

NHS Friends and Family Test 2023

June 2023

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

Free text question. There were 151 responses:

2023-06-01 08:16:45

It's always so efficient and all the staff are great

2023-06-01 09:39:15

Everything was dealt with promptly and efficiently

2023-06-01 11:24:16

Thorough examination and treatment plan formulated

2023-06-01 12:23:59

Fast and efficient routine injection. Friendly nurse.

2023-06-01 17:35:12

Love Sally to pieces. She is lovely and always cheerful and listens. So easy to talk too. She deserves a huge payrise coz she is definitely the BEST nurse we have.

2023-06-01 21:36:02

Excellent is the norm, as usual. My foot is healed, thanks to Tracey . I thank all the team.

2023-06-02 10:39:50

Efficient, profesional and friendly service

2023-06-02 11:57:38

Seen relatively quickly, informative consultation with clear follow up

2023-06-02 15:04:30

My appointment was for 4pm and only two people before me. Three people were taken before me and my doctor did not take me until 4:15 pm.

2023-06-02 15:29:40

Only good because I was 20 minutes over my appointment time

2023-06-02 19:15:37

It.was good to have face to face contact with my GP. The discussion was reassuring.

2023-06-03 08:47:33

Telephone appointment was on time with succinct information and agreed outcome.

2023-06-03 09:05:00

Very good time keeping, doctor very helpful, receptionist again very helpful

2023-06-03 14:20:15

Following a telephone call with the doctor we were given an appointment for our teenage daughter with the nurse, who was both lovely and informative. Highly recommend Chipping Campden Surgery.

2023-06-04 06:54:26

Prompt action seems Oundle to none

2023-06-04 11:03:47

Last consultation very satisfactory

2023-06-04 17:17:06

Prompt appointment and response.

2023-06-06 13:11:05

My appointment was 10.15am but wasn't seen until 10.50am.

2023-06-06 15:56:19

Excellent response via a third party regarding a patient . Empathetic and active listening by GP with no apparent time pressure was very much appreciated.

2023-06-06 16:45:03

Love Sister Sally Aitken, first class, kind, friendly, supportive treatment

2023-06-06 18:21:23

Phoned as agreed. Good questions asked and good listening skills.

2023-06-06 19:15:48

The nurse was professional and helpful

2023-06-07 10:32:03

Friendly and efficient appointment

2023-06-07 10:47:04

Dr Degnan is an amazing GP. He has been there every step of the way for me through my cancer treatment. I couldn't ask for a better GP.

2023-06-07 11:31:28

Always polite, helpful and efficient. Fitted

2023-06-07 14:41:25

All staff are extremely good and obviously well trained

2023-06-07 14:58:36

Quick and efficient

2023-06-07 15:44:28

Always very helpful

2023-06-07 15:45:00

Dr Degnan was kind and helpful. He was well informed

2023-06-07 16:13:24

My appointment was quick and Dr Zamir is going to get a further appointment for me to have my mole looked at further. Thank you, Esme

2023-06-08 08:20:03

On time, very efficient , helpful

2023-06-08 09:21:13

Helpful and friendly as always.

2023-06-08 09:21:55

Efficient and kindly done.

2023-06-08 10:48:38

Dr Degnan is a supportive excellent Gp, can't wish for better.

2023-06-08 11:35:11

A practice Dr from Cirencester and she was lovely.

2023-06-08 12:33:38

Everyone is very helpful and nice to deal with

2023-06-08 13:49:53

Seen very swiftly on arrival. Appointment was not rushed in any way at all. I am very fortunate to have a very patient and understanding GP. I don't know where I would be without him. Thank you for everything that you all do for your patients.

2023-06-08 13:54:25 Caring
and professional.

2023-06-08 14:20:14

Because my Doctor always listens, is very attentive and tries to solve my problems during my appointment.

2023-06-08 21:15:53

My Dr is always amazing. Receptionists appear to be a lot more friendly

2023-06-08 22:19:03

Dr Villarreal listened well. Thorough in his investigations and overall happy with all aspects of the practise from appointment bookings through to the very efficient Dispensary- thank you!

2023-06-09 07:51:24

Productive face to face with GP

2023-06-09 10:37:36

Dr Degnan was thorough and friendly and I really felt he listened to my worries.

2023-06-09 14:09:16

Always present and helpful, always willing to listen and give advice

2023-06-09 15:51:33

Still had to wait quite a bit.

2023-06-09 17:39:17

Always fantastic at Campden Surgery, from the receptionists to the nurses and doctors

2023-06-10 10:54:18

Angela took time to check the tests I advised were required and carefully discussed all. She treated me with kindness and respect.

2023-06-10 10:59:12

Dr Villarreal very helpful, and was thorough

2023-06-10 14:14:51

Good to speak to Doctor Degnan for the first time. Would obviously have been better face to face but understand the problems being experienced with the NHS.

