

NHS Friends and Family Test 2023

May 2023

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

Free text question. There were 161 responses:

2023-05-03 10:22:59

Kind and reassuring

2023-05-03 10:47:04

Angela a excelent nurse

2023-05-03 14:41:57

Very informative and friendly.

2023-05-03 15:58:49

Excellent professional

2023-05-03 16:13:50

Angela had discussed the vaccination with me previously and delivered it on time with her usual competence and charm

2023-05-04 07:28:13

Staff was professional, courteous and prompt.

2023-05-04 08:22:39

Dr.Degnan saw us quickly and gave time to review the problem. He was very thoughtful and presented anatmosphere of care and interest which was much appreciated. Overall very satisfied with Dr Degnan and his understanding of the issue.

2023-05-04 09:12:06

Helpful and understanding.

2023-05-04 10:57:03

Excellent in always feel well supported

2023-05-04 11:04:24

Lovely, efficient and friendly staff.

2023-05-04 12:58:41

I was seen on time and felt GP listened

2023-05-04 15:09:33

Great and sympathetic listening by Dr.Degnan

2023-05-04 15:37:12

Sally is the most wonderful nurse. Always makes me feel very comfortable and at ease.

2023-05-04 15:44:07

Slick and friendly but professional service.

2023-05-04 16:36:19

Friendly and efficient

2023-05-04 17:09:06

I was seen very quickly and was impressed with the care that I received.

2023-05-04 18:13:18

On time. Friendly. Professional.

2023-05-05 10:17:44

My first meeting with Dr Samir was very productive and conducted in a friendly manner. I am new patient of the surgery.

2023-05-05 10:29:32

Helpful info and suggestions

2023-05-05 12:05:23

Confidence in the person I spoke to on the telephone. Plus the promise of follow up help.

2023-05-05 12:12:47

Appointment at 11:45, seen at 12:10. No one waiting, so was training a reason for the delay? No reason given. No problem with the appointment when I got in.

2023-05-05 13:09:02

Helpful and encouraging appointment with Dr Zamir

2023-05-05 14:35:07

Rang me when they said they would. Nice manner

2023-05-05 14:48:44

Dr Zamir on time- no waiting at all. All my questions answered. Exactly what I wanted. Couldn't have had a better experience. Thank you.

2023-05-05 15:20:18

Enough time to discuss everything without feeling hurried, reassuring and friendly Dr. A positive outcome.

2023-05-05 17:15:24

Good response from the surgery at all levels and very prompt Thank you

2023-05-05 17:54:21

Had to wait quite a while for appointment after time allotted but when seen the experience was as good as ever.

2023-05-05 20:29:35

I was called by a student who did not know the purpose of the call. Would have been better if he was prepared.

2023-05-05 21:28:29

Doctor very good . Reception staff lovely

2023-05-05 22:29:01

On time. Professional. Friendly.

2023-05-06 10:18:10

The doctor was extremely helpful and kind and responded to all my questions

2023-05-06 10:20:43

Care and kindness and understanding of patients' needs.

2023-05-06 11:45:40

I couldn't have been seen quicker and better treated than I was.

2023-05-06 13:12:18

As always, efficient, effective and kind

2023-05-06 14:31:20 Very

reassuring

2023-05-06 14:38:04 Very

reassuring

2023-05-06 18:29:58

Sister Aitken was amazing in my appointment. I was so nervous and she put me at ease completely and was so lovely!

2023-05-06 19:24:58

First class service from the staff

2023-05-07 07:57:33 all surgery staff are very efficient, helpful and friendly.

2023-05-07 19:54:12

My new Doctor was courteous, approachable and listened to me.

2023-05-08 10:27:16

Phone call punctual. Options for prescription and possible treatment had been prepared following my last planned call. Still think a face to face meeting occasionally would be positive for the patient. Thank you.

2023-05-09 15:42:56

Efficient and responsive.

2023-05-09 16:53:19 Polite

and caring .

2023-05-09 18:46:22

In time, dealt with my query and tried to help.

2023-05-10 08:03:52

Very friendly and easy to contact in various ways

2023-05-10 11:04:06

Prompt efficient reassuring

2023-05-10 12:43:45

I was given a cancellation on the day I phoned. The telephone consultation with the pharmacist was very helpful and a new prescription was picked up that evening. The system worked well for me. Thank you.

2023-05-10 14:57:08

Everything worked on time and in the way I expected.

2023-05-10 15:10:08

Really kind and understanding

2023-05-10 16:18:28

Can not easily see a doctor

2023-05-10 16:44:50

Friendly, professional, reassuring

2023-05-10 18:47:31

Friendly and efficient

2023-05-10 22:17:57

I always find Dr Zamir very knowledgeable and helpful. I think she is an excellent doctor.

2023-05-11 08:08:22

Efficient, on time, useful and informative discussion

2023-05-11 09:15:04

Was given appointment within 4 hours on same day with nurse excellent service

2023-05-11 11:03:54

The nurse was lovely. Kind and thorough.

