

FRIENDS AND FAMILY FEEDBACK OCTOBER 2025

We had 360 responses of which 329 said our service was very good, 24 said it was good, 7 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.

Psa taken by Naomi ,perfect appointment. But very concerned regarding staffing changes ,really love our surgery having been a patient for 11 years and having fantastic help.and advice from the great team which apart from great Doctors have started to leave .Just Concerned 🙄

The surgery is very personable and friendly but is starting to feel a little more "corporate" recently. I hope this doesn't continue as it's such a unique surgery that I have always spoken so highly of.

My GP is caring and informative, and he is willing to listen to me. Also, the reception is always very helpful and considerate.

Very good service from Di in reception and Dr desilva as always

The receptionist was very kind. She could see that I was having difficulty walking and she came and opened the two doors for me as I made my way to see the doctor.The doctor was very helpful, as was the pharmacist.

I had bloods taken by Naomi who was very efficient and understanding of my needle phobia. Top marks! Please pass on my thanks to her.

Dr Mercer is caring and gets to the bottom of my issue trying everything until the avenue exhausted thank you. Not too sure about new reception staff the old ones will be missed terribly especially Di.

Always efficient. Di in reception great as is Dr de Silva, even with his bad knee

The doctor listened attentively, gave sound advice and seemed genuinely interested/ concerned about my minor issue. He is obviously an excellent doctor with a professional, charming and generally pleasant manner - even on the evidence of this brief visit this man is an impressive representative of the NHS. Thank you.

System worked re callback,
Receptionist listen respectfully and offered an appointment.
Doctor explained everything.

Call back excellent and an offer of a prompt appointment. Dr excellent. Old school values.

I was treated with kindness and respect by everyone I saw and a very emotional experience was made much more bearable by very understanding staff, from receptionist to Dr to pharmacist. Great advice at all stages.

As always, I was treated as an individual and staff were kind, knowledgeable, professional and supportive. A common sense approach was used when I was late for my appointment. The nurse adapted her practice to help me through a procedure. Myself and my family always receive an outstanding service from the practice.

Had a lovely appointment with nurse Naomi -the perfect nurse. Lovely manner and so efficient. Thank you.

Response time to prescription requests good. Partnership with Boots Community Pharmacy in Cricklade is also working well.

Nurse Naomi was very efficient and accommodating .

On time appointment.

Follow up was quick and test results dealt with by all staff.

I rang the Surgery just before 8.30am for an appointment that day. The phone system gave me a 'call back' option, by which time unfortunately all the appointments had gone.

The Surgery Receptionist, Diane was very helpful and proactive giving me a good 'alternative' option.

I was seen on time. Kimberley was both friendly and professional.

She took my blood pressure, blood sample, and gave my vaccination quickly and painlessly.

I received very good treatment.

I was seen on time. Kimberley was both friendly and professional. She took my blood

The receptionist is fantastic and Dr Mercer deals with ALL your problems fast and courteously. We need more receptionists and Doctors just like these two

Went for annual flu vaccine so well set up in early met with lovely nurse so gentle hardly knew you had a vaccination perfect fantastic surgery we are so lucky to be a patient there

Great service. Especially after having requested an appointment asap to see a GP regarding chest pains, only to get told the soonest apt was more than a week away! The amazing Diane had the foresight to offer me a cancellation from the waiting list of patients due to my symptoms!

I wish every public service had such good staff implementing good old common sense!

Thank you Diane!

Nurse Naomi is wonderful....she always manages to take my bloods even though my veins don't want to part with it!

First time meeting Dr De Silva. He is exactly what my idea of a GP should be; friendly, kind and interested. He met me at the door and greeted by name. He explained everything in detail and answered my questions, no rush, very patient.

All of Dr.D'Silva's team are so helpful, kind and considerate. As well as being very professional. From booking my appointment with the practice nurse with the wonderful receptionist to my consultation the experience was excellent. This wonderful practice sets a very high standard of care for all and should be congratulated. Thankyou.

We are so lucky that we have a doctor, the whole team who know us.

There was a discussion of how I was feeling, what was wrong?

Doctor spoke of what he was going to do as to referring me on, we talked of my medication. This so helps going forward, just understanding and being listened to, Thankyou

Juliet is so caring, she listens to my many concerns, has time for me as do the whole Cricklade surgery team, Thankyou .

Thank you for your comments