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## Patient Comments

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>> She is always very reassuring. I feel I could ask advice about any thng without embarrassment Doesn't push medication unnecessarily. I couldn't wish for a nicer doctor!

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>> A very well run practice, staff are very helpful. <<

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>> All personel have been very pleasant and helpful . Small parking area if required. <<

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>> Although I myself do not have an illness, my daughter is diabetic and as such I have regular visits to the Drs to pick up prescriptions. The ladies in dispensary are always very friendly and helpful when there has ever been a concern. Please give them my thanks as I think they also do an amazing job as well as the Drs and nurses. <<

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>> AS I order my prescriptions on line, would it be possible to send the prescription direct to Lloyds, so as to free up your reception staff, and of course paper costs <<

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>> Comfortable waiting rooms. It's good to have toys available for children. Nice to have the radio as well :-)) <<

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>> Everyone is pleasant, kind and caring. <<

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>> Excellent service from all departments. Rate the dispensary very highly particularly the repeat pescription service on line. <<

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>> Fabulous, well run surgery. Everyone is very helpful despite the limitations of the building. We are very lucky to have such a practice in Broadway, just wish I could get my medication at the surgery but as I live in Broadway I am not entitled to, this seems ridiculous and unfair. <<

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>> Happy with two doctors, not so good with others <<

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>> Having moved to Broadway 18 months ago, my experience at Barn Close Surgery has been positive in every way. I was speedily referred on to the Linc Clinic at Cheltenham General for ongoing assessment, and Barn Close Surgery picked up their request to supply my medication directly, as opposed to being prescribed from the hospital, quickly and efficiently. Unreserved praise and thanks to the practice. <<

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>> I am very impressed by the service and quality of care received. <<

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>> I did have on two recent occasions an unpleasant experience with a person who looks after the repeat prescriptions window. She is unhelpful and has a real attitude problem. <<

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>> I do not think you are taken very seriously, I just think most doctors are just interested in getting patients in and out as quickly as possible! Not really looking at you and doing the best they can. Just want to make sure they don't miss the cancer!! <<

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>> I find the telephone call system difficult sometimes ie to press the appropriate button The prescription order system can be a little difficult There could be a better system, quicker, for finding prescriptions waiting to be collected <<

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>> I have absolute faith and confidence in all the staff at Barn Close, especially through a recent difficult time for me, <<

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>> I love the practice and ALL the doctors are excellent -but it is very difficult to get a same-day appointment in the morning. "Not open yet" at 8.30 "Busy Busy Busy" until 8.50 8.55 -"All booked up!" -I don't know how everyone does it??? Booking on line -maybe the night before and being able to ring and confirm would be great. <<

>> I really can't fault anything. This is the best practice I have ever been to. Thank you all for everything you do. <<

>> I think that there are too many advanced appointment times allocated. For a same day appointment by the time you manage to reach a receptionists by phone most slots are full within an hour of surgery opening. The only alternative is to visit the surgery personally at 8:30. <<

>> I think we are very lucky to have such a good practice in Broadway. <<

>> Information displayed in surgery may differ to that on the internet e.g. time taken for repeat prescriptions. <<

>> It is often not very easy to get through at 8.30 to make an appointment. It is also a very difficult time of the day to have to ring especially if you have to do a school run or get to work. A bit more flexibility in booking appointments would be helpful. Being able to book for the following day would be good. <<

>> It is very difficult to get an urgent appointment 1 - 2 days in advance so you can plan your visit around your job. Having to book on the day is very inflexible for work commitments. The dispensary staff vary dramatically in their manner, some are very pleasant, others not so. <<

>> My main grievance is the system of making appointments, i.e, the need to ring on the day and the inability to make a future appointment. The unhelpful attitude of some receptionists does not help either. It can take as long as 40 mins to 1 hr to get through only to be told there are no more appointments and no, you cannot make an advance appointment for the next day. <<

>> My own brief experience has been of a friendly helpful, practice and staff - the building is always warm and welcoming and most of all feels clean and cared for, which cant be easy in an old building, it feels like a proper family practice and ordering on line perscriptions is an excellent service. <<

>> Need to be available at weekends and on call at night as in the past. <<

>> Pharmacy needs to be more organised. Often takes along time to find repeat prescriptions hunting through various draws. Poor compared with how Chipping Campden' s pharmacy is organised with far fewer staff. <<

>> Phoning in for an appointment for the same day is challenging - need to phone at 8.30. With 3 children to get to school, this is very challenging. Dr Bloch's care of me recently was outstanding. Alternative opening hours, would be very welcomed. Overall a very good surgery - just really feels as if some key processes could be sharpened to meet today's fast pace lifestyle, for families and individuals. <<

>> Service exceeds my expectations. My thanks to all. <<

>> Some conditions are simply treated with ongoing long term medication without discussing alternative perhaps more permanent solutions. <<

>> The Midwife care is also very good! <<

>> The only problem I have is making appointments on the phone by the time I get through, which can be as early as 8.45 am all appointments have gone with the Dr I wish to see, as I have long standing severe breathing problems I am not always able to get down the surgery for 8.30 when the reception opens to make an appointment with my chose of

Dr. I like to see the same Dr as I beleive in continuity of care and although I am sure another Dr could treat me my regular GP has been treating me for 2 years and I feel at ease with them and when you are struggling for breathe seeing someone you are used to makes it less stressful <<  
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>> The practice needs to select a panel of patients to advise it on how to deal with patients. Rather like the Customer Care panels that advise supermarkets and other undertakings. This does not have to be politically correct or democratic it can simply be a panel that represents the interests of patients and doctors and who can advise responsibly and suggest improvements WHEN they are necessary and not for the sake of the NHS. <<  
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>> The service provided is inmy opinion 'second to none' Keep up the excellent work <<  
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>> Unfortunately I have a comparatively rare condition that many GP's know little about. I have learnt much and received support from a national charity which I joined after recommendation from the hospital. <<  
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>> Very friendly and welcoming when we first moved to the area a few years ago. Repeat prescription service excellent, and all the ladies are very helpful, and prescription always ready either before due time or before, which is good. <<  
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