

NHS Friends and Family Test 2022

June 2023

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

Free text question. There were 87 responses:

2023-06-01 09:08:20

On time and very helpful advice

2023-06-01 10:24:34

The nurse was helpful and suggested an alternative treatment.

2023-06-03 08:52:15

Overlooked regular prescription medication by staff causing patient being without vital medication.. incorrect information given out by pharmacy staff...

2023-06-06 07:05:24

Susie was very thorough in explaining the proposed treatments to me. I could ask questions without any problems and she gave me independent and objective information and answers to my questions .

2023-06-08 09:27:57

No waiting, very friendly to my 94 year old mum

2023-06-08 09:28:12

Lovely lady hadn't seen her before made me feel at ease, explained everything clearly to me.

2023-06-08 09:31:06

Dr Fitzgerald makes you so welcome he explained everything to me so Thorough and he always put you at ease Great Doctor

2023-06-08 09:31:23

Nurse took the trouble to see a doctor for more information.

2023-06-08 09:31:38

Dr had time to listen.

2023-06-08 09:40:20

Prompt appointment and my nurse Claire Baker was friendly and put me at my ease. She also gave me all the information I needed and was able to answer all my questions. She was a pleasure to meet.

2023-06-08 09:41:53

Very confident teaching a student nurse how to do the ecg

2023-06-08 09:47:26

The doctor booked this appointment for me as recent blood tests show I am pre diabetic. However, the nurse turned this into an annual health check. I got very little information about diabetes and she relied on my own readings for blood pressure. I have agreed to go on a diabetes course to get more information.

2023-06-08 09:48:55

I have had to see nurse on a weekly basis for four weeks and her care and skill are wonderful

2023-06-08 09:50:22

Very efficient and friendly service

2023-06-08 10:02:16

Nurse Viv Jones is always so friendly and kind, it's always nice to see her. She dressed my wound well and gave me spare dressings so I could change it at home. I went away pleased my wound wasn't infected and reassured why my ankle was hurting so much.

2023-06-08 10:05:54

Very professional and personable

2023-06-08 10:10:38

First class service, on time and easy adjustment of later booking to the benefit of myself and the practice.

2023-06-08 10:15:45

Dr Ash is fantastic.

2023-06-08 10:46:29

Very efficient from start to finish

2023-06-08 10:59:57

ECG was fine and uneventful but nurse unable to complete blood test. This may have been due to fact I had very little fluid intake in previous 24 hours and been on a flight from southern Europe. Transferred to another nurse who completed blood test on second attempt.

2023-06-08 11:09:33

As well as having the shingles injection offered to me and accomplished easily, the general advice and update relating to my other health issues from nurse Becky was very valuable.

2023-06-08 11:34:01

Dr Fitzgerald was thorough and listened to my concerns & has arranged further treatment to explore reasons for chest pain.

2023-06-08 11:45:10

Lovely lady. She explained everything well and I felt comfortable with her

2023-06-08 11:49:42

Because she was very good

2023-06-08 12:13:36

My symptoms were explained clearly and the way forward explained clearly as well.

2023-06-08 12:13:43

Dr McRae was so kind and reassuring, she's helping me so much, I feel as though I'm in very safe and steady hands.

2023-06-08 12:23:32

I only waited 20 minutes to get through (just put the phone on speaker and carried on with other tasks). Got an appointment and was seen about 7 minutes after my appointment time. Doctor was brilliant with my son and when we left, both of us understood the treatment he was to get and why.

2023-06-08 14:14:00

Dr Ash was very calm and kind and always makes me feel at ease

2023-06-08 14:42:42

Nurse Susie Green fitted me in at short notice for my appointment to see how I felt taking new medication. I feel she always goes above and beyond and is very helpful in helping me manage my diabetes.

2023-06-08 16:05:28

Dr McRae was thorough and took an excellent history of my problem. She came across as empathetic and a very good clinician

2023-06-08 17:32:06

Everything was on time, Natasha was polite and explained everything. Gave me advice and answered my questions.

2023-06-08 18:05:47

I did not have to wait & the service was efficient, professional & friendly

2023-06-09 07:25:03

Viv was very friendly, made me feel at ease and answered all my questions.

2023-06-09 13:47:00

I was seen on time, was fully informed of what was to happen and had a full discussion of the necessary medication. Very friendly and relaxed.

2023-06-09 20:36:32

Been waiting for a week for the doctor to respond back when initially they said they would come back to me on 2 June. It is now 9 June and not heard anything. Have followed up twice and still nothing from the doctor.

2023-06-09 22:14:51

The Doctor was very thorough and explained everything

2023-06-09 22:18:19

The Nurse was very helpful and explained what to do in an emergency

2023-06-11 08:16:55

Timely, helpful, friendly and concise.

2023-06-12 07:54:05

Within 24 hours cough gone, maybe a problem between me & gas inhaler? My missed appointment has been moved to 15th. See you then. Bill

2023-06-19 14:59:30

Susie was fantastic went into a lot of depth using her professionalism explaining clearly next steps and advice a real asset to your surgery.

