FRIENDS AND FAMILY FEEDBACK OCTOBER 2026

We had **320** responses of which **267** said our service was very good, **36** said it was good, **8** said neither good nor poor, **1** said didn't know, **5** said it was poor and **3** said it was very poor. Please see some of the responses we received.

Relatively easy to get an appointment. Seen on time and given due attention

Really great experience with Karen - who's amazing - unlike Reception staff who are always incredibly rude and patronising

I didn't have to wait long. The nurse was very efficient and answered a couple of questions I had re Parkinson's.

Timely, welcoming, listening

Friendly and helpful, good information regarding vaccination

Efficient, friendly and organised

Dr Mercer is the best!

Very friendly staff.

Felt I was listened to and got medication which is working

Excellent service , very kind and caring nurse did my injection,

My visit to the surgery went very smoothly. Surgery staff were friendly and helpful.

Quick consultation, not as friendly as my normal GP.

Dr Mercer didn't make me feel rushed, I was able to discuss more than 1 thing with him and usual pleasant service

When with the doctors at the surgery, it's perfect. The outsourced telephone service is awful. The doctors never call when advised, leading to missed appointments and delayed treatment. I work full time, I can't be " free" all afternoon incase they call me (usually hours after the designated slot)

Dr Mercer was very helpful and treated me well. My only complaint is that the music playing in the waiting room was very annoying.

Dr Mercer and I had a telephone conversation on Friday evening. It was immensely helpful and provided a useful lead-in to my blood test next Tuesday. Thank you Dr Mercer.

"First time I have met this doctor at the surgery. He instantly made me feel at ease, explained my blood test results and asked me lifestyle questions after a brief examination of my abdomen.

We agreed a plan going forward to find out what the problem is and I thanked him for his expertise and positivity feeling reassured after what was a worrying time over the weekend after the receptionist advised I needed to book an appointment due to a

problem with my blood test results, bearing in mind I have had a couple of years of receiving bad news with regard to my health. I thought here we go again!"

"Requested telephone consultation was with a locum doctor. There was no apparent interest in my symptoms or condition and seemed not to have any knowledge of nhs guidelines regarding antivirals for the treatment of Covid in persons at risk due to previous conditions.

All that the doctor seemed to want to do was prescribe "more antibiotics".

Overall the consultation experience was very poor"

KIMBERLEY THE NURSE VERY GOOD AT HER JOB

Dr Mercer only Dr worth seeing there. I am referred for urgent appointment.

It's very variable depending in who you speak to and their experience. A couple of reception members know or appreciate my medical complexity and will do all sorts to help me out. Others don't know and it's quite a muddle and difficult. Dr Mercer is an incredible doctor, knowledgeable, very caring, quick thinking, very helpful and kind. It's tricky though as he's there 1 or 1.5 days a week and locums don't know the local services or patients needs. Dr de Silva is wonderful too, but he's not there at the moment. Dr Boysnik isn't there that often but is very nice. I think the surgery is wonderful but limited.

I had a telephone appointment with Dr Jonathan Mercer from Cricklade surgery last Friday over a bad back and knee. He listened carefully to my concerns and immediately came up with an excellent treatment plan. I found Jonathan Mercer to be caring, kind, knowledgeable and a highly professional physician of what I would term "the old school" and from a bygone age. All in all I was hugely impressed and would like to thank him publicly for his treatment of my concerns.

Dr Boyzac was kind and supportive. He suggested a follow up blood test which was easy to organise thanks to the lovely staff.

Warm welcome by the receptionist with clear instructions which room to go to where I would find the nurse waiting for me. I didn't have to wait around - I and my husband were there for our flu vaccines. On the way out, the receptionist said goodbye to us - that made us feel like we were being treated as humans and not just a number. The nurses administering the flu vaccines were friendly and efficient too

Both Dr Mercer and nurse Kimberley have been so helpful and professional in the last week. I have nothing but good words to speak of our Surgery.

No waiting . Dr Mercer was very thorough and caring . Staff at the reception was very efficient , helpful and knowledgeable .

Alway professional and ultra efficient.

Seen on time efficient and friendly nurse excellent

I was greeted by warmth kindness and caring