

March 2026 Friends and family

We had 211 responses in March:

- 177 said our service was very good
- 26 said it was good
- 3 said neither good nor poor
- 0 said didn't know
- 2 said it was poor
- 3 said it was very poor.

Extracts of specific feedback received:

Receptionist pleasant, appointment approximately 20 minutes late but service was good.

The doctor was friendly, listened and helpful as were the reception staff.

The nurse was pleasant and friendly. Efficient.

Staff and doctor fantastic. Getting through on the phone can be an issue and the call back system doesn't work.

The staff are always very friendly and helpful, and the doctor listened to my ails and was compassionate and suggested follow up options. The only negative is that I needed a blood test and no appointment was available for nearly two weeks which is a long time to wait when you are feeling ill!

I have always marked very good in the past but with all the recent changes within the surgery – staffing etc it doesn't appear to have the same feel to raise it above your average surgery, but we have been spoilt in the past and have to get used to streamlining and progress – something us oldies struggle with. The remaining staff from the old crew still provide the excellent service as they always have.

My appointment was for 8.30am and doors don't open until 8.30am so was standing outside for ten minutes. Maybe doors should open early or appointment start 8.40 am many thanks

Blood test appointments seem hard to fit in.

The nurse had to ask the reason for my blood test which I thought odd. She was efficient but didn't ask if I had any concerns about anything as previous nurses have done. Last year my vitamin D deficiency was detected because the nurse was more alert to how I was generally and not just being efficient in completing one task.

Kimberley was friendly and efficient.

Reception staff were friendly and professional. The doctor listened to my concerns and reassured me. I came away feeling less worried.

Cricklade Surgery

The check in process was very efficient, the wait time was acceptable, and I doctor I saw was very nice.

Seen quickly. Nurse was very friendly and explained everything.

Prompt appointment time, friendly staff.

Nurse was very friendly, put me at ease and completely the blood test quickly and painlessly.

Surgery changed diabetes check appointment date from 11th to 18th then 19th back to 18th. The follow up 3rd March appointment changed on 3rd to 30th March unless that also changes. So, it will have taken at least 47 days get my annual diabetes check results.....?!#**.

Because the staff at the surgery are clear and efficient and I think that I have already been referred to the consultant.

The doctor was enquiring about my pain – trying lots of avenues. I was so surprised to hear interest and willingness to sort my problem.

Dr Mercer really listened to me, was very thorough and explained my options clearly.

Best surgery ever. All staff so committed to taking such good care of patients. They go above and beyond every time.

I have seen doctors DeSilva and Mercer for many years. They both give me time to explain my symptoms and do their very best to find the solution. This is the best GP surgery in the area.

The service provided by the team was good. The doctor was attentive, thorough and his attitude gave me comfort that my care is now in hand. The only less positive feedback is the difficulty in getting a face-to-face appointment. Once there, it's brilliant.

Staff always attentive, sorted prescription, booking for jab and saw nurse swiftly for blood test. In and out. This surgery works well & makes it easy for patients

Love the staff, so very kind-hearted and supportive.

Lovely receptionists, doctor very efficient and understanding

I've had a cough since Nov 25 and had 3 courses of antibiotics which greatly reduced the cough. In mid Feb 26 I saw Dr Bouzyk and after he examined me, he suggested that I changed the way I was taking the omeprazole from 2 in the morning to one in the morning and one in the evening for a week. If cough no better after that then go to 2 in morning and 1 in evening for a week. And to REVIEW after that. Yesterday I saw Dr Hassan, and he'd obviously not read Dr Bouzyk's note and I couldn't get across to him why I was there about reviewing way forward!!! He completely failed in my eyes to review what I should do about the omeprazole, so my appointment yesterday was a complete waste of my time and his! I really need someone with appropriate knowledge at the surgery to advise on way forward with my cough and the omeprazole.

First time meeting with doctor due to changing surgeries. Needed a little extra time, doctor very patient did not feel rushed.

Cricklade Surgery

Brilliant staff. Couldn't ask for more.

Quick, friendly and efficient.

As usual excellent service. Couldn't wish for a better doctor's surgery, professional efficient and friendly, thanks.

Everybody is top class many thanks.

The nurse was running on time and very kind and helpfully answered a few questions I had, and the surgery was welcoming and all the staff are friendly, as they always are.

Doctor D'Silva is an excellent example of a good old-fashioned doctor. Takes time to listen and doesn't rush you like other doctors do.

I had an appointment with the nurse. It was on time and the nurse dealing me was very pleasant and friendly. She completed the procedure without causing me any pain or discomfort.

Very, kind, calm, efficient and knowledgeable practice nurse Karen. Explained everything as we went along and wrote down key points for me to remember. Waiting time to see her was short. Also, I was able to get my blood test done locally instead of travelling to main surgery.

The receptionist was welcoming and informative. Dr De Silva was understanding and listened to my concerns. I am happy with my visit.

Seen reasonably quickly and everything explained fully.

Took bloods no bruising very efficient.

Great surgery.

Never a problem getting an appointment. Staff always very helpful. Never have to wait long. Always kept up to date.

Pleasant welcome from reception team. Nurse who understood my husband's communication difficulties. Nurse also very proficient with our respective blood sampling.

The service provided by the team was good. The doctor was attentive and thorough, and his attitude gave me comfort that my care is now in hand. The only less positive feedback is the difficulty in getting a face-to-face appointment. Once there, it's brilliant.