

FRIENDS AND FAMILY FEEDBACK SEPTEMBER 2024

We had 254 responses of which 233 said our service was very good, 18 said it was good, 2 said neither good nor poor and 1 said it was poor.

- Nurse was wonderful always are really friendly approach gave excellent advice
- Great Receptionist, friendly, caring nurse showing genuine compassion and making me feel valued.
- Receptionists are v v v v friendly and helpful. You do not get this at other surgeries.
- Juliette was very helpful and friendly as always.
- I always find the atmosphere extremely helpful and pleasant.
- I'd be lost without them, everyone is kind and they all go above and beyond to help you
- "About a 25 minute delay on a 9:10 appointment. The nurse was great as always
- Staff at this surgery are always friendly and the nurse I saw today (Karen) was lovely as always. Professional, friendly and listening.
- The reception team are always friendly, helpful & polite.
- There is always positive response from all the staff indicating that they care and want to do the best for all the people calling or visiting the Surgery. That's my observation and personal experience. Thank you.
- Waiting time to see Doctor, greatly improved
- Naomi was just perfect, friendly, understanding and really welcoming.
- Nurse (Naomi) was very welcoming, professional and friendly so creating a relaxed atmosphere.
- Tried five times to see a doctor. Always told to see a nurse or get a call. Recently I tried to get a doctor's appointment with no success and ended up in hospital for three days. Never seems to be a doctor available.
- Easy to cancel and rebook appointments with the cancellation link in a text and the call back service offered on phone line. I was then called to be offered an earlier appointment. Self check upon arrival worked well. Lovely nurse, made me feel relaxed and well informed.
- Well structured meeting with flexibility offered throughout. Great personal interaction. Excellent knowledge shown and shared in accessible ways.
- "Friendly staff, clean, peaceful.
- Staff are always friendly and helpful especially regarding my poor mobility.
- Karen made me feel at ease. She's an asset to your team, nothing is ever too much trouble.
- Saw Karen for blood test. No delays and friendly professional attention.

- Dr Mercer is one of the best doctors I've experienced. He seems to be one of few who actually cares about getting to the bottom of problem. Thank you for all your support.
- Dr Mercer was wonderful & has helped me more than one medical issue. However I have had a hard time with the receptionists in trying to book the appointment.
- The Dr looked and listened about my research and felt that it had positive merit to see a specialist with my findings. I'm so great full that the GP was truly interested and gave his honest feedback which meant so much to get a professional medical approval that it seemed worth taking it to the next step. He's offered to compile a dossier of all my medical information to take to the Dr at a private practice to help him and myself. Outstanding level of service, above and beyond, and I'm so great full and have a new outlook at the possibility that something could be done. Thank you Dr Mercer.
- After a blip in service due to COVID and GP being away due to illness , the surgery appears to be getting to its normal good service .
- "Good choice of appointments. Everyone v helpful, efficient and professional
- Friendly and helpful reception, splendid nurses and professional doctors
- I get everything I request each month
- I came in for a blood test, Karen was friendly and quickly did the blood test with no problems. Absolutely brilliant service
- Naomi is fantastic!
- Very welcoming Receptionist (Diane). Good experience with the Doctor. He was reassuring and professional. The level of care I have become accustomed to from this exceptional surgery. Thank you.
- "Nurse Karen as always was amazing and lovely giving sound advice and excellent service.
- Process was very easy and straightforward. And quick! The matter was delicate for me and very well handled. I felt valued throughout with no unnecessary questioning or downgrading of my concerns.
- I haven't seen a GP in over 10 years and have ignored health issues as the NHS is overstretched and they weren't urgent. The GP I saw was kind, genuinely interested in helping, listened, and gave me information and alternatives.
- Appointment given in two weeks. Appointment on time. Friendly very efficient and well informed Asthma Nurse.
- I was dealt with promptly and kindly by Karen.
- The surgery receptionist rang me up to tell me Dr Mercer was running late. This kindness would be unheard off in most other practices. As usual Dr Mercer was kind and sorted out my medical problem.
- After a long time the surgery seems well organised . There is a move to arrange face to face appointments with a GP and nurses . Dr. Mercer was very thorough in arranging my check up
- Naomi was brilliant
- Ease of getting an appointment and professionalism of doctor

- A very comfortable and helpful consultation with the doctor with a positive outcome leaving me feeling very reassured with outcome.
- The receptionist was very helpful.
- Very good consultation with Dr Mercer
- All the staff were friendly, kind and professional. I felt listened to from the reception staff to the doctor, which reduced my anxiety about my condition greatly.
- From the moment you enter the practice you are welcomed with a smile. The GP as usual fantastic service, truly in your illnesses, examine you and explains why you've been having the symptoms, which really does help your anxiety to be reassured that it's quite a common thing with males at a certain age group. The you exit the practice and if they are able the reception staff say goodbye. Outstanding service. A lot of practices could learn how to run a health caring service by following the directions of Cricklade Practice.
- Appointment was on time. Nurse kind and considerate.
- The phone call back facility did not work when I tried to make my appointment, so only a good. Sorry.
- Nurse Karen as always, is professional, caring and kind.
- On time and we'll managed consultation
- "Friendly and very efficient service, great staff! this is a model of how a GPs should be run
- The doctor had a very nice manner and listened to my concerns, explaining everything I needed to know.
- A very efficient service offered by lovely reception staff and excellent medical team.
- The usual trouble free fantastic service from start to finish
- Follow-up examination appointment arranged within 24 hours of a phone appointment. Amazing.
- Good rapport between the doctor and myself, all concerns dealt with. Appointment was on time.
- "The Reception staff were very helpful and understanding.
- The GP I saw was thorough, sympathetic and proactive + professional too. "
- Same day GP appointment. Dr Mercer kind, thorough and helpful. Prescription processed and ready within minutes. Pharmacist and receptionists helpful. Thank you
- I am so grateful for the care myself and my family receive. We are always given time and attention. We really appreciate not feeling 'rushed out of the door' when we attend appointments.
- Dr Mercer has solved the problem for which many thanks. Now it is onwards and upwards.
- Excellent service, Staff are all very nice and caring. Dr Mercier is brilliant and understands my concerns. Can't thank him enough.

Thank you for your comments