

# NHS Friends and Family Test 2022

August 2023

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

Free text question. There were 120 responses:

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2023-08-03 08:05:09

D'r Macrae is an excellent, very caring person. D'r Macrae listened to everything I had to say. Explaining everything I needed to know. Well done D's Macrae !

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2023-08-03 10:09:47

Appointment was on time, practice is always clean, reception team very friendly & helpful

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2023-08-03 10:10:37

She was friendly, honest and open. Couldn't ask for better.

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2023-08-03 10:11:36

Took the time to listen to my problem in full. Didn't feel rushed. Also didn't have the feeling you're waiting my time. Clear speaking voice. Extremely approachable.

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2023-08-03 10:11:44

Doctor understood the issue was prepared with the answer, dealt with very efficiently

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2023-08-03 10:13:44

on time, Nurse Newhall was very nice, informative, thorough and really personable

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2023-08-03 10:15:10

It was very good

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2023-08-03 10:16:21

Always had a good experience

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2023-08-03 10:17:52

Helped us more than we've been helped before

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2023-08-03 10:25:09

No difficult getting a F2F appointment Minimal wait to see doctor all very positive

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2023-08-03 10:25:36

We didn't get a phone call in spite of us phoning twice to check what was happening. We were told we would be getting a call up to 6-30. But it didn't happen

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2023-08-03 10:27:42

Doctor did not rush and listened

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2023-08-03 10:28:15

Appointment same day

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2023-08-03 10:28:20

Dr understood my problems and I felt dealt with the situation very appropriately

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2023-08-03 10:29:05

Phoned when should have very thorough with telling me results ohhh & great to talk to

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2023-08-03 10:36:12

Dr Fitzgerald was informative attentive and very pleasant

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2023-08-03 10:38:59

My appt was almost on time. Dr McRae was professional and helpful.

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2023-08-03 10:41:24

Professional kind friendly

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2023-08-03 10:53:36

Felt very taken care of and relaxed

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2023-08-03 11:12:17

Very thorough and all processes well explained to me.

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2023-08-03 11:21:34

Good communication. Seen on time. Very informative consultation. I felt GP listened and addressed my concerns. Very sympathetic and kind. GP also followed up with phone call as promised. Excellent care.

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2023-08-03 11:39:06

Genuine interest, engagement and concern was expressed by Jo. She did a follow up phone consultation and I have another appointment booked for next week

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2023-08-03 11:42:00

We were able to get an appointment for my son via telephone the same day, which was great as we could upload a picture and the doctor was able to prescribe him antibiotic cream without us having to go in.

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2023-08-03 12:29:09

Dr Macrae was excellent. She is very thorough and knowledgeable with a lovely, reassuring manner.

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2023-08-03 12:37:33

Phone call on time as arranged; questions answered clearly and further advice given. Friendly and reassuring conversation.

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2023-08-03 12:39:24

Dr Macrae was very helpful and listened to my concerns and talked through the medication prescribed very thoroughly.

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2023-08-03 12:54:38

Patience and understanding

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2023-08-04 13:45:56

Explained very well

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2023-08-04 15:27:10

Quick service and she was very happy lady

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2023-08-04 15:32:05

Very attentive and thorough, Left me feeling well examined, Listened attentively,

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2023-08-05 06:20:11

Dr Ash was very helpful and also very considerate I wish all doctors had the same attitude

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2023-08-05 08:47:10

The dr is always polite and listens to me and puts me at ease

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2023-08-05 12:35:45

Appointment was on time. I was given all the time I needed got deal with matters. No feeling of being rushed. Susie , like all the nursing team I have dealt has excellent interpersonal skills.

