

FRIENDS AND FAMILY FEEDBACK JUNE 2026

We had 223 responses of which 195 said our service was very good, 23 said it was good, 0 said neither good nor poor, 2 said didn't know, 3 said it was poor and 0 said it was very poor. Please see some of the responses we received.

I had my first consultation with Dr Mercer last Friday and found the time spent with him very useful indeed. I discussed 3 main areas of concern that I had and was very impressed with the amount of time he spent with me, thereby ensuring that my concerns were explored in full. Very impressed indeed. Dr Mercer has restored my confidence in the NHS in general, and Cricklade surgery in particular.

First class I cannot praise Dr de silva and staff high enough.

Friendly receptionist, only short wait to be seen, GP explained what will be tried to cure the problem for me. I am happy with my visit yesterday.

Appointment on time and lovely nurse, almost pain free blood test.

Very understanding doctor and reception staff

Nurse was extremely very nice and took my blood with ease even though they normally have trouble getting it out.

Very helpful nurse. Made me very comfortable with the experience and allowed time to discuss other questions I had. Reception staff were also very helpful when I needed to book an appointment afterwards.

I was dealt with in a very kind and friendly way. Fortunately, I keep very fit but it's reassuring to know that if I ever need the surgery, it's run in an efficient and reassuring way. Thank you to all the staff

The team at Cricklade Surgery are simply the best. Understanding, caring, patient and professional, I have nothing bad to say.

Always late! People can't always wait half an hour or longer when they have a scheduled time

Not enough time, not listening to me,
To many appointments with different doctors.

Dr mercer what can I say he is amazing he got me in to Bristol pain clinic

Dismissive staff, Drs are unsure of what they are doing, forget what tests they gave me and offer no explanation or support. Absolutely do not recommend this surgery! Appalling care

Nurse Karen has a Polite,friendly,confident approach to taking bloods. Thankyou.

Karen was extremely friendly and professional, as always. Although we were unable to take my bloods at this appointment, due to my poor veins, she has rebooked me to try again, which was very helpful

There was long delay before seeing the Doctor, he was excellent and worth the 50 minute delay. Please can you stick a label on the door to indicate the name of the Doctor, especially when it is a locum and not Dr Da Silva, it is common courtesy to be able to identify the clinician?

Both Belinda in reception and the HP I spoke to were really helpful and listened. Belinda went above and beyond helping with admin/log in issues. The GP seemed very nice.

Doctor Mersa was great as usual! However, the star of the show goes to Jo in dispensary! Super star Jo helped rectify an internet technical issue and managed to get my prescription ready on a tight deadline before my holiday! SUPERSTAR!

Juliet was very friendly, helpful and professional, as always

Reception staff were polite and welcoming. The doctor listened to my concerns about my health. He suggested further tests and a follow up appointment. I came away reassured and not so worried. Thank you

The diabetic nurse made me feel relaxed . She answered all my questions of things I was worried about.

Kim was friendly as always and we had success first time with drawing bloods! Yay!

A very agreeable chat with Dr De Silva, helped me deal with pre op nerves and concerns ,thankyou.

The Dr was patient and listened carefully to all I had to share and dealt with all health questions and complaints i raised immediately. Everyone at the practice has been very helpful and caring. I always go in feeling reassured that im in good hands, so thank you to the whole team at Cricklade surgery

Seen very quickly. Nurse Karen was lovely and immediately put me at ease. She took blood and got it on the first try (I think that is the first time anybody has!) In and out of the surgery in less than 15 mins. Oh, and the water in the waiting room during this heatwave was much appreciated.

DR De Silva always take the time to listen to you. He never rushes you and takws time to listen.

When u come away you always feel like he genuinely cares and will always endeavour to put the patient first..

Wish all the doctors in the surgery had the same commitment as him.

Everyone went above and beyond, I'm so grateful. Treated so kindly and personally. Thank you so much.

Absolutely excellent. I felt listened to and cared for and am very very grateful. Thank you!

Personalised experience, the staff are so friendly and welcoming. They make sure to know you personally and give that extra special touch. The nurse was very professional and ensured I was offered a chaperone and made to feel comfortable.

I arrived at the surgery with lots of questions about why I have been fainting of late. Every one was answered and actions, and tests instigated to find the answers.

Everyone always so helpful, friendly + efficient. Thank you

Staff are so helpful, caring and pragmatic. Special thanks to Practice Nurse Karen, always so friendly and helpful.

The staff are always polite, pleasant, helpful.

Helpful kind and caring xxx

Lovely friendly team and for my appointment yesterday I was done and dusted ahead of planned appointment time. Can't ask for more 🙌

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Very friendly and jolly nurses managed to take my blood second attempt and I am a challenge

All the staff are very polite and efficient and provide a fabulous service within our town.

Thank you for your comments