

NHS Friends and Family Test 2022

April 2023

Q: Please tell us about anything that we could have done better?

Free text question. There were 40 responses:

2023-04-24 15:22:53

If I hadn't of gone to the surgery because of my pain I was supposed to wait for a doctor to call me on the 12th of may to discuss my blood test results that I had last week ! I can't understand why I was supposed to wait a month to discuss my high uric acid levels when I should've just been prescribed the correct medication once the blood test results showed the high uric acid level.

2023-04-24 15:28:08

Nothing at this time

2023-04-24 15:35:01

I am very happy with my experience with the doctors, facilities and staff at Clevelands

2023-04-24 15:41:08

Nothing to add

2023-04-24 15:50:09

Get an indication of when the results will come

2023-04-24 16:10:01

Doctor Gracie listened. As far as I know gave me good advice and was able to reassure me regarding the cause of my pain and how I can help myself

2023-04-24 16:34:37

Terminate patients registration who miss or do not cancel appointments which genuine patients have to wait weeks to get.

2023-04-24 17:07:00

There is nothing that could have been done better

2023-04-24 17:34:29

Earlier appointment system needed

2023-04-24 18:19:52

Just more information as to blood test results

2023-04-25 09:51:45

Everything was great.

2023-04-25 12:37:40

Nothing other than to suggest a revisit if symptoms became worse.

2023-04-25 12:40:25

Clone her to make more lol

2023-04-25 12:42:35

Phone calls are OK for some problems as was the case today but a more accurate time would be great, maybe an hour slot rather than just AM or PM.

2023-04-25 12:42:55

Nothing, my visit was perfect

2023-04-25 13:27:40

I can't think of anything you could have done better.

2023-04-25 13:44:06

Oh that all Dr, s and medical staff were as good.

2023-04-25 14:03:09

In the circumstances, nothing.

2023-04-25 19:29:20

Very happy with the service I received

2023-04-27 15:28:56

I had to wait over 4 weeks to see her face to face

2023-04-28 13:03:18

Not on this occasion

2023-04-28 13:08:03

Nothing

2023-04-28 13:10:00

Absolutely nothing

2023-04-28 13:10:14

None

2023-04-28 13:10:16

I think this surgery works very well

2023-04-28 13:35:17

No

2023-04-28 13:42:06

Hire more health professionals. I feel uncomfortable, generally makes me feel like a burden to them. I try not to call if I feel ill.

2023-04-28 13:45:48

Nothing.

2023-04-28 14:24:45

Not really

2023-04-28 14:25:39

Nothing

2023-04-28 14:34:08

Luis took the time to listen to my concerns and suggest possible causes and actions to be taken. Most impressed by his professionalism

2023-04-28 15:32:57

Nothing

2023-04-28 15:53:30

Everything was just fine thankyou

2023-04-28 16:08:18

INR machine, or supporting software, did not return a result with first sample a glitch somewhere. Happens often? Worth a look

2023-04-28 16:15:51

Nothing at all.

2023-04-28 16:16:54

Clone him?!

2023-04-28 19:42:43

The earliest routine telephone appointment I could book was 4 weeks ahead . I think that is a long time to wait.

2023-04-29 13:13:19

Nothing- I have no complaints

2023-04-29 15:46:40

No. The whole procedure was entirely satisfactory.

2023-04-29 18:55:07

Nothing.