

FRIENDS AND FAMILY FEEDBACK DECEMBER 2025

We had 172 responses of which 147 said our service was very good, 19 said it was good, 2 said neither good nor poor, 1 said didn't know, 1 said it was poor and 2 said it was very poor. Please see some of the responses we received.

Dr Mercer (as well as Dr DeSilva) is excellent i consider him as one of my go to people in my mental health circle. He has asked me to make a note of my weight and I have invested in a blood pressure monitor to measure my pressure incase it starts rising again. The lady at reception is really good one of the original reception team. I struggle with change so all new people I have trust issues. Hopefully no more Dr visits this year but Dr said that he will check my bloods after Christmas for my liver disease. As always Thank you you are all stars. Just a note I brought my own house last year but made sure I was in catchment area for surgery. That says something of how wonderful Dr's are.

Punctual, friendly and helpful.

I was straight in and out ! Very friendly cheerful nurse . Always a good experience at the surgery 🌟 How the NHS should be !"

Very nice staff, helpful and friendly

Always have a good experience with Dr De Silva

Wait time was a bit longer than expected

We have always been very happy with all the doctors we have met at Cricklade Surgery over the years. We are sad to be leaving the practice and on the cusp with an unexpected diagnosis for our youngest son, thank you for putting measures in place as we move trust for the rest of his ongoing care. We wish everyone all the very best for the future.

No waiting, nurse very friendly and efficient

I had bloods taken by Kimberley who was very efficient and understanding of my needle phobia. She was so efficient that she took four bottles in under a minute! Top marks, thank you Kimberley.

"Dr De Silva is an outstanding GP. Listened to my concerns and offered relevant options. A lovely man too! Thank you! "

Well met by reception team. Nurse was prompt, efficient and friendly. All necessary tasks handled well and professionally. A friendly and pleasant experience.

The nurse is a little cracker

Always friendly and helpful

Appointment was on time staff were very friendly and helpful. The nurse in question listened to my concerns and prescribed me the medication that was required. I was able to take the meds away with me as they were issued instantly. Thank you to all.

Appointment with Nurse for blood test on time and friendly

Nurse was very good with giving my 12week year old his injections - quick and informative :-)

Everyone at the surgery is kind and helpful and Dr de Silva is an outstanding doctor. He is so knowledgeable and very understanding. He explains medical problems so that patients are informed of all possibilities and outcomes.

Dr de Silva gave me his full attention and was able to suggest alternative medicine for my problem

Reception not up to the standard that I have become accustomed to - I believe that it is only polite to greet the patient on arrival.

"Very efficient, nurse was exceptionally good and understood previous issues with getting blood from small veins.

This would have been 'very good' but the receptionist was rather brusque and made it obvious he had a lot to do!!"

Juliet and Karen very attentive

I am always happy with the staff in the surgery and Dr Desilva is a legend. Just a shame the hospitals and general NHS can't support patients in need. He knew I needed to be in hospital as I have pneumonia and I did go up there in the end and they told me categorically that I should be admitted but they have no beds so go home with medication and if I get worse ring 999 but honestly what is the point because I'd rather die at home than in hospital!!

Dr De silva is a very good doctor

Nurse very kind and fry"

Disappointed, Previous day I had a failed appointment with nurse after waiting an hour, This doctors appointment was to give me my results of my lung function tests but this didn't happen, feel I am not getting anywhere. Still waiting for a hospital appointment at GWH. Just been given a dummy appointment for Christmas day....

My partner rang for an appointment and was given an appointment for the same day

Appointment at a time I needed (afternoon on the day) and Dr Mercer was, as always, attentive, caring and helpful.

Once again a very thorough consultation with Dr Mercer. He listened to my concerns and offered options to investigate further.

Always a pleasure to go to surgery a very good quality kind careing staff thank you

Brilliant lovely surgery very good quality staff... So helpful

Cricklade Surgery and Dr DeSilva are always exceptional

The nurse was very kind and helpful She gave me all the information I needed as well

Very thorough thanks

Excellent attention from the gp

On time professional consultation and advice

As usual friendly and helpful service with no waiting

Staff were friendly and helpful. My health check with Karen was very good, she explained everything and booked me in for the next steps. Overall really happy with the surgery.

I couldn't have asked for better care.

Arrived and went in to see the nurse very quickly. Very nice friendly nurse and reception member. Good service as usual thanks 

I'm always amazed how friendly the reception staff are, always a smile. As for the GP outstanding attitude towards patients care, never ever feel rushed, always welcomed with a handshake and a smile, then prepared to listen to you as a person, I never feel like a patient that's just one in a line of people seen that day. I couldn't be happier with the service.

Very friendly and efficient

Went in early, all procedure completed with kindness and care, wonderful service as always.

I'm very nervous about the doctors and they are so nice and kept me calm

Dr de Silva was very helpful & understanding with my health concerns. He also explained my scan results very well. He also showed sympathy as I had recently have the loss of my sister which I am finding very difficult to deal with.

No waiting, Nurse very friendly and efficient

I was seen quickly and my appointment was dealt with professionally.

Once in the surgery everything runs like clockwork and it is a perfect experience. If you are called in for routine tests everything runs like clockwork and it is a perfect experience. Try and get a doctors appointment, you may as well head for minor injuries.