

NHS Friends and Family Test

January 2023

Q: Comments:

2023-01-01 06:50:35

Brilliant

2023-01-03 21:34:28

I am very grateful for the trouble my doctor took to discuss my concerns during my telephone consultation, so I have no problems with the care I have received. However I would like to mention that I find the surgery website almost impossible to even look at, let alone find information on, - it is so covered in red messages - and I would much prefer to receive communications from the surgery by email rather than texts, which I rarely use myself. I hope perhaps changes might be possible in these areas. But thank you for all you do to make the surgery such a welcoming place to visit.

2023-01-04 09:48:49 Thank

you for your help.

2023-01-04 09:50:02

Friendly, helpful, expertise

2023-01-04 10:21:43

Thank you.

2023-01-04 14:54:19

Dr Matthew Degnan was excellent and diagnosed my symptoms immediately. Many thanks,

2023-01-04 15:18:28

Great care and lovely staff.

2023-01-04 15:28:43

Efficient and friendly service

2023-01-04 18:57:46

Got me in to see me and speak to me fast enough so thankful but I can't get hold of the consultant I left message on the answer phone in hospital and my phone number and still no phone call and very worried what is going on with me and inside me

2023-01-05 11:00:44

Usual prompt and efficient attention. Thank you.

2023-01-05 11:46:16

Brilliant on every level

2023-01-05 13:32:57

Rachel Rawlings is knowledgeable and explains medical matters well.

2023-01-05 14:38:17

Dr Matthew Degnan was excellent. He diagnosed the symptoms and prescribed the relevant medication. I have already replied to this earlier. Good conversation.

2023-01-05 16:18:43

Excellent service

2023-01-05 16:49:01

Excellent consultation with Dr Degnan

2023-01-05 17:19:43

All Staff & Doctors are excellent, thank you

2023-01-05 17:29:45

Dr Hodgkins was so efficient and helpful

2023-01-06 09:35:26

I was seen really quickly and was pleased with the advice and referral given.

2023-01-06 11:16:56

Have been with this surgery for 44yrs and still find it friendly and professional.

2023-01-06 11:52:33

Always helpful. Drs are amazing here.

2023-01-06 14:04:53

Thank you so much for providing such an excellent caring and professional service for our Daughter. Reception staff were very understanding about our concern and arranged a very prompt return call from our Doctor followed by a face-to-face assessment which allowed her to begin treatment within just an hour or so from our call. We are very lucky to have such a great GP Practice and their care is much appreciated, especially when it such a challenging time for healthcare.

2023-01-06 17:08:10

Excellent service, thank you. Smooth transition into Cheltenham A&E where appropriate and caring treatment was administered without any problems.

2023-01-06 18:45:59 Excellent
consultation.

2023-01-06 18:53:05

Brilliant surgery and drs.

2023-01-06 21:56:41

Perfect. On time and time professional. A+

2023-01-07 10:26:32

Dr Degman, very understanding and helpful. Exceed expectations.

2023-01-07 10:42:42

Friendly, calm and professional

2023-01-07 11:19:37

The Doctor was very kind, listening to everything I said and trying to help to the best of her ability. Thanks

2023-01-07 11:41:17

It was very to meet Dr. Villarreal, I hope to have the MRI appointment as quickly as possible.

2023-01-07 12:36:46

Satisfied

2023-01-07 13:05:16

Efficient and on time

2023-01-07 14:00:44

Very nice to meet Dr. Hodgkins, Very happy with my consultation indeed.

2023-01-07 16:15:27 All

good

2023-01-07 18:02:38

Always excellent

2023-01-08 15:26:55

All three nurses have been really kind while treating my leg.

2023-01-09 10:37:49

I appreciate being able to make a face to face appointment with my doctor from time to time.

2023-01-10 09:10:50

Very good care all round

2023-01-10 09:33:47

First class

2023-01-10 10:01:14

I can't fault the service and treatment, the staff are all polite, professional and very helpful

2023-01-10 13:45:47

More than happy once I get an appt,like many would like more face to face than telephone

2023-01-10 15:50:12

My experience yesterday was uplifting -my face to face dr appointment left me feeling I'd been listened to also I was able to listen to comments and reply appropriately. This to my mind, is what being a GP is about - excellent experience

2023-01-10 18:15:09

Quick and easy

2023-01-10 20:18:18

I had a face to face with the asthma nurse, excellent. She arranged for the doctor to come in and check my chest. Very helpful and reassuring. Highly praised

2023-01-11 09:31:29

Fantastic service. Thank you

2023-01-11 14:27:09

Really helpful to have a face to Face meeting with time to mention all worries

2023-01-11 16:10:44

The staff, nurses and doctors at Chipping Campden Surgery are always exemplary. They are helpful, knowledgeable, courteous and sympathetic. They are a crucial cornerstone of the community.(It breaks my heart to see these glorious, committed workers consistently let down by our incompetent and callous government. Applause and a pay rise for the NHS and a massive boot up the b***side for the clowns in Westminster)

2023-01-12 10:31:33

Was seen by nurse yesterday morning 10 minutes early !

