

# NHS Friends and Family Test 2022

July 2023

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

Free text question. There were 51 responses:

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2023-07-03 17:08:04

Can't think of anything actually

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2023-07-03 17:10:37

I can't think of any at the moment

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2023-07-06 08:21:06

No

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2023-07-06 08:23:31

Don't give specific time slots for phone appointments if you can't keep them. I was allocated 10.20, but received my call at 12.43. For someone with anxiety, this wait was stressful. It would be better to just say "am" or "pm"

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2023-07-06 08:36:11

Very happy with your service.

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2023-07-06 08:53:34

Nothing

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2023-07-06 16:39:30

Nothing

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2023-07-07 09:09:37

None really, Everyone was helpful.

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2023-07-07 15:27:04

No nothing

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2023-07-08 20:42:05

I can't think of anything, Dr Ash was wonderful and my husband (who is not at my surgery) said on the way out he wishes his Doctor was as nice as mine.

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2023-07-12 10:58:49

Everything was all very professional and ready for my visit

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2023-07-12 14:28:09

TRAINING

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2023-07-14 19:33:51

Nothing but thank you.

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2023-07-15 18:52:49

Nothing it was a good experience.

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2023-07-19 14:57:14

Nothing!

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2023-07-19 15:04:15

Nothing

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2023-07-19 15:28:55

None

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2023-07-19 15:49:21

Prefer a shorter time between scan and blood test and actually talking to doctor about results. But, hey, it was worth waiting to speak to Dr Fitzgerald and I only have restricted physical activity , not pain, just discomfort

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2023-07-19 16:04:36

N/a

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2023-07-19 16:19:07

Nothing

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2023-07-19 16:44:50

Having a face to face consultation

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2023-07-19 19:17:34

Nothing

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2023-07-20 10:18:03

None

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2023-07-20 10:19:21

None

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2023-07-20 10:20:05

Nothing, was a lovely chat about what I needed for my daughter

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2023-07-20 10:24:02

Nothing

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2023-07-20 10:24:10

Absolutely nothing as it was perfect.

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2023-07-20 10:29:05

Phone appts are OK, but would it be possible to give and rough timeslot...say a 1 hour window for the call? This would be really helpful when trying to plan the day.

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2023-07-20 10:54:53

N/a

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2023-07-20 13:02:02

Everything all right

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2023-07-20 20:15:34

Nothing

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2023-07-20 22:41:30

Nothing

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2023-07-21 10:12:21

No

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2023-07-21 10:38:48

Being able to get an appointment is hard work

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2023-07-21 10:58:55

No comments here.

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2023-07-21 11:28:45

Nothing

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2023-07-21 11:28:57

I wish there was a way when calling the surgery you got through reception quicker.

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2023-07-21 15:06:19

No

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2023-07-21 18:41:40

Lucky to have got a face to face on the day but wish that could be available more often

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2023-07-24 06:40:52

This appt was fine and doctor herself booked it. Requested face to face previous week but was only given telephone call. Availability of face to face appointment might have helped.

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2023-07-24 14:52:17

She couldn't have done, she looked after me very well.

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2023-07-27 11:12:12

Never able to check my baby in on the self checking machines for some reason?

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2023-07-27 11:16:26

My appointment was slightly late but I appreciate the difficulties in making things run on time. Other than that I have no suggestions for improvements.

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2023-07-27 11:27:30

Cut the waiting time. There isn't enough parking I parked in the allotment only as I'm lucky enough to have a plot!

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2023-07-27 11:41:38

Nothing

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2023-07-27 12:35:00

I am not aware of any way it could have been improved

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2023-07-27 13:28:15

I know it's difficult but seeing people on time is nice.

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2023-07-27 14:41:36

Nothing.

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2023-07-27 18:47:03

You couldn't have done anything better it was all a good experience.

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2023-07-28 15:30:22

Nothing comes to mind. The service meets my needs

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2023-07-29 11:10:57

Have more accurate time slots e.g one hour slots

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