2023-06-19 15:01:10

Concise, clear guidance

2023-06-19 15:04:11

On time

2023-06-19 15:04:55

Always convenient & courteous

2023-06-19 15:06:12

Claire is always calm and reassuring very professional in every aspect

2023-06-19 15:06:22

Call back quickly and gave me the advice that I needed

2023-06-19 15:26:05

Easy check in, seen promptly. Nice caring doctor

2023-06-19 15:43:35

Regular visitors to CMC and we have always found the service we receive to be totally professional, courteous, friendly and caring. We are fortunate indeed to have such a wonderful medical centre on our doorstep. Today's visit maintained that exceptional high standard of service.

2023-06-19 15:47:09

Claire was friendly and efficient. Really made me feel at ease.

2023-06-19 16:15:06

Friendly and informative Nurse.

2023-06-19 16:28:10

She was very efficient & thorough.

2023-06-19 16:31:30

Claire was supportive, caring, and professional. Claire was also brilliant at administering the blood test.

2023-06-19 16:46:55

Friendly efficient staff

2023-06-19 17:55:13

Dr Fitzgerald, listened, answered my questions.

2023-06-20 13:53:00

Fully explained the results and adjusted medication accordingly. I was listened to and all my questions answered.

2023-06-20 14:04:26

Because it couldn't have been better.see

2023-06-20 14:11:36

The GP I spoke with asked relevant questions and listened to what I had to say. They understood the issues that my health conditions cause me, and put me at ease when I became a little upset talking about some of the difficulties I am currently experiencing.

2023-06-20 14:26:37

Problem free

2023-06-20 14:28:29

Dr Jackson really listened to me I was upset and she treated me with kindness and empathy and didn't rush me although I was at my appt for longer than my allotted time.

2023-06-20 16:31:34

Dr Jackson gave us time and that was good explaining things to us. We have blood results already so can start on meds. The receptionists are so helpful.

2023-06-20 16:47:24

Had to wait 30 minutes for the appointment. However the doctor was very efficient and answered all my queries m.

2023-06-20 20:19:19

On time, efficient and pleasant

2023-06-20 20:20:50

No waiting, treated well no complaints

2023-06-21 11:42:18

Dr Tilley was unable to help me with my back problems and recommended that I talk to private physiotherapist

2023-06-21 15:57:38

V straight forward

2023-06-21 16:02:03

Luis was very helpful and could tell I wasn't keen on coming back to have the procedure repeated so offered me a short course of steroids first. I found him to be patient, caring and he listened to what I had to say.

2023-06-21 16:02:09

The doctor listened and asked questions. He was very friendly and sounded like he was genuinely interested.

2023-06-21 16:03:36

Polite and listened

2023-06-21 16:06:08

Dr Fitzgerald has been very thorough with my problems and is investigating to reassure me.

2023-06-21 16:07:11

Good advice. Friendly clear next steps

2023-06-21 16:11:49

All concerns were answered . Lovely premises, check in was seamless

2023-06-21 16:15:06

Luis was Friendly, knowledgeable and professional.

2023-06-21 16:18:05

Very thorough and professional dr. On time.

2023-06-21 16:20:56

Amazing midwife couldn't fault her

2023-06-21 16:24:54

Very pleasant lady, who was helpful and informative giving me all the time that I required.

2023-06-21 16:56:14

I was made feel at ease/welcomed at treated like a human being. Full explanations given and not rushed. Luis is a credit to NHS. Well done Cleavelands.

2023-06-21 18:04:43

Dr Ash us very good at listening

2023-06-21 18:26:39

Luis is a very kind and compassionate doctor. He always make it a nice experience for the children so they don't dread going to the doctors

2023-06-21 18:54:11

Appointment on time. Friendly and informative appoinment.

2023-06-21 21:34:28

Given adequate time and clear information.

2023-06-22 05:58:35

Doctor was very friendly and gave his time and attention to the problem.

2023-06-23 09:35:35

He spent time with my daughter to understand the nature of the problem, rule out certain things and to determine next steps. He was helpful and explained things clearly. A wonderful experience and felt I could trust the doctor to do/recommend what was best.

2023-06-23 10:24:59

I felt that Becky explained everything to me didn't rush my appointment and listened to what I wanted to say.

2023-06-23 10:33:48

I was very reassured about the next step in my new treatment with Ozempic

2023-06-23 10:55:36

Viv was thorough as always which gives continued confidence in her treatment.

2023-06-27 17:47:32

Dr Fitzgerald explained things comprehensively and clearly so I was fully aware of my diagnosis. He also followed up by booking a hospital appointment for me over the next day or so.

2023-06-28 15:59:51

Viv is as thorough and knowledgeable

2023-06-29 12:21:34

Susie took it very seriously and dealt with it very professionally and quickly.