

## FRIENDS AND FAMILY FEEDBACK JANUARY 2026

We had 177 responses of which 155 said our service was very good, 18 said it was good, 2 said neither good nor poor and 2 said it was poor. Please see some of the responses we received.

- Did not have to wait long to see the nurse, and when I did Clare was brilliant she could not have been more helpful. She had to send a message to the doctor to see if I needed antibiotics and Dr Salt came straight down. Excellent service as usual.
- The GP, who I have not seen or spoken to, was both patient and friendly She asked questions about my life , she was confident
- Dr Salt was impeccable.
- Excellent, well trained and informed staff , caring, considerate and skilled care.
- It was very kind of Doctor Salt to ring to find out how my treatment at RUH was going and to assure me of her support.
- Phone answered quickly. Respectful, thorough and helpful conversation with professional receptionist. Doctor returned my call as promised and was efficient and proactive. Booked in for a blood test on the very same day and advice/guidance for next steps given. Delighted to have this service a stone's throw from home.
- "The initial phone call I made and spoke to the receptionist was kind and professional. I believe the young lady had not been at The Sugury for longer than 2.5 months. I am happy how well she handled my call and any questions were explained properly.
- Dr salt too was most kind when I later received her call. She explained what my symptoms were, as I was concerned, due to the amount of green phlegm I was coughing up.
- A very helpful consultation with Dr Salt. She expressed sympathy, care and an agreeable resolution to my issue
- Maddie the nurse was so good with me she understands me. I did not even feel the needle going in to take bloods. Please keep her on she is very good she was trained by the best Sally
- I was left to find appointments for blood test and X-ray and ended up going to Tetbury, Cirencester and bath before persuading a radiologist to help.
- Dr Watkins called me within an hour and prescribed some medication which seems to have cleared up my issue.
- Dr Salt is a fantastic GP. Really friendly, understanding, caring and very knowledgeable.
- Excellent doctors and staff. Best in the county.
- The Nurse was very understanding and sympathetic with my wife who suffers from Dementia and managed to complete the examination including blood test without causing distress
- Appointment was for blood sample which was on time and Maddy was very proficient in taking the sample. No issues at all.

- Always good to have a call from Dr Watkins. Unless he's got a scary blood test result for me!! Very caring, thoughtful, and with an appropriate practical assessment/prognosis. Excellant GP. One of the best! I feel very privileged and so very fortunate to have Dr Watkins as my doctor. Thank you Sir!
- Confusing
- Dr Atkinson quickly grasped the situation, decided on the required next steps, and while I waited, put them into action. This meant I was seen by a hospital in less than 24 hours.
- Sally was her usual excellent self and very reassuring for one who doesn't much care for having blood taken. "
- "I really felt listened to by Dr Salt who was understanding, knowledgeable and so helpful. Such a personable lady and made me feel at ease.
- Dr Salt sorted me out hopefully
- 99% of the staff are excellent but there is a member of the pharmacy team which i find very rude.
- Not a long delay for appointment, having played "fastest finger" on telephone at 0830hrs. Actual appointment on time and thorough. Doctor Watkins is excellent.
- Clare is kind and very professional
- Excellent and comprehensive advice from nurse re my forthcoming trip to Thailand.
- The receptionist called Alison was excellent followed by Dr Salt , who called me back within 30 mins.
- I am not one for attending the Doctors very often, as it makes me feel anxious. However I can only praise the staff for making me feel at easy and their caring nature. Dr Salt was very thorough and is a credit to the surgery
- Because Reception were lovely when I called, I was 19 th in the queue and they called me back and they arranged for the doctor to call me back later the same morning, which they did
- It took 2.5 weeks to get a telephone appointment for the Dr, only to be told I should have been referred by the receptionist to the travel nurse so I now have to wait another week to hear from her!
- Maggie the nurse who took my blood test was excellent. She made me feel at ease and went through the process without a hitch. Lovely lady and an asset to the Tolsey surgery.
- Pleasant voice on the phone when making my appointment. The appointment was made in good time. The Nurse, Sally is always very nice and efficient.
- The service was able to answer my question. Improvement could be made in the phone call audio quality and being given a more accurate time window.
- I was happy with talking to reception but had to wait 30 mins for an answer only to find I have to ring again tomorrow to speak to Dr Watkins who will be duty doctor tomorrow
- Courteous, thorough, prompt; all as usual! Well done The Tolsey!

**Thank you for your comments**