

FRIENDS AND FAMILY FEEDBACK MAY 2025

We had 201 responses of which 179 said our service was very good, 15 said it was good, 4 said neither good nor poor, 0 said didn't know, 2 said it was poor and 1 said it was very poor. Please see some of the responses we received.

- Dr de Silva was very supportive answering all my concerns regarding my heart attack.
- The staff are always pleasant and efficient. Dr. Da Silva is thorough and very helpful. He gets to the root of the problem. I have confidence in him and his diagnosis.
- Pleasant, reassuring and professional - exuding empathy.
- Friendly and helpful doctors and nurse. Listen to my concerns
- The nurse practitioner who administered the shingles vaccine was superb in all respects and so kind and considerate that Florence Nightingale would have been proud! The reception and pharmacist staff were equally professional and a delight to deal with.
- Extremely helpful receptionist and appointment on the day
- Nurse was very helpful and friendly reception staff were also
- Dr Mercer gives time and consideration to the problems you are concerned about. Very reassuring and explores all probabilities.
- Doctor Mercer was timely, listened to me and was a wealth of information with his replies, he cares as does everyone that works at this practice. Thank you
- As always my appointment with the nurse was on time, professional and friendly.
- Very good call back facility to be able to book in and was promptly seen at the designated appointment time
- As with all things in the NHS, life is not easy in a Doctor's surgery but all the staff at the Cricklade surgery are very kind and helpful. I am a lucky lady
- Everyone is always got a smile and are friendly, they also take time to listen to you. Thank you.
- Nurse was excellent.
- I've always find the staff very friendly and try hard to get you an appointment.
- Very kind caring professional staff very helpful great experience many thanks
- As always the service from the team is second to none and are very pleased with you all
- Naomi was great
- Efficient friendly service
- Appointment was for 1605 didn't get called in until 1630

- Well organised really nice staff, clean tidy premises.
 - Nurse very kind and helpful
 - Consultation with preferred doctor who action my ongoing problems and helped me to understand what is happening.
 - Brilliant service. Doctor, chemist and reception team all efficient , pleasant and helpful.
 - Pleasant, helpful staff. Skilled clinician took my blood who was very kind, pleasant, reassuring and knowledgeable. She informed me of what she was doing and testing for and next steps.
 - Always satisfied with visit to the doctor who is brilliant.
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- Thankfully managed to see Dr da Silva who went through recent correspondence , he was able to reassure me for which I was very grateful as it's been a worrying few months. Thank you.
 - The nurses appointment was timely, with a really nice nurse who knew just what was needed.thankyou
 - Pleased to see Dr de Silva
 - Service at reception very good
 - The nurse is always lovely, professional and its always a known face at the Surgery which is why our family like it.
 - Helen was extremely patient with me and made me feel as comfortable as possible when having a very not so pleasant test completed.
 - 30 minute wait to see nurse when no patients infront
 - Very kind nurse
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- I had a blood test on Friday, 23 May with Helen,which proved to be more complex than expected. However, Helen, ably assisted by Hayley, the Clinic's Medical Secretary, came up with a satisfactory solution to my concerns, spending several minutes finding a solution to my questions.
 - The Receptionists I spoke to were very efficient, especially as my appointment needed to change.
 - Receptionists very helpful.
 - A very informative appointment—all results of a recent blood test given ,questions answered as always with a very caring Juliet.thankyou
 - Dr Mercer is a great GP who has very strong knowledge on all matters addressed. He will take the time to listen and is very understanding, and willing to act proactively to ensure the best patient outcomes.
 - Naomi, is a great nurse always going above and beyond for patient. Always make me feel comfortable not matter the situation.

- All the reception staff are lovely and provide a very stable, reliable and friendly service.

Naomi as my diabetic nurse is so very supportive and her personality is so valued.

- The Nurse was on time, and very helpful & caring, listening + answering my questions too. Therefore totally professional.
- Had to wait for 40 minutes
- Because that's how it felt, Because everybody seems to be trying so hard, but fighting a losing battle.
- I arrived on time but you were running 20m late
- Had to wait 15 minutes but lovely nurse who apologised for the wait
- 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.
- 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
- Managed to get an appt at short notice , which helped to alleviate problem quickly with meds for pain relief....thanks
- Seeing Dr DeSilva is always reassuring you get the very best attention
- Naomi as my diabetic nurse is so very supportive and her personality is so valued.