

FRIENDS AND FAMILY FEEDBACK SEPTEMBER 2025

We had **217** responses of which **199** said our service was very good, **13** said it was good, **5** said neither good nor poor, **0** said didn't know, **0** said it was poor and **0** said it was very poor. Please see some of the responses we received.

The nurse, Naomi, was caring and efficient.

NB. It would be ideal if there were a female doctor at the practice too.

All the staff at Cricklade Surgery are incredibly helpful and friendly. Dr. De Silva is a credit to his profession and has been helping me through an extremely difficult time with expertise, professionalism and empathy.

I walked in, sat down and got called within 4 minutes. I only had time to take my coat off & roll up my sleeve before the nurse asked me a question and started to take my blood. It was the fastest I've ever had it taken. I was in and out within minutes! Very impressed!! :) Thank you!

I was seen by Dr. Ming very soon after arriving for my appointment. Very satisfactory result, medication and referral to GWH.

A amazing doctors surgery the nurse who did my blood test was kind gentle on time couldn't ask for anything else we are so lucky to have such a fantastic local doctors surgery

The reception staff were very helpful and my appointment was just a short time late but I was disappointed with the doctor's manner, although he did prescribe an antibiotic and tell me to go for a chest xray.

Extremely pleasant nurse/healthcare assistant took my bloods. Painless and thorough. Thank you.

Naomi is such a warm considerate nurse bloods taken no pain excellent service

The receptionist was very helpful when i called and i managed to actually see my own Doctor Which is the first time this year .. He is an amazing Doctor and u always feel listened to and better when u walk away

I have a yearly MOT blood test and blood pressure check.

I was seen quickly and the nurse was absolutely lovely. Makes it an enjoyable experience.

I was able to arrange a doctor's appointment with no delay. The GP was immediately able to provide appropriate treatment. I felt listened to and I was treated with respect.

I felt listened to by the receptionist when I called and described symptoms. And felt heard when i explained that I needed to speak with a doctor asap.

Dr Mercer was wonderful and empathic and took the time to understand and hear how I was feeling

Dr Da Silva is such a kind and knowledgeable doctor. I attended for something very sensitive and upsetting and I specifically requested to see him as I knew he'd be compassionate and supportive. Very grateful that we have such a lovely doctor.

Good communication, excellent "bedside" manner from the nurse, flexibility on combining 2 appts on the day into one.

Cricklade Surgery is absolutely the best for care from Dr de Silva he is very thorough & cares deeply for his patients also Di in reception is very knowledgeable and helpful I'm very thankful to have such a good doctor and staff

Very Good, Niomi dealt with me in a professional and caring manner. I am very grateful - Thank you

Receptionist helped me organise appointment with my choice doctor who was dealing with my health issues, instead of having to see a doctor who had no knowledge of what the situation was.

Very good appointment which covered a lot of information all I needed to know. Nurse Naomi very easy to talk to.

I have a severe needle phobia but Kimberly was excellent in taking my blood. She was understanding, accommodating and very quick indeed! Please pass on my thanks to her.

Nurse Naomi made me feel completely at ease and fully explained the due process. She was engaging and made the appointment very personal.

Always feel like I matter at doctors although I was late into my appointment because of a emergency patient but this was explained to me and the staff could not say sorry enough times. Came away feeling really happy

Not easy getting appointments and quite long wait when you see doctor.

Dr Mercer was as always very thorough

Doctor Mercer was very thorough and took time to answer my questions and reassure me. Very friendly and approachable. Great doctor.

Very polite friendly kind staff always a pleasure to visit the surgery

Juliet was on time and as always very caring ,we could wish for no better than our team at this practice ,always time to listen

Dr De Silva is the best Dr as well as Dr Mercer please please please don't ever merge with other surgeries can't say nothing bad about anyone in the surgery. Dr's always do what they can and go above and beyond

Appointment on time.

Good atmosphere in Waiting Room.

Nurse was very friendly and was excellent at removing any tension. I appreciated the clear explanations.

Lot of questions got answered

Receptionist very helpful

Thank you for your comments