

# NHS Friends and Family Test 2022

May 2023

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

Free text question. There were 51 responses:

---

2023-05-02 14:26:58

nothing

---

2023-05-02 14:29:34

Nothing

---

2023-05-02 14:30:58

n/a

---

2023-05-02 14:31:41

I felt Dr didn't have any answers to what my issues were . I have been coming to Cleavelands for 6 years and have seen various doctors and I really don't think that helps as they don't know you as well as a regular doctor would.

---

2023-05-02 14:33:46

Very good overall

---

2023-05-02 15:59:18

Nothing!

---

2023-05-02 16:06:10

Nothing I can think of

---

2023-05-02 16:41:57

Nothing

---

2023-05-03 10:07:03

Nothing

---

2023-05-04 13:50:06

Norhing

---

2023-05-04 16:49:00

I am not sure you could anything about it but the waiting time for appointments is far too long ... I am sure it's like this everywhere

---

2023-05-16 08:47:28

Not much as I find the service amazing

---

2023-05-16 08:53:53

Needed a follow up face to face but have to wait a week as considered non emergency, I had waited 3 weeks to make the appoint to make sure it was necessary and when symptoms got worse made appoint. Now have to wait another week for the face to face so prolonging the issue. I do however appreciate how busy you all are and you are doing your best to accommodate

---

2023-05-16 08:54:34

Proper timed telephone calls not just between certain times eg 1.30 - 6.30

---

2023-05-16 08:59:09

Would like more face to face options. I don't mind waiting but always get offered telephone apps lately. Receptionist was lovely who I spoke to this morning but don't know what happened yesterday.

---

2023-05-16 08:59:47

I was surprised not to receive a call directly but understand that the call to my wife enabled the matter to be addressed and resolved suitably

---

2023-05-16 13:38:57

Non applicable

---

2023-05-18 06:06:05

Nothing

---

2023-05-19 08:10:05

None

---

2023-05-19 08:19:47

Text message to inform of day and approximate time of call

---

2023-05-19 08:52:53

Given more of an idea of when he might call

---

2023-05-19 08:53:49

Nothing.

---

2023-05-19 09:05:16

Staff on reception could be more helpful not just say can't help but say don't know I will find out.

---

2023-05-19 09:19:43

No

---

2023-05-19 16:10:13

Nothing your service is just wonderful.

---

2023-05-24 09:05:54

Not the doctors fault but unable to fit the coil

---

2023-05-24 09:06:29

Quicker appointment

---

2023-05-24 09:14:32

Maybe David a time for the call, not just morning

---

2023-05-24 09:15:00

N/A

---

2023-05-24 09:15:09

Listen to menopausal women, act holistically, don't make narrow assumptions and give specific, not generic advice which I can get off the internet myself.

---

2023-05-24 09:29:11

It's ridiculous to wait weeks for a doctor to see one who is unable to sort my problems.

---

2023-05-24 09:42:56

N/a

---

---

2023-05-24 09:53:02

More frequent papsmear and mammogram testing for over 40 women.

---

2023-05-24 09:56:39

Not really.

---

2023-05-24 10:13:05

Nothing could have been done better the nurse really went way and beyond and even pretended to fix my daughter with a plaster.

---

2023-05-25 10:52:45

Received a call directly from my Dr as I usually do as I have very complex needs

---

2023-05-30 05:33:41

Nothing

---

2023-05-31 12:50:35

I can't think of any improvement other than face to face appointments are probably more satisfactory. But in this case, I don't really believe that is so.

---

2023-05-31 12:54:22

Appt slot was probably not long enough for what she needed to action.

---

2023-05-31 12:58:56

Nothing

---

2023-05-31 13:04:21

For me personally .. nothing

---

2023-05-31 13:04:59

I'm unable to offer any constructive commentate as the whole care was first class

---

2023-05-31 13:05:39

Every thing was fine.

---

2023-05-31 13:11:48

Nothing

---

2023-05-31 13:12:13

Booking mc not working

---

2023-05-31 13:13:18

.

---

2023-05-31 14:02:49

Just make sure the staff parking area is clearly marked. Be good to extend the car park as ot was very busy this morning, but I understand thus may not be possible.

---

2023-05-31 14:35:13

Dr Macrae wants a 3 month review, I wasn't able to book this today as the booking system didn't open that far in advance. I've had to mark my calendar when to roughly call to get my next appointment which is slightly frustrating. The office staff were lovely though.

---

2023-05-31 14:37:15

Just perfect.

---

2023-05-31 16:14:30

No

---

2023-05-31 17:05:10

Nothing