2023-06-10 14:20:54

Dr gave me time and was sympathetic and good in his explanations

2023-06-10 14:33:46

Excellent work.

2023-06-12 11:14:06

Excellent discussion

2023-06-13 09:43:09

Fast response and friendly staff who sorted out dealing with my problem straight away

2023-06-13 11:25:03

Waited nearly thirty minutes for appointment.

2023-06-13 11:40:45

Tracey Linney took the time to listen to my views and offered a good way forward. Thank you.

2023-06-13 15:00:05

Only waited a short time

2023-06-13 15:02:11

On time. Given a good explanation and follow up plan.

2023-06-13 15:05:32

Tracey linely excellent nurse excellent herself every time

2023-06-14 08:42:24

On time and knowledgeable

2023-06-14 09:59:34

My doctor was very helpful in all ways. On each of my visits, when I need to request support by the front desk staff, I'm left feeling like a disturbance or nuisance. I imagine they have too much to focus upon, leaving them under resourced for patient interfacing.

2023-06-14 10:14:15

Receptionists helpful and nurse excellent.

2023-06-14 11:21:05

Nurse very efficient

2023-06-14 15:44:46

Nurses doctors top c/s

2023-06-14 15:45:40

Nurses doctors tors reception pharmacy top class

2023-06-14 16:16:42

Sister Volpe was very friendly and helpful

2023-06-15 09:22:40

As always kind and efficient

2023-06-15 10:52:31

Helpfull advice on my sugar levels.

2023-06-15 14:11:46

Dr Hodgkin very supportive

2023-06-15 15:28:51 Friendly
and efficient.

2023-06-16 09:52:47

GP misinformed as he tried to tell me NHS guidelines are 40 minutes a day not the 150 a week I quoted. Checked online that He was incorrect - my answer was correct

2023-06-16 13:17:25 our appointment was on time a d
very kind nurse

2023-06-16 17:19:06

Appointment on time and well prepared discussion with lots of active listening. Knowledgeable and resourceful Doctor and I couldn't have been any more satisfied as a patient. Thank you Dr Zamir

2023-06-17 05:52:29

Since moving to Chipping Campden we have had excellent care from everyone at the surgery.

2023-06-17 12:17:57

The kindness and professional approach of Sister Linney was very much appreciated

2023-06-18 21:33:04

Clear explanatuon of my suger problems.

2023-06-20 10:04:55

Excellent as always

2023-06-20 14:09:27

Dr called within the allocated timeframe and was attentive, helpful and friendly. Just the service that I always receive from this surgery. Ten out of ten.

2023-06-20 14:35:01

Very helpful chat with my doctor, many thanks.

2023-06-20 14:59:52

I think the new system that gives everyone an assigned GP is great. Already I feel the continuity and how that makes it easier to discuss what is bothering you with the same doctor. Reception and nursing staff continue to be excellent as ever!

2023-06-20 15:55:55

Much easier than face to face appointment as it could still take place when I was away on holiday.

2023-06-20 18:26:14

Helpful and friendly service.

2023-06-20 18:34:27

The telephone call was timely, the nurse pleasant and helpful and ensured I had time to ask any questions.

2023-06-20 21:49:21

I was given very clear advice about my sugar levels.

2023-06-21 08:25:09

Very good enthusiastic and helpful doctor! Thank you so much

2023-06-21 09:35:24

New nurse was lovely and gentle

2023-06-21 11:03:54

Had two knowledgeable students present and had a successful appointment

2023-06-21 14:01:34

I feel they understand me

2023-06-21 15:21:57

Always excellent service

2023-06-21 15:23:28

Always excellent

2023-06-21 15:30:15

Prompt, friendly, helpful and knowledgeable

2023-06-21 17:26:14

Excellent

2023-06-22 09:34:34

Very friendly and clear advice.

2023-06-22 10:21:26

As always very helpful, kind and professional. Also very clean and tidy.

2023-06-22 12:15:50

Dr Hodgkins is just so lovely - her time and help sincerely appreciated,

2023-06-22 16:00:19

Did nothing to improve situation

2023-06-22 16:02:20

On time and we'll explained

2023-06-22 18:30:41

Efficient, concerning and caring.

2023-06-22 19:34:42

I was called in for an over 70 Shingles vaccination . The appointment was prompt and the two nurses were very cheery and reassuring. I was given full details of what taking the vaccine meant and found that reassuring.

2023-06-23 00:02:18

Dr Degnan is a really first rate GP, in fact the best I've ever had so very happy.

2023-06-23 07:58:38

Friendly, helpful and very reassuring

2023-06-23 08:47:48

Appointment was on time and after discussion I have reduced my Clenil Modulite inhalers by a quarter for a trial period with a view to reducing my intake by half if all is well.

