

NHS Friends and Family Test 2022

July 2023

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

Free text question. There were 88 responses:

2023-07-03 17:08:04

Service was quick, answered my concerns, put my mind at ease, made a referral. Reception staff were friendly and helpful to.

2023-07-03 17:10:37

Reception staff very helpful and friendly, doctor was helpful, reassured me if my concerns and made a referral due to my problems dragging on and getting worse

2023-07-06 08:21:06

Doctor was very thorough and explained herself clearly

2023-07-06 08:23:31

Efficient appointment. Lovely Dr.

2023-07-06 08:36:11

Very friendly, helpful, gave information, support and guidance.

2023-07-06 08:53:34

Every time I have been to Cleavelands, I have been dealt with sympathetically and courteously.

2023-07-06 08:57:45

It was easy to check in using the automated keyboard and letting me know what floor and room my appointment was in. Also my appointment was on time and handled in a polite and professional manner.

2023-07-06 09:20:56

All my questions answered fully

2023-07-06 10:04:01

Friendly, helpful and supportive

2023-07-06 12:45:33

Dr Macrae listens to what you have to say gives you her full attention is sympathetic and well prepared . The receptionist is always helpful and polite .

2023-07-06 14:04:05

Very friendly and efficient service

2023-07-06 14:05:47

Very friendly and efficient

2023-07-06 16:39:30

She listened to what I had to say, was caring, and done everything she could to solve my problems

2023-07-06 18:33:22

Excellent treatment

2023-07-07 09:09:37

Everything was explained.

2023-07-07 15:27:04

Easy to follow and understand

2023-07-08 07:16:11

The doctor really listened, was engaged and had a pleasant manner. She was also very clear in her speech and focussed on me as a patient.

2023-07-08 07:17:46

Very polite, very competent. She took a lot of blood and I barely felt a thing. Pleasant manner.

2023-07-08 20:42:05

I called first thing Wednesday morning, spoke to a very helpful person who offered me an appointment the same morning. My appointment was with Dr Ash - she was very empathetic and took the time to explain things in detail for me. She asked if she could carry out a couple of tests to confirm the diagnosis which I did not react very well to. Dr Ash was very kind when I became emotional. She asked if she could get my husband to join us to explain Vertigo in more detail and her recommendations. I was worried before attending my appointment and got upset during my visit but Dr Ash put me at ease and I felt comfortable during my appointment - Thank you

2023-07-10 08:40:13

Always go out of their way to get you an appointment and help

2023-07-11 15:36:39

Friendly reception. Seen on time and not rushed. Felt very confident and assured

2023-07-11 17:38:18

Easy

2023-07-12 10:58:49

Well explained what was going on, and giving good advice

2023-07-12 14:28:09

LOSE DOCUMENTS UNDER GDPR TO SPEAK TO PARTNER, TELL A PATIENT NO REPEAT PRESCRIPTION DUE TO OVER PRESCRIBING ,THE YEAR ITS A 13 MONTH YEAR FINACIALLY.RECEPTIONIST UNDERSTAND WHEN SPEAKING TO PATIENTS WITH NUREOLOGICA CONDITIONS

2023-07-14 19:33:51

Good Reception, Good advice and treatment.

2023-07-15 18:52:49

Friendly and helpful to get the appointment and then the Dr. Was very friendly and informative and gave time to go through information with me.

2023-07-19 14:57:14

Dr Fitzgerald listens to everything you have to say and takes care and time with you as a patient. The reception are very helpful and my appointment ran to time.

2023-07-19 15:04:15

Very helpful visit

2023-07-19 15:28:54

Quick and efficient

2023-07-19 15:49:21

very clear explanation Of CT and blood test results. And writing referral letter to surgeon

2023-07-19 16:04:36

Very informative

2023-07-19 16:08:23

Prompt appointment time with very polite considerate consultation

2023-07-19 16:19:07

Dr Fitzgerald is being very thorough in trying to work out a diagnosis for me.

2023-07-19 19:17:34

Easy parking and checking in. Dr knew the issue and had seen me before, so nice to have that continuity.

2023-07-20 10:18:03

No waiting, friendly and professional.

2023-07-20 10:19:21

No waiting, friendly and efficient.

2023-07-20 10:20:05

Very helpful, easy to talk to and she listened to my concerns

2023-07-20 10:22:52

Surgery very efficient. Seen promptly. Dr Ash very friendly, approachable and very informative/ helpful.

2023-07-20 10:24:02

Claire was lovely..really cheerful as always

2023-07-20 10:24:10

We were seen on time and greeted warmly by Viv. She reassured Mum that the wound was not infected then cleaned and redressed it. She also made another appointment to check the wound again to be absolutely sure things are as good as they can be. A very pleasant and professional experience.

