

FRIENDS AND FAMILY FEEDBACK FEBRUARY 2026

We had **196** responses of which **165** said our service was very good, **21** said it was good, **5** said neither good nor poor, **0** said didn't know, **4** said it was poor and **1** said it was very poor. Please see some of the responses we received.

Always great! Nurse Karen is so kind and caring...outstanding

Choose good rather than very good due to waiting times.

Everything is focused round the "Perspex hole" and if one person is being served no one else can sign in or drop of a written prescription.

The overall experience of this episode of illness I didn't feel was totally satisfactory.

1. Time in discomfort waiting for an appointment to get advice & investigation; followed by a further appointment delay getting a result & treatment advice. I was made aware that if my symptoms became worse that I could phone each day & see if there was a free emergency appointment, but this becomes very frustrating if as I did you wait for a call-back, then get told that none is available & to try again the next day.

2. Communication- When making my second appointment the verbal communication was that I could have a telephone appointment instead of face to face. The day of appointment no phone call, when I made contact was told that it was booked as face to face & that I had been recorded as DNA. I am unhappy being labelled as one of those statistics as I always attend or cancel as necessary.

3. The two consultations I had with two different doctors, this I found was overall satisfactory.

I called the surgery this morning, 9 February 2026. I want to thank the receptionist who listened to me and put me through to the pharmacist Jo. I was provided with excellent guidance with a clear plan of action to follow. Thank to Jo for her professionalism, patience and excellent guidance. The result is the hospital will be sending a letter to change my medication. A huge thank you to everyone. Xx 🙏

Karen, the nurse, was superb

Great doctor service. Disappointed that needed to do the 8.30 appointment lottery when it was a follow-up to the tests ordered from my prior visit

Dr de Silva, as always, listened to my concerns in a caring and professional way. Suggested a way forward with my treatment.

Excellent treatment.

The nurse Kimberly was amazing with my daughter when doing a blood test!

Always excellent treatment from Dr Mercer.

Reception staff usually always friendly and helpful. After living up and down the country, this surgery is the best GP I've ever had. I just wish you could retain patients that move out of the area as I don't intend to stay in my current home in the long term.

I saw Dr Mercer and he was so kind and helpful

I'm feeling a bit better now Thank you

I'm very fortunate to have Dr D Silva & his cricklade practice taking great care of my health the receptionist staff and the nurses are polite & professional and so I'm very happy & know I'm being treated very well & with respect

Before letting trained experienced staff leave, would it not make sense to keep them on till they can train the trainees to get to a level of competence to do job. I have never seen trainees teach trainees, before, the frustration of loyal staff is viable. Brings to mind an old saying "its like the blind leading the blind"
Sad to observe,

It seems there has been a change in the reception area, with lots of new people. This has caused issues with accessibility for making appointments and incorrect information being supplied. I am aware this is a learning curve but incorrect information is not acceptable.

No waiting, Kimberly was very friendly and efficient

Kimberley was friendly and efficient.

Receptionist pleasant, appointment approx 20 minutes late but service was good

The Doctor took his time and was very inquisitive and informative

The nurse was very golly and put me at ease injection was very quick hardly felt it

Staff and nurses very helpful.
Getting an appointment very difficult.

Appointment on time, friendly staff and your nurse Kimberley was caring and very professional.

My call was answered very quickly and I was given an appointment immediately, the staff was friendly and helpful

Appointment exactly on time and Nurse Kimberley was friendly, professional and a credit to the surgery.

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Amazing customer care. I was delayed for my appt because of an accident and resultant road closures but the staff and doctor waited. Really exceptional patient care.

The consultation commenced a little later than the appointment time, but the time spent with my doctor was very informative & helpful. I received good advice & going forward was given a proactive plan.

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