

FRIENDS AND FAMILY FEEDBACK MARCH 2025

We had 263 responses of which 222 said our service was very good, 30 said it was good, 8 said neither good nor poor, 1 said didn't know, 1 said it was poor and 1 said it was very poor. Please see some of the responses we received.

- Waited 4 weeks for a blood test. Cannot take medication prescribed by a phone call appointment with locum GP.
- The receptionist and the nurse I saw were delightful...it was my first visit to the surgery and I'm so glad that I am registered with you.
- Chosen doctor who knew health history and explained my medical care, so I felt able to manage it to my best ability.
- I saw Dr Mercer, who is a lovely doctor. He understood my situation and gave me treatment. Compared to my old surgery, I would often come away in tears and I wasn't the only one, despite always being polite. This surgery is incredible! Dr Mercer is a star for holding the fort, along with locums and the lovely reception staff, who have maintained their high standards throughout. I cannot thank them enough for looking after me like they do! I would also like to send my very best wishes to Dr De Silva, who is also a lovely doctor. ☆'s altogether!
- The nurse who took my blood (Naomi) was helpful, kind, knowledgeable and took her time throughout...I barely felt a thing. She suggested I had a vitamin D test at my last appointment and I did indeed have a deficiency. Well done 👍
- Nurse Juliet, very friendly and makes you feel at ease. Easy to make appt over the phone
- New receptionist was a bit off. Too quick to say no.
- Lovely nurse Helen and perfectly in time appointment.
- Excellent customer service by Diane greeted me on arrival and while I was waiting to see the nurse she took care of my request regarding repeat prescription pick up while we're away. My appointment with the nurse (Helen) for blood test went like clockwork Helen was wonderful, she will be a great asset to the surgery. Overall a great experience with friendly helpful staff.
- Naomi amazing at her job. She is a real asset to the surgery
- Juliet is always really friendly and makes talking about things very easy
- All staff are great. The nurse I saw was wonderful. Can't say better than that.
- I met the new nurse today & I hope she stays as she seems good
- I saw a doctor on Monday am, received antibiotic medication by Monday evening to counteract an infection and was informed by a phone call there was a need for a scan and a further hospital referral.
- Such a caring and supportive Surgery I am glad to be a patient of this organisation!!"
- I arrived 5 mins before my appointment.....but had to wait over 55 mins to be seen....apparently another serious issue had to be dealt with...apology given and accepted.
- Had to wait ~25 minutes after my scheduled appointment time but the nurse was very friendly
- The nurse was amazing, she spoke to me the whole time explaining what she was doing and why. She had a great bedside manner.
- Waiting time was over 20 mins, did not feel like the doctor helped me at all, I had to tell the receptionist stuff in front of everyone that made me feel uncomfortable, they didn't understand me or support me in any way, it was a waste of my time
- Had to wait 25 minutes to see the nurse