2023-07-20 10:25:13

Shame such long waiting times for appointment but on the day service was ok

2023-07-20 10:29:05

Reception were lovely and helpful, Dr Macrae was understanding and helped with my query

2023-07-20 10:32:28

Dr Ash was very reassuring and her patient care was superb

2023-07-20 10:52:58

Appointment ran in time doctor had time for me and it was easy to talk freely.

2023-07-20 10:54:53

Efficient, friendly and very competent

2023-07-20 11:10:48

Easy to check in and fun experience with Claire.

2023-07-20 13:02:02

Nurse listened to what I had to say

2023-07-20 14:37:52

Friendly quick service

2023-07-20 16:37:05

Very polite and efficient.

2023-07-20 20:15:34

Didn't have to wait long. Dr was lovely.

2023-07-20 22:41:30

Always friendly caring staff.

2023-07-21 10:12:21

Patient and very caring. Listened and took time to understand any worries.

2023-07-21 10:38:48

Dr Cook is an amazing doctor put my daughter and myself at ease

2023-07-21 10:46:21

Dr Macrae was very nice and helpful

2023-07-21 10:58:55

As always excellent attention by reception and HCA.

2023-07-21 11:28:44

First class service

2023-07-21 11:28:57

Since missing the 1st call from Dr Cook she left a message asked me to contact the surgery to arrange another call that day. I was very impressed as she did call again.

2023-07-21 11:40:02

I was completely comfortable.

2023-07-21 12:15:12

She listened to me and I did not feel rushed

2023-07-21 12:22:52

All issues taken seriously and addressed efficiently and with good grace. Thank you. Appointment was on time and I didn't feel rushed. Environment is lovely and easily accessible.

2023-07-21 15:06:19

Was able to get an appointment on the same day, treated with respect and consideration from time of making appointments to being seen

2023-07-21 17:44:25

Very kind reception and doctor

2023-07-21 18:41:40

Ailments were quickly diagnosed and remedial medication prescribed. Excellent friendly approach and genuinely interested in patient welfare

2023-07-23 10:01:44

Very friendly polite service. Prompt response to health concerns.

2023-07-24 06:40:52

She asked questions and listened. She physically examined and prescribed what was necessary and she

also checked on past problems

2023-07-24 14:52:17

Dr Macrae was very understanding to how I had been feeling. She carried out a procedure for the second time to help with my BPPV. She was patient and checked how I was feeling throughout.

2023-07-27 11:12:12

Dr Macrae had seen my little 9 month old boy 3 consecutive weeks and she's been faultless in checking him which each issue.

2023-07-27 11:14:13

I had a thorough examination

2023-07-27 11:16:26

Dr Fitzgerald was very supportive and helpful.

2023-07-27 11:18:04

Clear info with a smile, put me at ease, efficient and very caring

2023-07-27 11:22:07

Explained everything in full to my question.

2023-07-27 11:23:15

Very good

2023-07-27 11:23:29

Satisfied with the service.

2023-07-27 11:23:49

Dr Jackson was lovely and very helpful, made me feel less anxious about calling in regarding my acne. Dr Cook is also lovely at my last appointment and made me feel supported.

2023-07-27 11:27:30

Everything was as it should be, but I did have to wait

2023-07-27 11:31:56

Nurse Viv is fantastic, friendly, chatty, understanding, and explains everything very clearly to ensure you leave your appointment knowing exactly what's wrong, and next steps to combat the illness/ongoing issues

2023-07-27 11:41:35

Very very helpful. Decisive and competent. All problems addressed well and competently.

2023-07-27 11:41:38

Very thorough, very kind and reassuring

2023-07-27 11:43:31

Clear discussion.

2023-07-27 11:57:57

Call was meant to be between 8-13.30, happened at 14.15 because the Dr was told the wrong time for a different meeting they had to attend. Call back later was great

2023-07-27 12:34:12

Becky was professional and approachable. She made me feel at ease and answered all my questions. She also helped me book another appointment that I needed which saved me time. Thanks Becky!

2023-07-27 12:35:00

Because I was totally satisfied. The meeting went very well and my questions were answered to my satisfaction. The nurse that I saw was very helpful.

2023-07-27 13:28:15

I meant to put "good" purely because I was half an hour late being seen. Otherwise excellent thank you.

2023-07-27 14:41:36

Excellent appointment. Thorough, sensible and empathetic GP. Much appreciated.

2023-07-27 16:15:40

Dr Jackson was very helpful and empathetic.

2023-07-27 18:47:03

Everything that was said would happen and did . Very helpful reception and GP.

2023-07-28 15:30:22

Appointment for blood samples, 7 days later meeting with doctor for review. Of options, im happy with results of review

2023-07-29 11:10:57

Expected a call between 8.30-1pm and it was nearly 2 1.30pm before anyone called.