2023-05-11 14:11:42

In and out before my schedule appointment time. Excellent.

2023-05-11 15:31:46

Dr Degnan - excellent as always

2023-05-11 19:28:56

Phone call on time and clear diagnosis

2023-05-12 09:11:49

All the people I dealt with were very helpful and professional as usual, we are very lucky to have this practice in Chipping Campden

2023-05-12 09:39:46 Nice
caring staff

2023-05-12 10:36:31
Everything was fine

2023-05-12 11:53:03
The appointment for my son was of a good standard but we were kept waiting for nearly an hour before seeing the doctor which is not easy with a one year old. It would've helped if we were at least informed by reception how long the wait was going to be as we could've gone out for a walk to keep him entertained. A nurse did try and help move things along in the end as she could see it was a struggle but it's a shame it was left to her.

2023-05-12 20:03:36
Specific information. Able to answer all questions. Suggested follow up.

2023-05-12 20:15:37
The consultation with the Dr was good. The fact that I had to wait 6 weeks for the appointment (linked to my stroke) was very disappointing.

2023-05-13 08:34:16
Friendly efficient and pleasant reception,

2023-05-13 08:38:14
Very pleasant doctor and efficient

2023-05-13 09:16:10
Dr demand excellent chap. Thank you doctor...

2023-05-13 09:31:03 Very
good care

2023-05-13 15:32:40
Reception responded promptly on my arrival. Practice Nurse was friendly and professional

2023-05-13 17:23:47
Doctor very good. Felt relived to have answer to my discomfort.

2023-05-14 14:44:12
Dr Hodgkins was kind and referred me straight away for appropriate testing. Blood test was efficient and painless too.

2023-05-16 09:15:23
Very friendly and informative.

2023-05-16 09:54:33
Prompt and efficient

2023-05-16 10:33:18

The best doctor surgery and best doctors Dr zaphir and Dr dangna excelent just excelent

2023-05-16 11:56:47

Telephone consultations should not be permitted to replace face to face meetings.

2023-05-16 12:00:07

Excellent

2023-05-16 12:23:25

Seen on time,very helpful and courteous,very satisfied, thank you.

2023-05-16 12:37:55

Caring and understanding doctors and nurses. Easy to talk to and great listeners. Thank you

2023-05-16 13:25:12

Punctual & professional service.

2023-05-16 14:52:15

Excellent doctor

2023-05-16 14:59:46

On time, and convenient to be able to do this on the phone

2023-05-16 15:01:56

Appointment on time and very kind staff.

2023-05-16 15:16:14

Easy access and a professional service taking and discussing blood tests.

2023-05-16 17:51:30

An informative and explanatory talk through results of recent tests

2023-05-16 18:39:47

Excellent friendly and efficient

2023-05-16 20:21:23

Easy to book an appointment. Dr Degnan really took time to listen to me and refer me for tests.

2023-05-17 09:17:16 Efficient
and polite

2023-05-17 10:35:02

Excellent appointment. I was listened to with care and then a diagnosis given and treatment explained clearly. Professional and friendly!

2023-05-17 11:14:16

Pleasant and efficient

2023-05-17 11:25:46

Angela Volpe carried out the procedure efficiently but had also checked out the background and treated me holistically.

2023-05-17 11:57:59

Very friendly, professional and efficient service

2023-05-17 12:34:13

Always very helpful

2023-05-17 15:23:57

Dr Degnan was very helpful and knowledgeable and always very pleasant.

2023-05-17 21:06:13

Staff are always helpful and friendly nothing is too much to ask. Dispensary staff go above and beyond and are always happy, friendly and very professional, highly recommend.

2023-05-18 08:47:53

Very understanding I felt I was being listen to and very looked after ! So many thanks to all the teams

2023-05-18 09:02:08

Very good as always

2023-05-18 11:48:47

Appointment arranged quickly. Depth of expertise evident in consultation. Clear communication very reassuring.

2023-05-18 19:50:05

The doctor was very clear in her explanation The doctor's explanation was very clear and very pleasant

2023-05-19 08:32:07

Excellent service

2023-05-19 09:08:29

Rang on time .. The conversation was helpful and reassuring

2023-05-19 10:00:18

Service from this surgery is always great and this recent appointment was no exception.

2023-05-19 10:30:23

Always friendly, listen and really thorough.

2023-05-19 11:04:50

Useful telephone conversation

2023-05-19 11:09:08 Very
quick

2023-05-19 12:13:52

Invited for post consultant call giving continuous support

2023-05-20 09:01:49

All very efficient as always

2023-05-20 09:35:10

Face to face appointment given within acceptable time frame for non emergency. Dr Degnan reassuring and helpful. No feeling of being rushed.

2023-05-20 10:29:48

Call from my doctor was on time with friendly service

2023-05-20 14:52:02

Prompt, friendly, calm experience

2023-05-20 16:49:31

As ever caring and efficient.

2023-05-20 17:46:45

Excellent service as usual.

