

NHS Friends and Family Test 2022

May 2023

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

Free text question. There were 77 responses:

2023-05-01 11:23:49

Very understanding, very efficient, very good at giving steroid jabs!!

2023-05-02 14:26:58

completely understanding and responded to my needs

2023-05-02 14:28:22

Very professional and put me at ease

2023-05-02 14:29:34

Quick appointment and very thorough assessment

2023-05-02 14:30:58

The Dr listened carefully, examined thoroughly and came up with a sensible plan to take things forward.

2023-05-02 14:31:41

No positive answer to problems I discussed

2023-05-02 14:33:46

Very efficient & thorough

2023-05-02 14:34:33

Dr Jackson couldn't have been more helpful or understanding

2023-05-02 14:43:55

Very pleasant, friendly, efficient practitioner.

2023-05-02 15:42:07

Always provide a caring, understanding, patient and exceptionally professional service.

2023-05-02 15:59:18

Just because it's true!

2023-05-02 16:06:10

Becky answered my questions and listened to me . I felt reassured that apart from my ongoing back problem I am reasonably fit for my age.

2023-05-02 16:14:57

I got an appointment the same day. Dr was friendly and reassuring

2023-05-02 16:41:57

Very professional

2023-05-02 17:39:10

Very pleased to see the doctor in person. It made such a difference!

2023-05-03 10:07:03

Very prompt, explained what was going to happen regarding medication

2023-05-04 13:50:06

Excellent service from Dr Jackson

2023-05-04 13:51:09

Good and efficient service

2023-05-04 16:49:00

Dr Tilley is very patient and good listener, no- judgemental with positive regard for patients

2023-05-04 17:06:27

Dr Jackson gave me the time to explain my symptoms, replayed them back to me to confirm understanding and gave me a comprehensive physical examination.

2023-05-09 18:45:09

She was understanding and took time to listen.

2023-05-16 08:47:28

Such a kind solo

2023-05-16 08:53:53

I wanted a face to face appoint but wasn't available

2023-05-16 08:54:34

Dr ash understood what I was saying & how to help

2023-05-16 08:59:09

Was due a telephone call. Was told numerous calls were made to me but I was sat by phone waiting. So am now waiting on pharmacy call but I'm not going to worry about doctors now as makes me to anxious waiting by the phone for appointment.

2023-05-16 08:59:47

The Dr kindly forwarded theFit Note I required following a telephone call with my wife so I did not speak to the Dr directly.the Dr offered helpful advice about the content and detail of the Note to support my PIP application

2023-05-16 13:38:57

Approachable if needed

2023-05-18 06:06:05

Really helpful reception staff, easy check-in and warm, empathetic and energetic review with the nurse.

2023-05-19 08:10:05

Dr Brookes was welcoming, supportive and showed real caring by also asking me about an issue I had seen him before previously. I had all the reassurance I needed about a skin concern and left feeling much happier.

2023-05-19 08:19:47

Doctor was excellent but call came after 6.30pm which caused me to worry that I might not receive the call at all.

2023-05-19 08:29:50

Nurse was very thorough and informative. Very helpful suggestions.

2023-05-19 08:52:53

I felt that Dr Tilley explained things clearly and I didn't feel rushed.

2023-05-19 08:53:49

My son has asd and got very worked up about appointment. I couldn't get him out the car so he came to the car.

2023-05-19 09:05:16

Very constructive and helpful. When speaking to reception they said nothing I could do about appointment for Dec. With respiratory doctor but Dr mc. Said she could help.my faith has been restored .

2023-05-19 09:19:43

Appointment booked within 2 hours. Very clear diagnosis and helpful advice

2023-05-19 11:01:15

On time, good diagnostic advice

2023-05-19 13:41:37

I always try and book my GP appointments with Dr McRae. She is always friendly and approachable, and I feel she is always happy to listen to me as a patient, shows empathy and understanding and doesn't rush appointment/ time. I've always felt after each consultation a clear plan and agreement on what we have discussed and that I can go back to her to revisit future discussions of ongoing need. Thank you.

2023-05-19 16:10:13

Dr McRae is brilliant, Dr listens and has been a life saver.

2023-05-24 09:05:54

On time and very friendly doctor

2023-05-24 09:06:29

Very thorough

2023-05-24 09:13:26

ALL Nurses and medical staff at Cleavelands are exceptionally good and professional. Cleavelands Medical Centre must be one of the outstanding medical centres in Gloucestershire.