2023-01-12 10:42:35

Only had to wait 5 mins for Dr Degnan and was welcomed with a smile and friendly face. His advice to my problem was very acceptable to me. However, In view of my age and having not attended for absolutely ages, I did feel he might have offered a general blood test and taken my blood pressure as a precaution. I am very keen on preventative med. I should have raised the subject no doubt. Just a minor comment but I am happy.

2023-01-12 11:00:34

Very helpful surgery and I have a fantastic doctor.

2023-01-12 13:26:30

Appointment time met. Test taken efficiently.

2023-01-12 13:52:34

Thé ladies on reception area always exceptionally helpful and kind and Dr Degnam is skilled, wise and empathetic, gives good treatment and helpful advice.He rings back very quickly when I've arranged a call back. Even though all the staff at the surgery must be very busy, I never feel rushed by them and they give full attention. I can't praise them highly enough.

2023-01-12 16:23:10

Very caring and reliable service

2023-01-12 17:16:49

Good and very helpful

2023-01-13 09:31:20

Fabulous efficient and very friendly service- well done!

2023-01-13 10:07:17

Well located in Chipping Campden. Professional and friendly staff

2023-01-13 10:28:15

received prompt attention to my phone call by receptionist, a doctor rang back, an appointment made for me to see a doctor within days. thank you all.

2023-01-13 11:30:34

The nurse I have been seeing is excellent

2023-01-13 14:23:25

Great , caring service as usuall

2023-01-13 14:56:40

Very pleased with the care given to me by Dr Matthew

2023-01-13 17:02:28

Dr Degnan called at the date and time specified for a telephone consultation. All of the identified health issues were discussed in detail by Dr Degnan who listened carefully to all points raised. The consultation was conducted in a polite, efficient and (most important of all) a caring manner. I cannot fault the service from Dr Degnan in any way. I am most grateful. Thank you.

2023-01-13 17:31:18

I found Dr Zamir very thorough.

2023-01-14 12:32:42

A most satisfactory consultation as usual!

2023-01-14 12:48:13

Prompt attention to my request for an appointment. Dr Degnan very caring and friendly.

2023-01-14 13:52:18

Good but not as good as the real thing .

2023-01-14 15:28:55

Absence of personal contact with dedicated GP(s).

2023-01-14 18:46:39

Dr Degnan is really nice & helpful.A excellent chairside manor.Thank you

2023-01-15 09:35:23

I don't understand why I had to wait x2 weeks for a phone call from my "nominated " gp!!! Surly this can be done by any of the gp's a the surgery??- not impressed sorry!

2023-01-16 06:33:49

Very friendly staff

2023-01-16 14:14:30

I have tried to manage any issues myself or get advice from the chemist etc before coming to the doctors . However, when I called with a concern I was quickly booked an appointment and got medication I needed in quick time. I feel blessed to have such a great medical practice!

2023-01-17 09:40:51

All very efficient , as ever for this procedure.

2023-01-17 10:20:09

Efficient and effective

2023-01-17 11:28:27

Very good all round

2023-01-17 11:48:08

The doctors nurse and receptionist are all very polite and helpful and do everything possible to deal with whatever problem you may have

2023-01-17 13:38:13

More than happy nice to have a face to face

2023-01-17 15:45:12

Brilliant

2023-01-17 16:19:04

Great call back from my doctor who showed high levels of empathy and understanding.

2023-01-17 16:43:47

Receptionist Janet was really helpful as was the lovely pharmacist, grey bobbed hair and glasses not sure of name. Doctor was prompt and thorough.

2023-01-17 20:14:24

Excellent

2023-01-17 22:51:00

Excellent experience

2023-01-18 09:45:02

Good experience, unhurried, no time constraints that's aware of

2023-01-18 10:01:51

Easy to make appointments. Staff and doctors very approachable and friendly.

