is a crisis within the NHS, however those of us attached to this practise are concerned that compares to other local practises the wait to speak or see a doctor is at least 3+ weeks.

2022-12-11 18:09:49

One nurse changed a doctors judgment, Wasting my time on a B12 injection! Same nurse then asked for my doctor to change my prescription and would not explain why the significant reduction, All this caused unnecessary distress to me & my family.

2022-12-11 18:14:39

I had a scan then nothing was done. a year later after nothing was done to find the cause of my Pain I was rushed in to get my appendix out.

2022-12-13 09:16:57

Warm and welcoming team

2022-12-13 09:34:03

Could not get through to cancel my appointment, waited 25 minutes then got a snotty text about cancelling in good time, we were snowed in.

2022-12-13 09:39:01

Always very helpful and excellent care and advice, thank you

2022-12-13 09:45:41

Dr Degnan is excellent

2022-12-13 10:34:24

I find the surgery staff I have dealt with recently very helpful and they try very hard within the current constraints to accommodate you.

2022-12-13 13:00:26

As the only gp for the area, there's limited alternatives

2022-12-13 13:03:25

I was extremely impressed and grateful for the prompt reactive service.

2022-12-13 13:04:01

Dr Degnan is very good doctor and I am glad to be a patient on his list, although I do feel the waiting times to get a face appointment is too long.

2022-12-13 15:07:19 Very
efficient.

2022-12-13 17:10:37

I had steroid injection into arthritic shoulder. Dr explained everything very well and injection was painless, very satisfied

2022-12-14 09:41:37

Angela never gave up trying to contact me and all really useful help

2022-12-14 11:35:57

As usual excellent service from all.

2022-12-14 13:46:28

Always helpful, friendly and reassuring

2022-12-14 16:25:00

Good call all medical issues sorted

2022-12-14 18:29:19

The nurse I had was very professional and put calmed my nerves

2022-12-14 19:48:10

Excellent service and friendly professional staff.

2022-12-14 20:33:20

Nurse was caring and cheerful, friendly and not clock- watching

2022-12-15 09:05:27

Very efficient and effective.

2022-12-15 09:07:33

Promptly seen. Very competent nurse.

2022-12-15 11:23:27

Very good professional and friendly service

2022-12-15 12:12:50

Had to wait over four weeks for a telephone appointment with doctor who wasn't my doctor. I understand things are difficult at the present time.

2022-12-15 14:18:21

Very polite and helpful staff especially in the dispensary

2022-12-16 08:41:08

Very quick and efficient service

2022-12-16 09:41:43

Didn't even speak to a dr

2022-12-16 10:42:16

Great surgery which is always there for me when I need help, thank you

2022-12-16 10:49:15

Most helpful phone consultation thank you

2022-12-16 10:49:15

Most helpful phone consultation thank you

2022-12-16 12:00:52

Very good service and friendly I felt comfortable

2022-12-16 12:04:43 Lovely
friendly staff.

2022-12-16 12:34:16

I felt well listened to and appropriate follow up was swiftly put into place. Thank you.

2022-12-16 16:19:13

The surgery are efficient and it's easy to arrange appointments, all staff are helpful and caring

2022-12-16 16:20:27

Dr Christys was really helpful and thorough. Greatly appreciated.

2022-12-16 17:08:32

Sister Linney was so kind and gentle when I saw her this week. Thank you.

2022-12-16 18:49:37

Booked for an injection but when I arrived was advised I was not eligible. This had been discussed early in the day with practice manager and a quick phone call would have saved both my and practice time. Very un-usual for the practice.

2022-12-17 07:39:15 Very lovely nurse

2022-12-17 09:15:21

Always caring and investigative where appropriate. Also constructive help with medical problems for which advice is sought.

2022-12-17 09:34:38

Excellent, professional and reassuring

2022-12-17 10:01:46

Clear, pragmatic and responsive

2022-12-17 10:23:23

Care was prompt and efficient and friendly

2022-12-17 12:17:19

Arranged a follow up appointment after hip surgery which was an easy and efficient process

2022-12-17 17:11:24

Dr Degnan was friendly and conscious.

2022-12-17 17:14:45

Really helpful Doctor

2022-12-20 09:32:46

Dr Sameer is a great listener and very empathetic. She called me back later with more information too.

2022-12-20 10:05:05

Based on my appointment on 19th December I was extremely happy with the person who saw me who was both cheerful and warm. Made me very comfortable and was very efficient and clearly very good at what she does . I also had a conversation with the lady in the pharmacy who was just delightful and very helpful .