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2023-08-05 17:13:56

Dr Alison McRae she is an asset to the practice she spends time with you and really cares

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2023-08-07 07:24:47

On this occasion the waiting on the phone was not to bad and the doctor called back at the time period stated

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2023-08-07 08:01:16

Excellent care Dr. Fitzgerald listened to what i had to say .and important looked at me when talking real asset to Cleeve lands med centre

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2023-08-07 09:14:52

Efficiency nice clean fresh environment of building

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2023-08-08 07:48:38

New GP. To my care. Took time to ask important questions and I felt listened too

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2023-08-10 15:57:08

She was very informative

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2023-08-10 16:02:39

Social services and Incontinence team requested another appointment to check over my son I felt she didn't really try and advise what my son needed and put me through to another docter another appointment and I don't feel we are going to get anywhere with this appointment either next appointment with dr gracey tommorrow to see if he knows what I can do with my sons incontinence I don't think we are going to get anywhere ?

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2023-08-10 16:02:41

Understanding and very helpful

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2023-08-10 16:04:24

The doctor I had was so so lovely and made me feel so much better and was really helpful and caring

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2023-08-10 16:05:20

The meeting was on time and my questions were answered.

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2023-08-10 16:13:13

I got an appointment the same day and the doctor was very helpful

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2023-08-10 16:21:58

Great conversation

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2023-08-10 16:37:55

All staff happy and polite. Didn't feel under pressure time wise whilst consultation taking place. Very happy with Doctor.

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2023-08-10 16:45:28

Dr Fitzgerald is patient and understanding. He never rushes a consultation.

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2023-08-10 16:54:51

Straight to the point

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2023-08-10 18:00:22

Dr Ash knew my history and listened to my concern. I felt very comfortable with her comments and proposal.

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2023-08-10 18:16:49

My appointment was just a few minutes behind set time but Dr Macrae was very thorough and explained everything so I have no complaints

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2023-08-10 21:11:31

Asked for help but it was refused

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2023-08-11 19:08:23

Dr Macrae is very thorough and works with patients on their treatment and isn't patronising, undermining or dismissive. I'm very grateful to her for this as Dr's appointments can be a cause of great stress and anxiety when you live with several long term health conditions. I try to get all of my appointments with her now.

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2023-08-12 00:34:01

I am so pleased to have found Dr Ash who wants to get to the bottom of my problems.

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2023-08-12 10:18:01

She explained me exactly about the disease as well as the medicines

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2023-08-12 14:04:20

Dr Macrae was excellent and thorough!

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2023-08-12 15:22:23

Because it was good

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2023-08-13 12:40:22

Prompt and efficient appointment thanks

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2023-08-13 16:27:26

All explained and reassured about condition

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2023-08-16 11:02:14

She has helped with my health concerns, Arranging blood test and examination.

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2023-08-16 17:00:25

Dr Jackson was very professional and I feel very comfortable knowing she is helping me and iv never been more comfortable with a doctor before.

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2023-08-16 17:01:29

Swift, friendly

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2023-08-16 17:03:19

Very helpful

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2023-08-16 17:03:32

Timely and informative

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2023-08-16 17:05:12

Waited over half a hour over my appointment time

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2023-08-16 17:06:11

Always been very good to myself and family

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2023-08-16 17:06:22

On time, friendly & knowledgeable

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2023-08-16 17:06:31

Dr Ash rearranged her schedule to see me at short notice. She was very thorough and professional with a kind and caring manner.

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2023-08-16 17:08:48

Natasha rearranged her schedule to see me at short notice. She was very thorough and professional with a kind and caring manner.

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2023-08-16 17:11:02

It was very good

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2023-08-16 17:14:07

I was not sure if I could be seen but I explained about my infected finger and the receptionist was very kind and helpful.

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2023-08-16 17:16:31

I was seen on time & was given a B12 injection which was fine & given a 3 month date for my next one

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2023-08-16 17:55:42

The doctor was fantastic he answered all my questions

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2023-08-16 18:31:38

I was given time to discuss my situation with Dr Ash and we came to a sensible conclusion.

