

## April 2026 Friends and family

We had **221** responses in April.

The answers to our question “Overall how was your experience of our service?” broke down as:

- **179** said our service was very good
- **26** said it was good
- **7** said neither good nor poor
- **1** said didn't know
- **5** said it was poor
- **3** said it was very poor.

### Extracts of feedback received:

The service was good and the nurse was nice, but it was supposed to be a half an hour appointment as it was an over 40's health check but it only lasted 5 minutes so I didn't feel like it was as thorough as it should have been.

It was a good experience and the personnel were professional.

It wasn't 'Very good' due to wait time sadly. Doctor was able to offer options for treatment and answers my questions.

Got appointment quickly, appointment was on time, no issues to report.

Friendly staff, good service.

The nurse was excellent but the atmosphere needs improvement.

When you get an appt the service is very good, but unless I come up to the surgery first thing in the morning, I am unable to get an appt. This is ok if I'm able to do this but if I was very poorly an unable to drive up there, I wouldn't be able to see a dr to get a prescription or diagnosis. Every time I have phoned all the appts have gone for that day.

Very, kind, calm, efficient and knowledgeable practice nurse Karen. Explained everything as we went along and wrote down key points for me to remember. Waiting time to see her was short. Also, I was able to get my blood test done locally instead of travelling to main surgery.

Same as last time, the service provider by medical staff very good, but the heart of the surgery is missing something.

My blood test results are not available for nearly a month. When asked the surgery, the staff told me that the results have to be checked by a GP before they can be available to view on the App. It seems like useless to have the test done if the results can't be available to view or discuss for a month.

The receptionist was welcoming and informative. Dr De Silva was understanding and listened to my concerns. I am happy with my visit.

# Cricklade Surgery

Didn't have to wait long. Dr Mercer very pleasant as always.

Very professional and caring staff.

I had an appointment with the nurse. It was on time and the nurse dealing me was very pleasant and friendly. She completed the procedure without causing me any pain or discomfort.

Receptionist very helpful, understood my concern regarding my husband's medication, made an appointment for that day. This enabled the GP to reduce the epilepsy meds straight away. My husband is now responding in a more positive way to the new treatment.

Love all the staff so kind and helpful.

Entirely satisfied by the treatment given and reception staff are all very helpful.

Absolutely outstanding service.

Dr De Silva and his nurse were so professional and empathic. I am not good with needles and was cared for and given all the time I needed to feel well enough to leave the surgery. I am so blessed to have such a wonderful team looking after me. Best care ever!!

Got an appointment in a week, saw a doctor who was very good and went for an x-ray straight away.

I came in a couple of weeks ago with chest pains and dizzy spells and was very scared. I wanted to see a doctor or nurse to listen to my heart. The receptionist told me to go to the hospital. There was no compassion or care. I left in tears. Not what I expected from a doctor's surgery. Very poor service. I still have dizzy spells but haven't made another appointment yet. Still contemplating whether this is the right surgery for me.

Good explanation from doctor and immediate actions to change my medication.

Easy to get an appointment with the nurse, receptionist helpful and friendly, easy check in, no waiting, nurse was friendly and gave me lots of information. Great experience as always. Thank you.

Doctor, like always was full of knowledge, had a plan of what we were going to do. We in Cricklade are so lucky to have this practice.

Karen is a great nurse, really takes the time to know you as a person as well as ensuring you're getting the professional care needed.

Very satisfactory consultation with Juliette and help from the receptionist.

As always, I'm so impressed with the friendly efficiency my surgery provides, big thanks.

Dr Mercer was very knowledgeable and took great care, I felt comfortable. I'm used to Dr Desilver who is also a very good Dr I've always felt lucky to be a patient here.

A prompt and efficient service from start to finish.

Excellent service – Kimberly is so efficient and with a kind manner and so helpful. Thank you.