

FRIENDS AND FAMILY FEEDBACK AUGUST 2025

We had 238 responses of which 213 said our service was very good, 15 said it was good, 7 said neither good nor poor, 1 said didn't know, 1 said it was poor and 1 said it was very poor. Please see some of the responses we received.

Over the last year I have had multiple visits to see the doctors and nurses at the surgery. They have all been incredible and very professional. They have shown me a high level of service to which has helped to put me at ease and be reassured I am in safe hands. The surgery is clean and well presented, the only fault I can find is where the check in screen is placed as very often when you try to use it, there is someone stood there in the way.

The doctors are usually late but that is not an issue as I know they are giving a high level of care to every patient and when it comes to my turn, I receive the same high level of care. Nothing is ever too much and every clinician is very attentive.

I always feel welcomed and safe when I come to Cricklade surgery, all the staff are lovely and keep everything at peace, waiting is at a minimum unless the surgery is busy.

Although had to wait over 45 minutes over appointment time everyone polite and helpful and due to the hour was allowed to collect prescription from the pharmacy

Easy to book appointment. Very understanding and knowledgeable reception staff. GP, as always, was patient, kind, knowledgeable and listened to my concerns. He understood my issue and gave me sound and accurate advice and treatment.

Great to have Naomi back- she explains everything clearly and is very professional and empathetic

Booking my appointment was very easy, my appointment was good. Overall I am extremely happy with the surgery apart from the attitudes of some of the reception / pharmacy staff.

Despite some problems of communication, Di, the head receptionist at the Cricklade Surgery moved rapidly into action and rescued an urgent situation. The end result is that my Specialist Consultant, with whom I have an appointment tomorrow, will have all the essential test results required. So, Di must be commended in the way she gripped the issue and rapidly solved an urgent problem. Well done Di!

Dr Bouzyk was helpful and included me in making decisions about my health. He was understanding and empathetic. Also approachable.

The procedure (blood test) took place on time and the nurse was efficient and very pleasant - as ever this practice is superb - thank you

I turned up before the Surgery opened, and it actually opened slightly early. The staff were chatty and friendly as always. I was seen for my appt 5 mins early.

A great environment and positive feeling as I left. Thank you all.

Naomi is always so friendly when I go to see her,

Dr de silva had time to answer all my questions without making me rushed and Cricklade surgery has a nice team of dedicated staff especially a receptionist called Di she is very knowledgeable and helpful

Naomi was excellent she always is I am seeing her weekly with the B12 injections lovely to see her smiley face. Makes me feel relaxed while having quite a painful injection.

My visit to the surgery went very smoothly, with surgery staff being informative and helpful. A minor problem with the supply of one of my prescription items was rectified quickly and efficiently.

Dr De Silva is a fantastic doctor as he listens, takes time to listen and have an overall view & understanding on what's going on. If he doesn't not know, he will make sure that tests, follow up are in place. Thank you!

Such a pleasant process, really friendly staff and from confirmation of appointment through to being seen by a very professional nurse was the easiest appointment I've ever had the pleasure of attending. What a wonderful practise this place is

Dr was very thorough. Receptionist was helpful. Same day appointment.

I was seen on time and doctor Bouzyk was very thorough in his diagnosis.

Punctual well organised blood test.
Courteous, professional phlebotomist.

Receptionist very pleasant as she always is (Di)
Doctor de Silva always has time for his patients problems Always feel happier when I've seen him
Pharmacy very good too

I missed an appointed due to a sudden family matter. All was rearranged for another date. Always so helpful I dont know what cricklade would do without such a supportive surgery. Thankyou

Unfortunately, having the appointment computer monitor by the reception desk aperture makes for uncomfortable listening to patients' private conversations which often includes very personal medical details. Please consider moving the 'window' further along the desk. I certainly hate being overhead. Cricklade is a small place!

Very considerate as I can prove to be a difficult person to get blood from. Naomi was great.

Juliette was very kind and helpful, she put my mind at rest.

I had an appointment this afternoon with one of your nurses, and she was wonderful as always. Both nurses I've seen are always friendly and smiling. They create a calm, welcoming atmosphere, and I feel completely at ease. My appointment was on time, and the whole experience was very positive.

Thank you. 🙏🏻🐦

Thank you for your comments