

## FRIENDS AND FAMILY FEEDBACK June 2025

**We had 223 responses of which 190 said our service was very good, 23 said it was good, 0 said neither good nor poor, 2 said didn't know, 4 said it was poor and 4 said it was very poor. Please see some of the responses we received.**

I had my first consultation with Dr Mercer last Friday and found the time spent with him very useful indeed. I discussed 3 main areas of concern that I had and was very impressed with the amount of time he spent with me, thereby ensuring that my concerns were explored in full. Very impressed indeed. Dr Mercer has restored my confidence in the NHS in general, and Cricklade surgery in particular.

Running a bit late but understandable 😊

Attended for blood tests by nurse. Very attentive to detail and care. Thank you.

Appointment time was met, reception staff friendly as always and Niamh was fabulous as usual!

First class I cannot praise Dr de Silva and staff high enough.

Very understanding doctor and reception staff

Excellent Reception customer service, friendly, empathetic nurse

Friendly receptionist, only short wait to be seen, GP explained what will be tried to cure the problem for me. I am happy with my visit yesterday.

Not good service

nurse was extremely very nice and took my blood with ease even though they normally have trouble getting it out.

I have been seen by the GP, he has given me treatment and he has been very nice. Always listening and considering best options. Thank you

On time and with Helen who was lovely!

Very helpful nurse. Made me very comfortable with the experience and allowed time to discuss other questions I had. Reception staff were also very helpful when I needed to book an appointment afterwards.

Came in to see the doctor doctor was very thorough. He sent me to the hospital for a chest x-ray and I also came back later the day at the surgery for a blood test. Good results.

I was dealt with in a very kind and friendly way. Fortunately, I keep very fit but it's reassuring to know that if I ever need the surgery, it's run in an efficient and reassuring way. Thank you to all the staff  
The team at Cricklade Surgery are simply the best. Understanding, caring, patient and professional, I have nothing bad to say.

The nurse was absolutely lovely and very accommodating to my fear of doing the blood test. Definitely the best GP in the area!

Only waited few minutes to be seen. Doctor explained well to help solve my problem. So a good visit.  
Helen the nurse didn't have any appointments, but she was able to change things so that I was able to be seen again. Helen is a credit to the surgery. Look forward to my next appointment with this lovely lady.,

I managed to get a same day appointment which was great. I only went in 15 mins late which wasn't too bad. Friendly staff and a lovely doctor who haven't seen before.

Reception is easily accessible, service prompt, staff are kind.

Every time I have been to the surgery everyone has been warm, welcoming, and accommodating. The whole team there go above and beyond for their patients

I had to wait more than 20 minutes for my visit, but the nurse was friendly and very professional.

The receptionists was very helpful with my request

The nurse spoke to my daughter who has Down syndrome clearly and respectfully

All the staff at Crickalde surgery are so nice and friendly. I haven't felt more looked after at any other doctors surgery.

Friendly front desk and very efficient service from everyone.

My recent experience has been brilliant. Short wait time, the doctor and nurse were both attentive, empathetic and took all the time required. Highly rated.

I had a 20 minute wait for my appointment. Everyone was friendly & polite and I was treated with respect.

I felt the doctor was thorough and listened to me. I am alarmed that I have to wait 10 days to have a blood test.

Great reception staff, quick appointment and great nursing staff too

Very short wait and Nurse was great. Very friendly and welcoming and very professional and listened to my issues.

Always encounter kind helpful colleagues at the surgery! As a new patient it makes a refreshing change from my previous surgery!

Everything was great apart from the wait time

Nurse - Niomi was very efficient and helpful taking my blood and blood pressure. - Thank you.

Naomi is great !

Helen is so knowledgeable and caring.

Dr de silva was thorough caring and pleasant best Dr ive had

Dr Da Silva is the best GP. He listens and shows empathy, he always tries to do everything he can to help, and shows he cares.

Naomi is brilliant at doing my blood test others have tried some time's to draw blood 4times with out much success, Naomi always gets first time and I hardly feel the needle she is a brilliant lady

Blood Pressure down, Naomi reassured me about my blood test results and the pharmacist ordered the medicine I cannot order next week as i am away.