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2023-08-16 20:36:39

She was lovely

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2023-08-16 21:39:01

The nurse is friendly, knowledgeable and thorough

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2023-08-17 08:07:00

Got things sorted

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2023-08-17 10:24:28

Viv was really good and patient with me, I felt at ease and she has been so helpful in my case

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2023-08-19 14:46:04

I felt very happy with the Doctors advice and care

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2023-08-23 09:17:08

Dr Connor was very welcoming and friendly putting me at ease. She was very thorough exploring all possibilities of my symptoms, recommended medication and explored further tests and a re visit to the surgery to help look after my health for the future

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2023-08-23 09:17:34

Very helpful .

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2023-08-23 09:23:39

Quick appointment and same day blood results for DVT check

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2023-08-23 09:24:00

superb explanation of situation.

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2023-08-23 09:26:02

Excellent care, extremely professional and very efficient.

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2023-08-23 09:26:13

Very helpful with my questions, spent time to get tge correct answer, lovely lady

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2023-08-23 09:29:25

Very polite

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2023-08-23 09:30:06

Very nice approach checked me all over put me at ease with my pribkem

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2023-08-23 09:31:29

Friendly, informative and efficient. Nurse Limer exceeds expectation.

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2023-08-23 09:32:16

Prompt, professional, very pleasant experience.

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2023-08-23 09:32:36

Dr ran 25 minutes late, and our appointment was at 9.10am!! Dr knowledgable but felt lacked patient empathy

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2023-08-23 09:33:19

The nurse was very friendly and kind. She explained everything I needed to know and made me feel very comfortable. A great experience - thank you!

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2023-08-23 09:33:25

Called me on the same day and gave advice

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2023-08-23 09:33:36

I was seen very quickly and Dr Gracie immediately recognised the issue and put my mind at rest.

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2023-08-23 09:36:08

Dr Connor was lovely

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2023-08-23 09:47:32

I was greeted by Di on time and with a smile and a positive welcome. The treatment was delivered with care and in a professional manner keeping me relaxed.

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2023-08-23 09:54:58

Very thorough

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2023-08-23 09:58:29

Friendly, efficient , professional responsr

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2023-08-23 10:09:29

Doctor had read the notes so understood the issue without me having to explain. Engaged with my knowledge and information - listened to me, Took prompt action and followed up quickly

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2023-08-23 10:16:56

Appointment with nurse baker. Very thorough and informative. Thank you. From Sandra purvis.

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2023-08-23 10:30:08

He told me the reason for his call, asked me if I was able to keep a record of my blood pressure for a week and send it back to him.

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2023-08-23 10:41:56

Dr Jackson has taken keen interest to treat my wife examining all her health related problems and given best possible medication. Thanks to her and surgery as well.

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2023-08-23 11:25:40

Excellent consultation with some great advice and very clear next steps on a range of items. Dr Jackson left me feeling that I had spend quality unrushed yet efficient with time. I has a clear path forward, an exemplar GP experience. I will certainly want to see her whenever I need GP advice in the future. Truly my expectations were high based on my wife's experience of Dr Jackson and they were exceeded. She was on schedule and the receptionist was very helpful

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2023-08-23 15:16:05

Prompt service good professional

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2023-08-23 16:39:58

The nurse was professional and empathetic. When I became upset she was very kind.

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2023-08-23 17:58:16

Got an appointment, doctor listened intently, advised and referred me but put my mind at rest too. I have a referral within 10 days.

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2023-08-23 21:24:04

The doctor called me within an hour and after listening to me answering his questions, booked me un.

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2023-08-23 21:26:16

Dr Jackson checked me carefully and thoroughly . Her bedside manners are impeccable.

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2023-08-24 22:34:05

Dr Morrison ( a locum I believe) was rude and unfriendly initially. I didn't feel comfortable and she spoke over me multiple times. She softened her attitude towards the end, but by then I thought better of opening up - she'd told me at first that the NHS don't deal with that any more, and recommended that I do as her sister had done, and go private.. for £200.. and the waiting list was a year for both private and NHS.. so I'm left confused and deflated.

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2023-08-27 16:39:18

Friendly and efficient treatment.

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2023-08-30 11:18:41

Waiting rooms very spacious. