

FRIENDS AND FAMILY FEEDBACK APRIL 2025

We had 221 responses of which 194 said our service was very good, 23 said it was good, 7 said neither good nor poor, 0 said didn't know, 1 said it was poor and 2 said it was very poor. Please see some of the responses we received.

- Seeing Dr DeSilva is always reassuring you get the very best attention
- It is obvious that from GP's and all the way down through the ranks that they really care about the patient and always strive to do their best."
- The appointment itself was fine but I was kept waiting for half an hour
- On time, Naomi was excellent.
- Very supportive reception team and understanding doctor
- Dr de silver is a rare gem and always listens and understands you.
- Best surgery, staffed with professionals
- Excellent receptionist, great nurse - very compassionate
- On time and were able to see me promptly. A fantastic surgery with amazing people.
- I met the new nurse today & I hope she stays as she seems good
- The nurse that took the blood was very kind and compassionate my daughter was very nervous and she put her at ease. It was a good experience so hopefully she will be less nervous if she needs to give a blood sample again.
- "Reception & admin are always friendly and efficient. Nurse was great, she even showed me the drug I was being injected to show was correct & in date.
- Yes as always receptionist very helpful and my appointment with my doctor was very helpful it's such a lovely practice
- Did not think Doctor listened to me
- Receptionist always helpful
- Easy to make an appointment, didn't have to wait as appointment on time. Doctor I saw was very helpful and pleasant and put my mind at rest.
- Outstanding Supporting practice, from reception, clinical nursing staff and Doctors.
- Just had bloods done with new nurse to the practice very chatty, very lovely always a positive experience at the surgery
- I had to wait 30 minutes to see the GP.
- Pharmacy dispensary unhelpful and rude .
- Dr Bouzyc was professional, he listened and was helpful.
- During the period I have been poorly I have received excellent care, treatment, kindness and reassurance. The receptionists have done their best for me. Thank you caring.
- Because on the second day of calling at 8.30am I managed to get an appointment to see a Doctor! This practice does not have enough Doctors on a daily basis to meet the needs of the patients in Cricklade.
- I had blood taken by the nurse, this is not easy usually as my veins are well Hidden! However it was very straightforward and expertly done.
- I had an a appointment with Dr Mercer and so very happy.
- I was seen by the doctor even though I was late for my appointment . Amazing .
- I was treated by Dr de Silva with caring professionalism. I am pleased that he is well enough to work again.
- Doctor seemed very keen to get the appointment done and move on. Not sure I felt 100% listened to "
- Reception staff always super helpful and considerate

- Treated brilliantly and felt very relaxed the whole time and constantly cared for brilliant nurse and was in the waiting room for less than 5-10 minutes 👍
- Naomi was fantastic as usual. So lovely that she takes the time to remember you and is such a lovely, friendly nurse.
- I'm very fortunate to be registered with the cricklade surgeries and have excellent care from my doctor Dr de Silva With whom I had a very satisfactory appointment yesterday
- Helen the nurse was fab, very professional
- Helen the nurse was amazing! Kind, calm and understanding and honest ! Lovely.
- Helen was responsible for taking my bloods and did an excellent job. Furthermore, she has a lovely attitude towards patients and looks like an excellent addition to the Cricklade Surgery team.
- Nurse Naomi was very kind to me, and I was feeling low and it helped.
- Naomi was brilliant again, only gripe had to wait 25 mins over my appointment time
- The nurse (sorry can't remember her name) was very knowledgeable and reassuring. She was so very gentle when giving the injection. A very nice young lady. I had no acknowledgement from the reception staff so cannot comment on my overall experience.
- Naomi was informative and very helpful
- I have been in Chronic Pain for at least three 3 weeks, and 2 days after the blood test results came back, I was able to get an appointment to get a diagnosis and a prescription for medication.
- I was only waiting for a maximum of 5 minutes so I was seen very quickly and the doctor was very friendly as always and when I presented my problems he knew what to do straight away and gave me a list of medication I could try out for my issue. All the staff at the surgery are always friendly and it's just a lovely place
- Well it seems I can't have an appointment early with the nurse, and the latest I can have is 16:10,... but I am working and the last time I had to run, I was there 10min late and then the nurse declined to see me...
- Naomi Prince my nurse was lovely, she put me at ease as she is aware I am not very good with needles when giving blood, the process was over very quickly and efficiently
- "Called to let me know there was an earlier appointment available should I want it.
- Very polite, kind, knowledgeable and efficient staff. I have faith in the GP. He put me at ease. "
- Great doctor. Listened to me, explained the issue clearly and prescribed what was necessary. Excellent reception team for fitting me in at short notice too.