2023-05-24 09:14:22

I rang up in the morning and was straight away able to get an appointment that day with Dr Luis! He was brilliant, he helped and reassured me well that my daughter was okay! He gave her a check over and then also going to check with me later in the week by phone call how she is! Went above and beyond to support our family! Thank you

2023-05-24 09:14:32

Dr Tilley was professional and efficient

2023-05-24 09:15:00

My doctor was very supportive of my condition Has acted on my symptoms with care.

2023-05-24 09:15:09

I understood that my visit is an age-targeted initiative rolled out by all surgeries. Therefore, because it was so my screening for certain things - despite being called an MOT - I felt the advice was superficial. Given that seeing an actual doctor is almost impossible these days, i had hoped this would be a more useful and helpful session.

2023-05-24 09:29:11

Because I wait weeks for the appointment to be told the doctor could not prescribe. Absolutely ridiculous and I will be writing to the partners about my poor service over the last few months !

2023-05-24 09:42:56

Prompt on timing. Clear questions and action plan

2023-05-24 09:53:02

I did not have to wait long past my appointment time to be seen. The Doctor and nurse were friendly and very helpful and informative.

2023-05-24 09:56:39

Very professional.

2023-05-24 09:58:28

Appt on time . Dr Morrison was friendly and helpful.

2023-05-24 10:13:05

Nurse was very approachable she made me feel extremely comfortable and at ease. Very thorough and full of really helpful advice

2023-05-25 10:52:45

Man talked for 30mins going round in circles telling me the things over and over again and didn't really listen to me. In the end I just kept quiet in the hope he would end the phone call as I was exhausted.

2023-05-25 15:35:38

Satisfied with what I went for and waiting for hospital appointment.

2023-05-29 18:13:36

Efficient booking. Contacted by telephone at correct time. Understanding and helpful conversation.

2023-05-30 05:33:41

Doctor was fairly thorough.

2023-05-30 10:49:17

on time, nurse pleasant and helpfull with advice, medication and ongoing plan.

2023-05-31 12:50:35

I gave that answer because she listened to my questions and gave me answers which I understood.

2023-05-31 12:54:22

Thorough polite reassuring doctor.

2023-05-31 12:55:52

Dr Macrae listens and does not make you feel rushed. And remembered my sons last appoint means alot to have a doctor that cares for your family like an old school doctor. She also gave my son a sticker. Thats a great way to win over small kids

2023-05-31 12:58:56

Susie listened to me and arranged 2 appointments and change my medicine to help me improve my issue. She is another one of the team that makes contacting or visiting the surgery less stressful.

2023-05-31 13:01:19

Viv was lovely, gave me all the information I needed and was very helpful and reassuring

2023-05-31 13:04:21

I felt listened too and doctor Mcrae was very friendly and understanding.

2023-05-31 13:04:59

The nurse was once again caring efficient and thorough,

2023-05-31 13:05:39

I was seen on time, everything explained to me about procedure. Friendly nurse. All good.

2023-05-31 13:11:48

Very good, experienced and knowledgeable professional

2023-05-31 13:12:13

Prompt effective treatment

2023-05-31 13:13:18

A good consultation with an action plan

2023-05-31 13:20:03

The GP listened & gave good advice.

2023-05-31 13:29:34

Staff helpful and friendly.

2023-05-31 13:42:11

Listened to my concerns

2023-05-31 13:52:00

Naomi is a really excellent nurse - as is all the other nursing staff. Always a pleasure to be treated at Cleavelands.

2023-05-31 14:02:49

Only bad thing was the lack of parking and the rude man banging on the window because I'd accidentally parked in the staff area.

2023-05-31 14:22:34

This is an outstanding surgery. I always feel listened to and always supported. Today, Dr. Macrae went above and beyond with her care. Thank you, Cleavelands.

2023-05-31 14:35:13

Dr Macrae was lovely. She listened intently, allowed me to talk through everything without interrupting and then gave sound advice. I was worried I would be turned away or dismissed, but felt I got a great service and I'm hopeful for a good outcome and feeling better soon. Thank you

2023-05-31 14:37:15

Pleasant and informative.

2023-05-31 16:14:30

Very good at explaining and listening

2023-05-31 17:05:10

1st Class
