

## FRIENDS AND FAMILY FEEDBACK NOVEMBER 2024

We had 257 responses of which 221 said our service was very good, 27 said it was good, 5 said it was poor, 3 said it was neither good or poor and 1 said it was very poor

### Comments received were:

- Nurse superb. Follow up with urine for dipstick on Friday as requested not so good as no nurse in building so as feeling fine now refused. Are receptionist given some nurse training to determine whether someone has uti
- First Time ever from doctor surgery not happy about my consultation all my years never had to say this I'm 77 years always had amazing doctors
- Staff is working really hard under a lot of pressure
- I found the doctor rude and didn't listen to my concerns just spews out generic NHS guidelines rather than listening to the challenges I raised. Also called me a day before my booked phoned appointment so completely caught me off guard which I didn't appreciate.
- Doctor was very informative and helpful xx
- Convenient, friendly staff, but sometimes difficult to get an appointment.
- The reception team are friendly and efficient. They try wherever possible to find a solution. The locum took time to listen, reassure and adjust medication to relieve my symptoms
- Ladies I've spoken to on reception are fantastic and always very helpful.
- Karen, however, is a star. She makes anyone feel at ease with any appointment. I am making sure that in future, if this is possible, I request her for anything that she is able to carry out. "
- Prompt and efficient processing my application to join your Surgery.
- The nurse was informative and v professional when she gave us our RSV injection. and as usual Di the receptionist was v helpful when we arrived.
- Doctor was very knowledgeable, approachable and supportive. Reception team are lovely
- The surgery staff are always friendly and helpful, dr Mercer is always attentive, communicates well and really listens.
- I was given a blood pressure test I hadn't expected which allowed me to briefly discuss with the nurse symptoms I was experiencing. The nurse took notes and advised me to see GP. The receptionist suggested that as it was to do with my breathing, to ring at 8.30 am the next morning. When I called the next morning I was given an appointment for later that day. I saw the GP who was very thorough and prescribed an inhaler and to book an appointment for a blood test. A super, efficient and approachable team. Excellent.
- Some confusion on your behalf regarding my recent appointment. I.e. a change of time and date offered. Conflicting text messages, delay being seen and doctor I saw being unaware of date and time change
- Once again very efficient & friendly run surgery. Nurse kind & gentle.

- Nurse answered all my questions and confirmed i was using the BP machine correctly. She also demonstrated the surgery device as well as using the manual method.
- Was able to get an appointment the same day, excellent service and dealt with very quickly, ongoing problems with sinus thank you team
- Very special people ,we are so lucky to have you ....."
- I feel Dr Mercer is a wonder Doctor, he listens to you and tries to help with with your problems.
- The doctor was incredibly reassuring, thorough and answered all my questions. Booking the appointment was straight forward and I was seen straight away
- My appointment was very close to the stated time. The Doctor took time to listen and I felt it was a very good in depth consultation. My prescription was prepared and issued before I left the surgery. The receptionist was very helpful and get me fully informed. Well done to everyone at the surgery.
- Nurse Karen is professional, always cheerful and takes time to answer all questions
- Unfortunately, some patients do push the boundaries, when they do not reciprocate the courtesy given to them, by the surgery staff, especially when they have their head berried in their smartphone, and do not respond to their name when called three individual times to go through to their appointment, then have the same patient have the audacity to complain to the receptionist, " that there is no reason to raise her voice to him". "
- The nurse was very helpful very understanding and explained things very well. The reception staff are exemplary.
- Nurse Karen was lovely, friendly and professional as always.
- Juliet explains everything, and also answers all questions I have. Lovely lady
- Everyone was nice not like the old days when you were made to feel like a bit of a nuisance
- Doctor was very kind and professional. Put the right diagnosis when I was thinking it was something else, and explained and has given us reassurance as well. Thank you
- Our Surgery cannot be faulted in any way we are very fortunate and appreciate the service we always receive
- Asthma nurse (Naomi) was very helpful and prepared to answer my questions.
- Staff are always helpful but lately I feel the doctors are less accessible face to face. Telephone calls are ok but talking over the phone is not easy for some people and so much can be lost for the doctor in face to face observation. Saying that I understand the time pressures they face.
- "I asked to see a Dr many time. I mean a human doctor, my response is you will get a call, but I really want to see a Dr, Not at the end of a telephone. Sometimes I do get a Dr, after waiting all day by the phone, some times, they forget to call me. I Do know you and your staff are under pressure. i accept that.
- I always say I am more than happy, but I can't lie. I hope one day I can see a Dr face to face
- Naomi is very welcoming and professional and reassuring.

- I arrived for a 12:25 appointment and a lady in The waiting room had a 11:55 appointment and was still waiting to see the dr. I hawked the receptionist what was happening , she was not really aware so I made another appointment as I did not have one hour to wait in a stuffy hot waiting room
- Staff are always friendly, helpful & brilliant service. Would want to go anywhere else.
- Doctor very good nice and patient
- I got to hospital thanks to your locum
- The locum she was brilliant got me to the hospital very good
- From speaking to the receptionist whom are always friendly and accommodating to seeing the nurse. The nurses always ask or explains what is going to happen and why. Talks you through the treatment step be step. The same is when you see a GP. Outstanding practice
- I had a phone appointment with locum GP and I was quite shocked at the treatment I received. I had written down a list of symptoms I would like to bring to her attention and she kept interrupting me and dismissing what I was saying, I didn't get to the second symptom down the list. She said I had stuff in my head from online trends that I was reading when I have not read anything online or even use social media, I picked up a leaflet at the surgery and ticked most boxes for symptoms and that's why I decided to seek help. I was left with no help or solution to my problems, I'm currently living under enormous stress due to how I'm feeling is now affecting all areas of my life. GP was not willing to listen to me she kept being argumentative and judgmental and felt like I did not get the help I need and deserve.
- Reception team are very good as well as facilities and doctor. However, there is always room for improvement
- I didn't get at much feedback from the doctor favour the problem. Dr de Silva and the other doctor are brilliant but the one I went to see just didn't talk much
- Perceptive and proactive action by reception team. Never a sense of being rushed during the appointment itself. Swift referral and follow up.
- Very quick response to my phone call, as usual!! Home visit offered, and member of the practice came and problem was dealt with.
- Such a blessing to be looked after by this surgery.
- Was seen soon after getting there and well looked after by the Doctor
- My doctor is super lovely, always makes me feel comfortable and and is just a delight!
- Such a pleasant environment
- From the amazing Gp Dr Mercer to the wonderful nurses, receptionists (definitely NOT dragons ..no fire) pharmacy staff, Cricklade surgery is first class.
- Polite staff and excellent service
- "Do Mercer was excellent!

**Thank you for your comments – we appreciate your patience during the current circumstances when there are times you are not able to see a GP face to face.**