2022-12-20 12:46:30

More face to face appointments would be appreciated

2022-12-20 12:52:46

Always very helpful and friendly

2022-12-20 15:48:25

A first rate, highly professional and empathetic service

2022-12-20 15:58:40 Very
friendly

2022-12-20 16:02:37
Good

2022-12-20 16:32:13
Doctor was extremely helpful. He listened to my problem and is arranging treatment for me. Thank you.

2022-12-20 16:37:41
Apologies that I was not prepared to share my problem with the receptionist- Dr Degnan Will understand why

2022-12-20 17:22:28
Excellent service

2022-12-20 18:46:47

Always more than happy with the way I am looked after. Thank you

2022-12-20 19:34:51

Sister Linney was friendly, helpful and informative. Thank you.

2022-12-21 11:38:10

The telephone consultation did not take place a rebooking was made for the 6 Jan

2022-12-21 11:51:54

Excellent care and attention.

2022-12-21 12:11:36

I arrived at short notice to have an ECG and was put at ease by Sister Angela after she noted my concerns. I have made a follow up Dr's appointment in January hopefully bringing the conclusions to a satisfactory end.

2022-12-21 12:45:42

Telephone appointment was on time. Dr had prepared for it and was knowledgeable about the case. Treated as equal in discussion what to do next. Friendly but totally professional. Excellent service.

2022-12-21 14:46:35

Reception always helpful the nurses are all wonderful my last GP phone call put me very much at ease and was very informative THANK YOU

2022-12-21 15:18:34

Doctor Hodgkins was so helpful as always and has really helped me over the past few months getting answers to my problems.

2022-12-21 16:54:50

Ive never felt so valued. This surgery, staff doctor are amazing. They never rushed me once. The people in this catchment area should feel 1000% safe.

2022-12-21 17:27:45

Waiting and waiting again for more then 1 year

2022-12-21 21:16:21

The appointment was good The sister was very helpful but I feel that I will need another appointment .

2022-12-22 11:16:21

Reception staff always try their hardest in difficult times

2022-12-22 11:46:48

Fantastic service, so grateful for calling us so swiftly

2022-12-22 12:05:58

feeling good

2022-12-22 12:42:28

Very efficient, to the point,, and listened and discussed problem. Empathy in loads. Thanks

2022-12-22 16:23:09

Always a pleasure to see sister Nock. Sane, experienced and have known her for a while now. Good advice and help with interpreting and noting down blood results.

2022-12-22 16:34:48

Dr Hodgkins was very kind and dealt with my care extremely efficiently particularly at such a difficult time for the NHS. Please pass my comments to her

2022-12-22 16:39:53

Phone call and then face to face appointment on same day as first calling! Amazing! And hugely appreciated.

2022-12-22 16:51:43

Very helpful a caring do there very best

2022-12-22 20:28:31

The service at Chipping Campden surgery is efficient, professional and polite. I appreciate that they are often working under difficult circumstances, this never seems to affect the care they provide.

2022-12-23 09:46:27

I felt that Dr Zamir listened to me and I am confident I will receive good care under her.

2022-12-23 09:47:18

Takes too long to get through on the phone. After that, very good.

2022-12-24 09:34:02

Happy efficient team

2022-12-24 09:48:38

As always I was treated very professionally but with friendliness as well

2022-12-24 17:17:25

I was contacted yesterday by Dr Degnan re my health. He has been extremely helpful and I cannot praise him sufficiently for his skill and kindness. He is an excellent doctor in the finest traditions of the profession. Surgery staff are also conscientious and helpful

2022-12-25 00:39:17

This is by far the best doctors surgery that I have been with as far back as I can remember. Nothing is ever too much trouble.

2022-12-26 13:35:56

A superb practice and team, the receptionists are amazing, as is the pharmacy, nurses, and Dr's. Thank you all for your continued support and professionalism. All, much appreciated.

2022-12-29 10:55:26

Prompt, professional and caring service

2022-12-29 11:02:16

Really swift response. Kind doctor. Good treatment

2022-12-29 11:03:31

I was ill before Christmas, felt like I got fobed off, now it's worse. I hardly ever go to the doctors so when I ask to see one I expect To. I've now been poorly for 3 weeks. Never in my life have i been poorly this long. Its an absolute joke. I don't feel like I'm getting any better

2022-12-29 12:01:50

Polite, caring, fast response, couldn't have asked for better level of care

2022-12-30 09:49:05 First
class service

2022-12-30 13:15:55

The staff have done as much as they can under the circumstances. My situation seems to have got worse over the Christmas period. An OT will visit for a reassessment.

2022-12-30 15:34:50

The doctor was very helpful

2022-12-31 17:02:59

Caring professional doctor, on time, highly praised

2022-12-31 21:41:24

Extremely satisfied and confident of GPS diagnosis and concern and felt justified in seeking appointment. However, whilst accepting the high level of workload of Receptionists, it took a great deal of courage to ring in the First place.