2023-05-20 21:47:43

It makes a real difference when your doctor actually listens to you without interruption and without judgement. You have no idea how good that feels.

2023-05-21 15:46:44

Everything explained, Clinical pharmacist most helpful.

2023-05-23 08:21:58

So far appointments are on time, all people are professional & friendly. I like the surgery very much

2023-05-23 08:33:49

N

2023-05-23 09:59:18

Professional, considered and compassionate consultation with my appointed GP. Firm actions agreed.

2023-05-23 10:27:23

Dr Degnan is superb, listens, helps, advises, investigates. Excellent GP, best I've had.

2023-05-23 14:21:10

Efficient pleasant and most off all they listen.

2023-05-23 14:45:08

Sally as ever was very helpful and informative and I left feeling that all my ?s had been answered

2023-05-23 14:57:24

I saw a friendly nurse but did not give very good because she was 15 mins late

2023-05-23 15:43:56

Because this surgery once again has gone above and beyond to help our family when we needed it, in all honesty the best surgery I have ever been with so thank you

2023-05-23 16:07:14

Listened with empathy, understood the history, explored creatively, recommended sensibly and actioned immediately.

2023-05-23 16:34:06

Staff are consistently polite and friendly, they go above and beyond to try and help

2023-05-23 16:55:43

Delayed answers, got to wait for progress.

2023-05-23 17:48:44

The Dr listened to my problem and prescribed accordingly.

2023-05-23 19:15:05

As always, not just highly competent but buy kind with it

2023-05-23 19:16:54

The phone call was earlier than booked and I didn't have my phone with me at the time but did when I was expecting the call!

2023-05-23 19:43:33

Telephone call was on time. The nurse was very understanding and informative. Thank you

2023-05-24 08:04:37

All areas helpful friendly patient

2023-05-24 08:34:40

Helpful, efficient, prompt, friendly

2023-05-24 08:47:53

Friendly, efficient advice and treatment

2023-05-24 09:02:09

They listen and give sound professional help and advice.

2023-05-24 09:13:16

Chipping Campden Surgery is superb all staff are fabulous and Dr Zamir is a fabulous GP. I have an array of complex medical needs and the surgery always so caring, understanding and always so quick and on it I.e getting bloods, new appointments, responding to emails etc. I couldn't rate this GP surgery more. Very grateful I'm under their care.

2023-05-24 09:25:46

Had to wait to long to see "MY" Doctor.

2023-05-24 09:27:06

I hadn't met Dr Degnan before but he was very good and gave me confidence in the treatments he prescribed.

2023-05-24 09:31:06

Friendly staff

2023-05-24 09:57:54

Excellent proactive contact and discussion with nurse.

2023-05-24 10:25:16

Explained everything

2023-05-24 11:33:49

Tracy is always extremely helpful and efficient. We are very fortunate to have her in the team.

2023-05-24 12:00:56

Prompt and attentive

2023-05-24 13:49:48

Dr was very informative

2023-05-24 14:09:51

It was only a phone call

2023-05-24 15:07:06

Extremely high blood pressure reading at home 181/108 was very worried. Phoned reception and she agreed and spoke to Dr Degmam who arranged ECG for next day.. so efficient and I was so grateful. ECG seemed fine but Dr Degman arranged for nurse to call me next day to confirm all well. What service . Thank you. BP now normal. Phew!!

2023-05-24 15:46:03

Fast and efficient blood test

2023-05-24 15:56:42

I felt I was taken seriously and with compassion. A follow up face to face appointment was made for the next day and I was referred to the right place onwards from that.

2023-05-24 16:22:45

A four week wait for a telephone consultation was disappointing but the Dr Dagenham was excellent

2023-05-24 19:52:09

Professional, caring, efficient.

2023-05-25 09:15:57

Friendly, easy to talk to and explain things

2023-05-25 11:18:28

I'm giving this answer in relation to my appointment on 24th May to have a 24 hour blood pressure monitor fitted. However, it was disappointing to have my appointment to have it removed today (25th May) cancelled.

2023-05-25 13:30:36

I find Collette an excellent diabetic nurse. She always gives me good advice on my diabetes and has been very helpful to me over the years.

2023-05-27 09:11:02

Very efficient

2023-05-27 10:48:40

Received phone call when scheduled & staff listened to my concerns. Positive outcome. Thank you

2023-05-27 14:09:13

Telephone appointment postponed by doctor

2023-05-27 17:16:53

Always treated cheerfully, professionally and with respect

2023-05-27 19:33:20

Excellent tel consultation / Dr Degnan listened to the issue and was happy to discuss. Issue resolved with a review in 2 months.

2023-05-28 12:10:31

The telephone conversation was exceedingly thorough and clear

2023-05-31 08:32:36

Quick appointment and seen quickly on the day

2023-05-31 09:10:22

Almost always on time, wonderful friendly practice team. I cannot fault them

2023-05-31 14:48:19

Dr Zamir treated my problem efficiently and thoroughly. She arranged me to have tests within a short span of time. The only wait was for the final telephone appointment which is just down to high demand.