2023-01-18 10:43:32

Very Happy with my phone appointment and follow up advice. It is nice to have a designated doctor that can get to know you rather than having a different one for each appointment!

2023-01-18 19:50:18

Practice is second to none brilliant

2023-01-19 09:27:15

I had a blood test and an ecg with the nurse. She was extremely good at explaining what she was doing. She also gave me time to talk about my anxieties.

2023-01-19 11:55:43

After you changed my appointment. From 4.05 pm to 11.50 I waited for 30 mins and had my appointment. Changed to 10.2.23

2023-01-19 14:43:57

Efficient, professional and reassuring

2023-01-19 15:29:01

I always have good experience at the surgery.

2023-01-19 16:15:00

Excellent care

2023-01-19 18:44:37

In & out in just a few minutes - perfect...!!

2023-01-19 23:15:36

Extremely helpful, accommodating and professional as always.

2023-01-20 06:31:06

I've always had the best service at Campden surgery and always get a prompt appointment when very needed one

2023-01-20 08:53:45

Staff are professional, prompt and friendly in their delivery of services.

2023-01-20 10:13:21

All the nurses and doctors are very nice and always listen into what the the problem is and try to solve it

2023-01-20 11:37:53

Excellent staff, both medical and reception/appointments. Knowledgeable, courteous, efficient and always helpful. It's heartbreaking to see great NHS people like this constantly let down by the current incompetent and mendacious government.

2023-01-20 12:25:06

Very efficient service

2023-01-20 12:52:29

Routine appointments are always efficiently arranged and always on time.

2023-01-20 13:06:13

Nice & friendly nurses with good sense of humour. Only waited 5 mins for treatment.

2023-01-20 16:02:17

The service is not like it once was, it's very difficult to talk or see a doctor (unless you are very l'll) it can't take up to 10 days to get a call.

2023-01-20 16:11:31

Excellent people and attentive service.

2023-01-20 16:38:53

Everything worked smoothly from ringing to make an appointment, having a phone call from my named GP, to seeing the GP the same day. By every member of the surgery team we were treated in a thoroughly professional and productive manner. The NHS working at its best, as it used to do. My thanks and compliments to all at Campden Surgery. Well done to you.

2023-01-20 19:32:10

The letter from the JR hospital came through weeks ago suggesting a pneumonia vaccination due to my lack of social contact for three years. It was when I arrived for my appointment at the surgery I was told a doctor had refused to sign it off and would be asking for clarification from the JR and a doctors signature. I understand this

may be necessary and maybe the vaccine is not appropriate but surely this should have been checked before Maki g and allowing me come to an appointment. I await the result of the query.

2023-01-21 10:46:05

Initially getting past the receptionist was stressful and intrusive but Dr Hodgkins was extremely professional and thorough

2023-01-21 11:06:23

Always professional kind and thoughtful

2023-01-21 15:30:07

Very good

2023-01-22 09:59:47

I dread my 13 week old baby becoming ill! A non emergency appointment is 2-3 weeks wait. Some things aren't deemed an emergency yet if you don't say so you can't get an appointment. I do not wish to take up an emergency appointment for somebody who really needs it however some things can't wait 2 weeks!

2023-01-22 11:25:54

Excellent, thoughtful and caring treatment and advice Thank you

2023-01-24 11:20:37

Dr Degnan was very helpful & I got an appointment quite quickly face to face which is so much better .

2023-01-24 11:45:28

Absolutely fantastic service

2023-01-24 12:34:30

Responds quickly to requests and help

2023-01-24 12:34:31

Excellent surgery and staff

2023-01-24 15:37:38

Fine.

2023-01-24 16:38:24

I have received very good treatment given in a kind manner from Dr Degnan - thank you!

2023-01-24 16:41:13

Very comprehensive session with Dr Zamir.

2023-01-24 17:13:03

Excellent appointment

2023-01-24 17:43:59

I would like to say thank you to Angela Racheal and Tracy for their kindness over the last few weeks!

2023-01-24 18:21:23

As always excellent service.

2023-01-24 18:34:23

Took 2 hours to get through to reception. Who then was rude to me when I said I had waited this long because she said I had missed the appointment slot which I replied I've not been able to get through.

2023-01-24 18:58:32

Very satisfied with the service. The nurse was very pleasant and helpful. Great!

2023-01-24 19:11:59

I would definitely recommend chipping Campden surgery to everyone.all staff are friendly and helpful. And pharmacy in house are Lovely and efficient people.

