

# Cricklade Surgery

## May 2026 Friends and family

We had **165** responses in May.

The answers to our question “Overall how was your experience of our service?” broke down as:

- **130** said our service was very good
- **26** said it was good
- **5** said neither good nor poor
- **0** said didn't know
- **2** said it was poor
- **2** said it was very poor.

### Extracts of feedback received:

I love this surgery. The fact you can go in and talk to someone to make an appointment is refreshing. Please don't change to an online service, they are so frustrating.

I had a phone be call at about 10.15am to ask if I could come in for a medicine review that morning! Not much notice.

Over 1 hour wait with no updates.

Always helpful and friendly.

Everyone at the surgery was so helpful. The nurse that took the blood was so lovely. Always feel so lucky to have this wonderful surgery on our doorstep.

Was seen on time and the staff were friendly and efficient.

I was seen promptly and the nurse did my blood tests efficiently – she was friendly and helpful.

I was called to be advised the doctor was running late and rearranged my appointment accordingly. This is an excellent service. Thank you.

Doctor was very understanding, supportive and gave me peace of mind after a recent diagnosis.

Unable to sign in on screen, only one receptionist. Had to wait four weeks to see a doctor after a waste of time call appt.

Cricklade surgery is by far the best experience I've had of any GP surgery. Everything is stress free and nothing is too much for the staff. Myself and my family genuinely feel that we are looked after properly. Keep up the good work.

Consultation with unknown doctor who didn't even introduce himself. Felt I was dismissed and wasting his time. Not a pleasant experience.

Always: Professional, supportive, respectful and kind.

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I always have received outstanding healthcare from Cricklade Medical Practice, they understand my unique medical condition and understand that I may have to cancel at the last minute and sometimes I'm unable to inform the practice.

The reception staff were helpful and friendly. Dr Mercer listened and answered any questions I had. Very helpful.

Reception was very welcoming and helpful. And the doctor was excellent. Thank you.

Other than my appointment running late the process was very smooth with a positive outcome. Very caring and helpful people.

I was asked to have a shingles jab I told the person on the phone I had already had one at 70 yrs old she said I needed another one. When visiting the nurse, I told her she checked and told me I didn't need another one. It was a wasted journey and the nurse's time.

Appointment on time for a blood test and pressure readings. Nurse Karen very helpful and knowledgeable.

I was late for an appointment and was fitted in later in day no trouble.

The wait was minimal and Dr Mercer explained my pathology results clearly. He had a clearly and carefully considered line of treatment and his explanation and manner were calm and reassuring. He is kind, caring and considerate and I never leave feeling unheard or uncertain. He is a brilliant GP in every way, and I am very fortunate to be his patient.

It's simply the best, I'm always received and treated well by all concerned.