**FRIENDS AND FAMILY FEEDBACK SEPTEMBER 2023**

We had 381 responses of which 351 said our service was very good, 27 good, 2 neither good or poor and 1 poor

**Comments received were:**

* A friendly appointment with the doctor, medical reason dealt with efficiently, queries answered, I left feeling confidence in the practice.
* I was treated by the nurse in a professional way with friendliness and courtesy.
* Fantastic caring medical &non-medical staff. Place the patient at the centre of things. Not just a number.
* Dr de Silva is excellent every time. He's always friendly, listens patiently, reassures, and doesn't dismiss everything like some do (just take some paracetamol and it will go away)! Best doctor I've ever had.Thank you"
* I was waiting for around 50 minutes to see the nurse for a blood test. The nurse and blood test were excellent but the wait was excessive.
* Such a pleasant experience to visit the surgery and as for the empathy that the doctors show to each element that it may be is so important that you feel that they really do care to give you the best treatment or referral that you need. Outstanding.
* The team was very kind and thorough and having a pharmacy onsite was very helpful.
* My daughter was seen on the day we rang the surgery and has been referred for help. Excellent service
* Doctor is fabulous
* As there is no female doctor at the surgery - which I am still surprised by, in 2023 - I think it's important to be able to speak to a nurse when I feel unable to share things with a male doctor. Also, speaking to the same person gives a continuity of narrative and care which is very reassuring.
* It’s like going back years to when a surgery was a surgery and the doctors and nurses cared about the patients
* The nurse made sure not to cause pain when taking blood test. She was very nice therefore, I have no complaint.
* Very friendly staff, clean, running to time
* As normal, the surgery staff provided a pleasant and efficient service. Dr Griffin spent valuable time with me answering all my questions.
* Reception always helpful
* Same day appointment given and quick referral to radiology.
* Karen was friendly, helpful in explaining what she was doing and efficient.
* Everyone from the receptionist to the pharmacy lady to the lovely nurse who took my bloods and ECG is amazing!
* I heard a patient complaining over something ridiculous. He could of went to the pharmacy but decided to march into the surgery and demand to get it dealt with right there and then! The level of self entitlement amazed me and this was by an elderly man. If everyone had some common sense and patience then GP surgery's would not be struggling
* Juliet is so caring, and helped me make sure I'm on the right track to healing.
* I felt listened to and not rushed by GP and processes followed well such as had chaperone when needed. GP gave me the time I needed and listened to all my problems not focused on just the one i called up and made the appointment for. Looked at my health needs holistically. At reception staff pleasant and polite. I always feel welcome
* Nurse Naomi was very good to give me time to explain things and was understanding of my health problems - Also she explained treatments clearly in a very good manner - Thank you
* Dr de Silva helped me with my concerns. He really cares about his patients. The reception staff are so helpful.
* "I’m fortunate enough to be a patient at the cricklade surgery with such a brilliant doctor ! He never rushes his patients and always explains everything so that I understand fully and go away feeling satisfied that I’m being treated accordingly for my needs also the receptionist are always helpful and nice too "
* I find the staff passionate and caring and always ready to help.
* I arrived early for my appointment with the nurse, was told there was going to a wait as they had an emergency which was fine. The lady on reception was lovely, called me over to explain, and I did offer to rebook as I understand the emergency comes first, but she kindly thanked me and said I was next. The nurse who I saw, I had never seen before, but she was so lovely, kind and friendly throughout my time with her. Excellent service from start to finish.
* The reception staff were very helpful when I rang. Dr Mercer quickly responded to results of blood tests and echocardiogram and sorted appropriate treatment and was anxious to put my mind at rest whilst Dr da Silva also spent time answering my queries about the test results and problems I was having with medication. I never feel a nuisance when asking for clarification.
* Extremely friendly, understanding and empathetic nurse Karen. Also friendly receptionist phone calls prior to appointment.
* Service at the surgery is exemplorary without fail on every occasion
* From my phone call all off you so helpful thank you for that, nurses always so good and caring, doctors are amazing so very lucky to be in such a good practice thanks again.
* Karen was SO good with my daughter and her vax. Thank you so much Karen
* The whole team were very efficient and helpful. Even the lady with the broken arm was very welcoming.
* All my dealing with the surgery have been handled by highly professional and efficient staff. All nurses, doctors and administrators are always cheerful, polite and considerate.
* The Flu vaccination morning was extremely well organised. Everyone was very welcoming and pleasant to all patients.
* Receptionist very kind and helpful when I needed to sit down to wait for flu jab.
* Very efficient isn’t service. Welcomed at the surgery door, sent onwards and given the details for the flu vaccine and only a few moments later given the shot. In and out again in less than 5 minutes.
* The organisation that’s been set in place works seamlessly. It’s a pleasure to attend knowing that you’ll get great attentive support from front of house to the nurse that administered the vaccine.
* Ðr Mercer is a great Gp and we are very fortunate to have him at the practice. The reception team and nurses are all very kind and keep smiling even when it's not easy to. Top job.
* I came for a flu vax. The whole process was so efficient I was in and out in a couple of minutes. All staff I encountered were were really friendly and caring.
* Staff are lovely. Always feel better after going to the surgery 👍
* Friendly staff that knew exactly what they were doing. All done with professionalism and just the right amount of humour putting me at ease.
* Polite, friendly and efficient service from initial contact with reception staff through to appointment with the nurse.
* Dr de Silva listens and takes on board what you have to say. If he prescribes you something he ensures you understand how to use it. A very friendly and professional doctor.
* Friendly staff, easy sign in with the screen in reception. Nurse very helpful and respectful
* Everything was organised and the whole process was seamless.
* Nurse Naomi was excellent with me. I am hard to bleed. As trying Tuesday to get blood was unsecessful went again today. Got it first time. She was so considerate of bruising or hurting me.
* Ann in the pharmacy was very helpful , accommodating and really kind - she's a credit to your surgery "
* Nurse handled the unexpected events I brought to her (expected to be bloods) with an empathetic and professional manner. Reception staff managed to get me seen by doctor early and doctor was empathetic, really listened to me, and took action quickly and decisively and was very informative.
* Everyone recognised the severity of my situation and responded to ensure the best outcome
* Karen the nurse was very efficient and friendly
* The practice are so family focussed and efficient. We are so fortunate to have such a great service available to us.
* Best GP and staff you could ever wish for. The practice just works for its patients.
* Naomi was absolutely brilliant! Super gentle and reassuring to my 3.5yo (and me!) during his vaccinations and took the time to talk to him afterwards.

**Thank you for your comments**