2023-01-25 08:57:17

Having moved to the area 2 years ago I have had 2 phone consultations. Being a new patient I think it's really important for me to meet my GP face to face at least initially, and I would have thought the GP would like to meet new patients too. However, the doctor was supportive of my request during my phone consultation .

2023-01-25 09:31:38

Friendly and efficient

2023-01-25 10:32:05

Nurses doctors pharmacy and all receptionist impeccable manners and nothing is too much trouble I'd said any body if you can use Camden doctors

2023-01-25 10:35:46

Great cryo treatment and kind treatment

2023-01-25 13:42:12

Quick and efficient

2023-01-25 15:50:57 we need to have face to face appointments! EARLIER when calling
In please....

2023-01-25 16:00:22

Excellent service

2023-01-25 16:24:08

Finally allowed to speak to a Dr , Monday on hold for 20 minutes to be told too late, but could discuss baby, I'd had 24 hrs of feeling rough. Tuesday finally got through after being on hold yet again to be told triage finished I gave up and hung up, reception phoned back , explained how I was and having to get babies up Who are my priority.?Dr phoned later issued with abx, could of done with these the day b4, I need to be on top form as I have no one to have boys as they need to be DBS checked that person is at work.

2023-01-25 16:33:21

Professional, efficient and reassuring

2023-01-26 10:47:46

No family or friends live in your catchment area. A better question would be to ask patients about their experience with the service. The answer to that would be 'good'.

2023-01-26 14:51:12

Very efficient

2023-01-26 15:04:17

Friendly prompt helpful & professional

2023-01-26 16:09:17

Everyone very pleasant and helpful

2023-01-26 16:37:51

Call was early but I was available so no issue. Doctor was extremely complimentary about the effort I had made to reduce my cholesterol and told me there were no other concerns. However I had been in hospital recently for an unconnected issue and although the doctor was aware of this he was able to access my data and talk me through it which was very helpful.

2023-01-26 16:40:24 Doctor

Degnan is great!

2023-01-27 08:43:05

Would highly recommend our doctors surgery always treated with the utmost care.

2023-01-27 08:45:13

Prompt helpful call

2023-01-27 09:27:16

Attended for a blood test, in and out in less than 5 minutes. Brilliant

2023-01-27 10:51:42

Friendly but professional

2023-01-27 12:09:57

Always very helpful and friendly

2023-01-27 12:27:34

I find Dr Hodgklns excellent

2023-01-27 16:18:49

Excellent and thorough attention thank you

2023-01-27 16:28:36

Always happy with surgery service

2023-01-27 20:17:39

My problem was taken seriously and I was given the necessary GP assistance and subsequent NHS support.

2023-01-28 10:53:20

I read my list of problems to doctor Zamir and she agreed that I needed another dose of liquid nitrogen on my skin cancer. She has made arrangements for my hearing problem. My appointment was satisfactory.

2023-01-28 11:08:56

New Doctor Dt Hodgkins very friendly and helpful

2023-01-28 11:51:08

Can't find any fault with the service the surgery provides receptionist nurse's and GP'S are polite and helpful

2023-01-28 12:56:16

Excellent chat and discussion with the practice diabetic nurse. The way forward carefully mapped out.

2023-01-28 16:25:44

Wonderful experience with the professionals on reception and with my dear Dr. Deglan . Sorry if spelling is incorrect

2023-01-30 10:27:06

Efficient, caring professional service. Perfect.

2023-01-30 11:29:33

All staff excellent as always

2023-01-30 16:06:04

Phone call was on time and it was better than waiting in the waiting room.

2023-01-31 09:20:35

Efficient and helpful as always

2023-01-31 10:16:38

Friendly staff, especially at dispensary dept

2023-01-31 10:48:45

On time appointment . All done well

2023-01-31 11:47:38

Very prompt and thorough with speedy referral. Thank you.

2023-01-31 12:29:35

Very good. Phoned at approximately the time arranged. Listened and was supportive

2023-01-31 12:40:34

Helpful & productive, thank you

2023-01-31 15:18:55

I would prefer face to face

2023-01-31 16:42:22

Super service treated with care and dignity I'm very happy to be a patient at Campden Surgery. Thank you for your caring thoughts.

2023-01-31 17:00:53

I was found a post operative nurse appointment at short notice. The appointment was quick and on time. The nurse was totally charming.

2023-01-31 19:43:30

Reassured that action re chest X-ray organised
