

NHS Friends and Family Test 2022

April 2023

Q: Please can you tell us why you gave your answer?

Free text question. There were 59 responses:

2023-04-24 15:20:40

Because she is very good at to listen, and she tries her hardest to sort things out

2023-04-24 15:22:29

Susie is a diamond. She has stuck by me even though I'm a pain in the arse. And always tries to motivate me to better myself.

2023-04-24 15:22:53

Dr Brookes was very helpful and prescribed me the medication I needed to control my high uric acid problem , the other doctor I kept talking to about my gout pain kept prescribing me Naproxen which only ever eased the pain temporarily before the gout returned.

2023-04-24 15:27:55

Prompt call

2023-04-24 15:28:08

On time, Doctor was very friendly.

2023-04-24 15:31:26

Friendly and painless

2023-04-24 15:35:01

Dr Ash, listens to me, provides clear and concise instructions and information and is always very pleasant to talk to.

2023-04-24 15:41:08

Very polite and positive

2023-04-24 15:50:09

Quick and efficient

2023-04-24 16:01:57

I felt listened to and taken seriously

2023-04-24 16:11:33

Excellent service

2023-04-24 16:34:37

The appointment was more or less on time. The nurse was very pleasant and professional.

2023-04-24 17:07:00

Dr Brookes is a good listener. He listened carefully to my symptoms. I told him that I felt much better after the thyroid operation in Gloucester Royal he organized for me. He had read up my problems before the appointment and organized blood tests and checked my blood pressure while I was there. He said he would wait for the results and set up another appointment to see me. He has already arranged physiotherapy for me and I have had two sessions of walking and I will be having a session on squats next.

2023-04-24 17:34:29

Very thorough and well prepared.

2023-04-24 18:19:52

I didn't get enough information about my blood test

2023-04-24 19:12:12

My enquiry was treated with empathy, I was listened to and I was given all the answers I needed, many thanks

2023-04-25 06:15:31

Your level of communication before and after visits is extremely good and appointments run on time and I've never experienced such a high level of care

2023-04-25 09:51:45

The doctor was extremely professional and made me feel at ease. She also helped preserve my dignity in what could have felt like an embarrassing appointment! She was also punctual and my appointment took place exactly the time it was scheduled.

2023-04-25 12:37:40

The Doctor called back as promised within the two hour window.

2023-04-25 12:40:25

Because we love Nurse Jo and cant thank her enough for all the fantastic things she has done for Ava.

2023-04-25 12:42:55

The doctor was friendly and super knowledgeable

2023-04-25 12:48:43

Very good with Arlo

2023-04-25 12:55:57

Doctor took time to listen to me and then replayed what she had heard to confirm understanding. Explained what she was doing during the examination and explained next steps.

2023-04-25 13:27:40

Everybody is friendly, professional and efficient.

2023-04-25 13:31:00

She managed to give me my implant without it bleeding! She was helpful and compassionate, having also been through breast cancer.

2023-04-25 13:44:06

The Dr was professional at all times and took the opportunity to ensure that all was well with the treatment given .

2023-04-25 14:03:09

My poor hearing makes phone use difficult. Luis phoned back on landline, offered advice to my wife and offered a prescription for 2 weeks use. All good. Thank you very much.

2023-04-25 16:18:11

Good advice very good result many thanks R Everyyg Everything

2023-04-25 17:58:40

Prompt appointment, nurse was extremely thorough and had a lovely manner

2023-04-25 19:29:20

Very thorough on examination and asking appropriate questions.

2023-04-25 19:36:45

Very prompt, friendly , sympathetic and very professional. I felt very reassured.

2023-04-26 09:20:17

sussi is always good with me thanks

2023-04-26 19:06:27

Experience with doctor was fine. I felt the doctor listened to my concerns and took my problems seriously. However, the 5 week wait for the appointment was very poor.

2023-04-27 15:28:56

Dr Brookes was excellent, taking time to listen to me and explain.

2023-04-28 13:03:18

I was given the steroid injection I needed, with care, compassion and a bit of humour!

2023-04-28 13:04:57

She listened and gave good advice

2023-04-28 13:08:03

Dr Luis was absolutely brilliant, very knowledgeable and professional with a great sense of humor and I think he is a great asset to your surgery

2023-04-28 13:10:00

Viv saw me as Naomi was running behind so I was there for less time than I would have been. Viv enquired about my overall health and was understanding how much I would be needing the B12. I usually have very good service from all of the nurses/has.

2023-04-28 13:10:14

Naomi was efficient and professional . She discussed my results at an appropriate level to my understanding. I felt very comfortable with her friendly approach . She promised to follow up with a call same day and did exactly that .

2023-04-28 13:10:16

She is always so cheerful and kind. She explains what she is doing and why.

2023-04-28 13:13:21

Nurses are always professional and helpful. They look after my medical needs exactly. I consider Cleevelands Medical Centre to be the best in the Cheltenham/Bishops Cleeve region.

2023-04-28 13:22:03

Excellent service and result

2023-04-28 13:33:06

Very helpful advice and prescription from Luis as always.

2023-04-28 13:35:17

Very helpful and allways have my best interest at heart

2023-04-28 13:42:06

She was very friendly. I felt comfortable talking with her

2023-04-28 13:45:48

Quick, professional and very helpful.

2023-04-28 14:06:39

Dr McRae always gets to the root of the problem

2023-04-28 14:24:45

Nurse was very thorough with her clinic

2023-04-28 14:25:39

Everything was as it should have been. It was thorough and I got everything I needed and have a follow up.

2023-04-28 15:32:57

Dr Brookes was attentive and made me feel invisible loved in the treatment decision we arrived at.

2023-04-28 15:53:30

Very professional and understanding

2023-04-28 16:08:18

Naomi was polite, friendly, assured and only pricked me once - Ideal

2023-04-28 16:15:51

The whole team are welcoming, professional and so very kind!

2023-04-28 16:16:54

Luis was patient, caring, attentive & helpful. Thank you Luis

2023-04-28 19:39:20

Phoned me as previously arranged. Saw another GP face to face on the Tuesday about something different, but asked her if she could deal with my med review and cancel my phone call with Dr Brooks. She told me she had cancelled the phone consultation.

2023-04-28 19:42:43

The advice from the doctor was very good , clear explanations and a comprehensive plan for treatment.I very much appreciate having the continuity of talking to the same doctor each time and would have rated the experience very good except for the comment below.

2023-04-29 13:13:19

Professional, caring and understanding.

2023-04-29 15:46:40

I had an appointment to see Nurse D. Baker in order to have my periodical hormone injection as part of the follow-up treatment following surgery for prostate cancer. This was carried out by Nurse Baker with her customary friendliness and professionalism.

2023-04-29 18:55:07

Amazing team at Cleavelands. Attentive, caring and you don't feel rushed. They genuinely care about they're patients!
