

FRIENDS AND FAMILY FEEDBACK JULY 2025

We had 210 responses of which 184 said our service was very good, 18 said it was good, 4 said neither good nor poor, 2 said didn't know, 2 said it was poor and 0 said it was very poor. Please see some of the responses we received.

I was slightly late for my appointment but Naomi still made room for me.

Dr De Silva was very kind and explained everything to me. Asking my opinion on various matters.

The only reason I didn't give a very good was the delay in arranging a blood test.

Dr Dsilva is very good and he listens to all the problems , I wasn't waiting ages in the lobby

Had to wait 45 minutes for my appointment

Dr IMercer excellent

I had an appointment with a nurse. it went well and as always the practice is well staffed with very pleasant staff and the Cricklade surgery is a very well run practice

Was delighted and surprised at very prompt appointment. I was impressed with Dr Mercer who was very thorough and efficient, got every relevant test organised immediately. Thank you.

From the receptionists booking me in to seeing Dr de Silva I felt valued and helped with my needs.

Because you don't have the choice of "excellent"
Always a pleasure to visit, even better when you can see the "boss" .

Nurse whom administered my B12 was so gentle and seemed really concerned by the way i was feeling. Went in to see Juliet who too blood pressure which was a little low. She then booked me in for a Dr appointment for Thursday. Again shows how people in this surgery go above and beyond thank you Juliet.

Had to cancel and rearrange appt.

Seen at short notice, arranged further appointment with consultant and immediate prescription to provide relief. Excellent professional and support services over and beyond normal expectations

The nurse was extremely efficient . No time wasted on making the patient comfortable or prepping for taking blood out . IN AND OUT with the syringe ...surgical approach .

Reception staff always friendly and welcoming. The Doctor I saw very attentive.

Always very friendly, professional service. Also very pleasing to see Dr DeSilva back and looking so well. Amazing Doctor. How lucky we are .

We always have very good service at the surgery 🙏 The staff and Doc are always very helpful , friendly and good at their jobs. We realise how lucky we are to have it. Thanks.

Very prompt appointment, Dr Mercer very efficiently organised every relevant test. I am very happy with this pro-active approach and delighted at this service. Thank you.

Surgery contacted me with a cancellation appointment on day I phoned. Dr Mercer very thorough and helpful.

Because Dr Mercer and Dr De Silva are possibly the best GP service i have ever been under. I moved last year and made sure it was still in their catchment area

Reception staff always prepared to accommodate the needs and requests of patients. Compared to what I see reported nationally we are most fortunate to have such a responsive Surgery set up where Doctors and back up staff work together for the benefit of people needing medical help. 👍

Reception and nurses always helpful and efficient.

Check in system is very efficient
Staff always friendly and helpful

Dr De Silva always gives 100% ! Listens and advises So rare In this day and age !!

I always find everyone very helpful, understanding and supportive. Thank you for a wonderful service. Xx

Helpful receptionist and seen early

The best doctor ever Dr De Silva along with lovely staff very lucky to have them as my surgery thank u all x

The new nurse I saw was on time and very efficient. Very friendly

Very prompt appointment, Dr Mercer very efficiently organised every relevant test. I am very happy with this pro-active approach and delighted at this service. Thank you.

Staff was super friendly and tried to fit me for an appointment due to eye infection, Dr De Silva was really friendly and professional!

The nurse was extremely efficient . No time wasted on making the patient comfortable or prepping for taking blood out . IN AND OUT with the syringe ...surgical approach .

I needed support in resolving a number of outstanding health issues. I came away feeling I had been listened too and I had a number of referrals.

Nurse was very good and friendly Didn't try to rush me and easily took the blood needed for testing. Pleasant experience.

Thank you for your comments