2023-06-23 11:24:44

All very efficient

2023-06-23 12:39:24

Good explanation so reassuring

2023-06-23 14:54:18 Very supportive GPs.

2023-06-23 17:42:12

Excellent service

2023-06-24 07:42:30

Long time to get an appointment, but excellent care from doctor.

2023-06-24 09:04:32

Waiting time in surgery not too long so I don't get too anxious. Everyone pleasant and helpful.

2023-06-24 09:14:18

Dr called in time and is always helpful and supportive.

2023-06-24 10:53:27 Dr

2023-06-24 11:11:05

Was hoping got get a answer about thrombosis

2023-06-24 13:35:08

Excellent nurse, good explanations and adapted to the additional thing I asked

2023-06-24 14:12:31

The staff were very friendly, and they explained everything to me

2023-06-25 12:30:23

Quick. Efficient. Prompt. On time

2023-06-25 13:40:47

As expected. Was told I should have booked a double appt when I didn't book the appointment I received a text to come in and see the doctor

2023-06-26 09:13:04

Phone call in time given, didn't feel rushed and felt at ease overall with the appointment. Thank you Dr Degnan

2023-06-27 08:54:47

Because I feel I was listened to and believe I was given the help needed.

2023-06-27 10:09:19

The nurse was very pleasant

2023-06-27 11:47:02

Speedy diagnosis 3 mins

2023-06-27 13:17:41

Still doing a lot of phone appointments, when a face to face is clearly what is needed, just add another tier, to what can be stressful, trying to arrange around work.

2023-06-27 15:04:07

Booking system at my arrival was not properly registered which meant that as I assumed the doctor was running late, I did not query that I had not been seen within the first hour. The receptionist then contacted the doctor to see if I could be fitted in. Fortunately the doctor was prepared to see me on that occasion. The doctor was very thorough when I saw her and so my score relates to the booking system.

2023-06-27 18:54:33

Helpful and friendly

2023-06-28 08:30:27

Appointment on time, staff very friendly and helpful

2023-06-28 09:23:03

I truly felt that Angela made a huge effort to review my history while having my check up.

2023-06-28 09:35:10

The doctor was extremely kind and professional . His treatment was exemplary

2023-06-28 14:03:00

Sally is always very kind and takes the time to listen.

2023-06-28 14:59:09

No problem in making appointment. The call was within the time specified from the student doctor.

2023-06-28 15:10:38

Nurse was ace, extremely friendly and on time.

2023-06-28 15:14:55

Reception could be friendlier. Culture of practice could be more client focused rather than self centred.

2023-06-28 15:26:37

My appointment came quite soon after I made the request and the doctor was most attention to my health concerns.

2023-06-28 15:32:09

First class appointment from m.y doctor

2023-06-28 15:57:24

Staffs are all friendly and efficient. My female doctor was very professional and friendly. She listened and gave appropriate treatment and follow ups. I felt relief and looked after after the consultation. Thank you.

2023-06-28 16:00:35

Lovely nurse.

2023-06-28 16:13:44

I received excellent attention from Dr Degnan. Although I had to go back for a second time to remove a cyst from my head he successfully removed it this time. He explained every stage and made me feel at ease. So thanks very much for his professional approach.

2023-06-28 20:19:17

I feel listened to and taken seriously. I find Dr Zamir to be very thorough.

2023-06-29 10:47:11

On time and friendly treatment from the Practice Nurse.

2023-06-29 15:07:54

Lack of joined up processes .. Dr requested checks. patient not informed until no drugs at pharmacy. Blood tests requested by Dr ..patient not advised until enquiry made..then not told of special requirement ahead of blood test etc...

2023-06-30 05:57:01

On time good service

2023-06-30 08:18:06

Very efficient, quick, easy and pleasant nurses.

2023-06-30 08:43:00

Short wait time, friendly and kind staff

2023-06-30 08:46:25

Prompt and quick response Clearly listened to and things actioned

2023-06-30 09:37:28

Very professional and super friendly staff x

2023-06-30 11:31:18

Very pleasant and efficient nurse

2023-06-30 11:46:12

Short wait, and nurse was very knowledgeable and thorough.

2023-06-30 12:17:08

Prompt and very well explained

2023-06-30 12:54:19

Seen promptly good explanation of treatment no problems

2023-06-30 13:37:04

Excellent nurse

2023-06-30 15:08:25

Receptionist ,Dr ,and pharmacist all pleasant and very helpful

2023-06-30 15:26:28

Very kind and efficient

2023-06-30 16:28:28

I arrived early (very early.) for my pneumonia vaccination and was seen early. The nurse was very cheery and explained in some detail about the vaccination. The vaccination was given barely before I noticed. A very relaxed and efficient visit.

2023-06-30 18:18:40

Technology worked Appointment was on time. Dr Wilson was very good.