- Naomi administered the smoothest and most painless blood test I have ever had.
- Forgot my appointment and receptionist very polite and kindly made me a new appointment.
- Dr de Silva is caring, professional and very thorough
- I think the practice is in real need of a permanent female GP.
- Dr de Silva and his team are the best of the best, service and care are always both excellent.
- Good call with Diane on reception, early access to see GP, and very thorough GP consultation. Excellent.
- Waited 40 minutes to be seen by nurse. But all well when she took my blood. Very pleasant and explained what she was taking it for.
- Nurse naomi was brilliant 1 st class
- Excellent service, lovely nurse took my stitches out , your surgery is always a happy place
- The GP was thorough in establishing my health issues . He was also very helpful in sorting out a different medicine and cray of my sore hand . Felt reassured.
- Appointment times are never met, if you are told they are running behind it would be okay but your never told
- All went well, good to Dr De Silva back.
- Friendly nurse who managed to get my blood first time, which is not normally the case. Explained everything and took her time. Very helpful with other questions I asked
- "Lovely to see Dr de Silva back. He has worked out an excellent plan for me and I know that my issue will be dealt with
- Found Julliette to be kind and patient and explained everything clealy
- GP's not shy in arranging appropriate testing or support unlike many surgeries. They really do put the patient first
- Helen was so nice and extremely professional in her approach to taking blood and the ECG. She explained every step of her actions and I was completely at ease. She also gave some very good advice on my swollen ankles and I will be better making an appointment for a Doppler test
- The surgery always delivers exceptional services. My family and I are extremely lucky to be patients of this surgery. Doctor De Silva is always a pleasure he knows everyone by name and it's comforting to know that you will see your own GP. The reception staff are always lovely and bubbly, and all the nurses that hold the asthma clinics are simply wonderful. You always feel listened to, never feel pushed out or rushed and everyone always goes that extra mile. It's a very special surgery and so rare to find these days. A big thank you to you all for taking care of us so wonderfully.
- Kept waiting due to computer glitch, nurse was very apologetic and handled it well!
- I am blessed with a great team of people at my surgery which is led by a very dedicated Doctor
- Much friendlier reception team than it used to be. Fabulous nurses. Generally on time
- I had a prescription query which Julie dealt with via contacting Dr Kar, all sorted
- Nice Nurse Helen was very helpful. Appt pretty much on time. Thank you.
- All staff friendly and helpful and Dr De Silva was excellent.
- Very efficient reception team after recent requests by myself regarding medication query, Dr mercer rang me that day. Great teamwork. Stopped me unduly worrying . Thanks
- Dr De Silva always gives the time required, listens and advises with compassion and empathy.

- First class as always
- Appointment was over half hour late which is normal for the NHS and disappointed I have to wait nearly a month to get a blood test at Cricklade have we nothing close by with a lower waiting time possibly Cirencester or Swindon ?
- Thought the nurse was very efficient and put me at ease. Listened to what I said and was very constructive in her diagnosis.
- Excellent time with the doctor but had wait as running late
- A really positive and detailed consultation with the Doctor.
- Reception staff friendly and very helpful. Dr Mercer has a warm and reassuring approach. He was thorough in his examination and referral. Thank you
- From reception nurses and Doctors they are marvellous
- Both GP and staff go out of their way to help and have safely seen me through an incredibly difficult time - thank you for getting me seen quickly and thank you to Dr Peter who was the only one who listened to me
- I gave the because the doctor had the time to listen and sort my problems out any I could pick up my prescription all in one go
- Efficient and friendly reception staff. Doctor excellent.
- Very pleasant doctor, explained everything well.
- Friendly and helpful staff at the surgery, and I was seen for my GP appointment "on time". My health issues and questions were reviewed and clear advice was provided to me
- Every thing runs like clockwork thanks
- Seen a very pleasant nurse
- The surgery called me back to review treatment, after having lung function tests, which were very thorough. Naomi the nurse was very friendly and professional, makes me feel better just talking to her.
- I don't think the doctor really cared
- One doctors appointment so far. The doctor took my concerns seriously and scheduled a blood test for a couple of days later. Nice not to be dismissed/ignored for once
- Friendly, efficient and informative service. Everything you'd want from a local GP practice
- The nurse was very knowledgeable and thorough in ensuring we had the correct information regarding vaccinations for our upcoming holiday.
- Care for the patient is second to none, and are prepared to go the extra mile, 10/10
- Dr Mercer is outstanding, the best. So pleasant, efficient and thorough
- Very helpful reception team, and didn't have to wait a long time for my blood test appointment. Dr Da Silva offers face to face and phone consultation, which is very convenient
- "Nurse Naomi 5 stars she's brilliant at her job always a pleasure to see her, she's got time for you.
- Dr Mercer is outstanding!
- The nurse taking bloods as part of my annual diabetic check was undertaken by a lovely nurse. So polite and the empathy shown was lovely, hadn't indicated that I was having facial cramps throughout my examination. She should be commended on the level of her high standard she obviously sets herself
- Good communication, but short notice cancellation of appointment

Thank you for your comments