Great result all round.

Naomi was really friendly and engaged when I visited the surgery to have my bloods taken. Great to have an informative conversation about my condition.

Recently visited the surgery to see Dr De Silva. Left feeling reassured after recently having a heart attack. Thank you for taking the time to answer all my questions and provide a personal service during this stressful time.

The doctor was brilliant. My first time with the surgery and I am thoroughly pleased to be with such a welcoming practice. You feel heard, reassured, not rushed and the reception staff are lovely also.

You all go above and beyond to always help.

This surgery is outstanding, I wasn't feeling well, in tremendous pain but need to attend for bloods.

The nurse understood that I needed to get this over with as soon as possible. But to her credit, was able to get the correct amount of containers as a lot of test had been requested, whilst still informing me what test was required. I was in and out and back home to be able to take some more medication.

Same day appointment, enabling v swift tests and prescription.

Nurse very comforting and willing to answer all my questions

Efficient and friendly staff. This was my first appointment since joining the surgery five years ago, very positive.

Every member of staff is very pleasant, polite and very helpful. I'm just sitting waiting for my appointment and patients coming in and they are so good to them.

From doctors and the reception staff, always there to help thank you for everything, very lucky have amazing surgery

We asked about the pneumonia jab for over 65s and appointments were made straight away, very quick and efficient!

The surgery is always so obliging and helpful. I like that you can have an automatic call back if the line is busy.

Seen on time, welcomed by reception, good chat with the nurse, and acknowledged by reception on the way out.

Prompt with appointment time & very knowledgeable staff, who are very friendly to speak with.

Time was given to explain the meaning, and reasons for, results being discussed, and queries I raised. Friendly and comfortable environment, as well as efficient and effective delivery. All my queries answered very satisfactorily, thank you.

On the day the experience was great, the wait was minimal, the nurse was very friendly and efficient. My only concern is the availability of blood test appointments having to wait 2 weeks could delay diagnosis of serious conditions.

The nurse practitioner was kind and considerate and indeed a pleasure to deal with. A modern Florence Nightingale!

My appointment was on time and Dr Mercer was very efficient and thorough

Nurse Helen Dent has been an absolute diamond. She has seen me thru all my treatment till the end.

Sad that I won't be seeing Helen again now as I'm finally on the mend. Anyone that gets the privilege to have Helen as their nurse, they're be in the best hands.

Surgery reception staff always eager to help and support.

Wonderful surgery!!!! So lucky to be looked after by you. . Thank you

Given appointment for next day. Little waiting time in surgery and doctor dealt fully with my problem.

Very polite and efficient. Nurse that took blood was lovely as was dr. Reason for good rather than very good is that receptionists are placed a long way from counter so it feels a little unwelcoming when you arrive. Would be better to have one person at counter to say hello/ offer help.

Dr Di silva always greets you he knows you your circumstances your extended family The Dr always gives you time you never have to go through everything as he knows your history so that why I gave a very good in your survey we are so lucky he is our GP the reception staff are always helpful as well 😊

Although Blood test which was urgent could not be done I was given a solution

I was contacted by phone to change my appointment to an earlier time which I was able to do. My treatment was extremely positive and completed satisfactory in a manner.

Juliet is so reassuring, I always come away with questions answered . She's so helpful and giving with her care ,we are so lucky to have these great nurses and doctors, thank you all.

I'd never met this doctor before and was delighted to find her professional, knowledgeable, courteous and friendly. She listened patiently to me and was very clear in what tests and treatment we're going to undertake. Please pass on my sincere thanks to her and I look forward to seeing her again in the future.

Friendly reception and quick to appointment

Because as usual all reception staff are so helpful. The it's are so good and always gives you straight forward answer.nand gives you the time needed. Most wonderful Dr's I've ever had. In my moving 17 times. Since 1995 when my husband died.

Dr Mercer is listens to my concerns and is clear and patient.

Dr Mercer is practical & very thorough