

FRIENDS AND FAMILY FEEDBACK NOVEMBER 2025

We had 237 responses of which 207 said our service was very good, 24 said it was good, 4 said neither good nor poor, 1 said didn't know, 1 said it was poor and 0 said it was very poor. Please see some of the responses we received.

It was a pleasure to meet Dr Da Silva and I'm looking forward to seeing him again when my bloods results are in.

Dr de Silva was very helpful, he listened and asked lots of questions ref the reason I visited.

Dr Mercer has the best bedside manner. He made a tricky appointment a lot easier for me. 10/10

Because I found Dr De Silva very caring and supportive

Dr. Patterson was very kind and thorough and listened to me and was very helpful

Dr de Silva was absolutely lovely, went through all of my concerns and explained everything clearly

Because everyone is so caring, but I'm finding it hard that some of people have been leaving and it's such a shame as they were so nice and supportive hopefully they will be replaced with others that are as GOOD

The Practice Nurse was lovely, very professional, however I am concerned that I cannot have a steroid injection to relieve the osteo arthritis in my left knee until January? It seems a long time to wait as I am in a lot of pain now, that is not eased with paracetamol.

The nurse friendly, easy to hear. And grateful to hear from Dr Mercer the results of recent tests.

I saw nurse Kimberley twice this week who is so efficient and friendly. Thank you.

Appointment with nurse was on time!

She(Kimberley) was very efficient, informative and friendly.

I found Dr Mercer very kind, listened to issues and was very helpful.

I think it is Kate (blonde hair) on reception was also very helpful and kind in listening when booking appointments

As I've said many times, everyone from reception, pharmacists, nurse & Dr are all extremely professional, kind & helpful. Can't fault the practice in anyway. Perfect.

Dr de Silva is always polite and makes you feel at ease. He listens. I feel part of the planning process.

Wow, I got to the surgery an hour early just stayed anyway and saw Dr Mercer and he see me straight away. I don't know what else to say about the man. He's just fantastic and so was the receptionist staff.

No waiting for ages. Nurse very friendly and efficient.

I received good service from nurse n pharmacist but I feel the reception staff r not as good as staff that they have replaced. I am sorry to complain because I've always received fantastic service before but feel things are slipping

Excellent as usual dr de silva

Squeezed me in on the last available spot

I had the first appointment of the day but was seen 15 mins late, the appointment itself was great though

A drs appt was given and the Dr prescribed a cream from the in house pharmacy .much appreciated as the relief it gave was brilliant

Seen on time. Useful reminders sent prior to appointment. Very professional and competent nurse who undertook the necessary treatment. Took time to talk through my condition and made me aware of issues that may influence my condition, both favourably and negatively. Very grateful for the service given.

The Doctor was Fantastic and explained the whole thing as he went along

Emergency appt offered and was seen by a GP a little earlier than scheduled! GP quickly diagnosed the issue and prescribed medication, having checked my regular medication. The on-site pharmacy very quickly dispensed the prescription. All a very professional and efficient service delivered by the whole team, including Reception staff. Well done and thank you.

Everyone at the surgery takes time to listen to patients

Amazing staff at Cricklade surgery

It's all very straightforward at Cricklade Surgery, you just make the appointment and turn up on time! The nurses are rarely behind time, perhaps a few minutes. Everyone is friendly and cheerful, so no complaints from us!

Useful reminder was good. Nurse was on time seeing me and gave me an opportunity to share something I was anxious about and advised a course of action. The blood sample was taken without my feeling a thing so very professional and skilled delivery. Thank you 😊.

Nurse was friendly and easy to talk to, putting me at ease. Reception acknowledged me waiting even though they were on the phone so couldn't come right over as auto system wouldn't book me in as arrived.

Once in the surgery everything is exceptional. Getting appointments to see nurses are efficient, o see a doctor frustrating

Ontime, friendly and understanding from reception through to the doctor as well as dispensary

Thank you for your comments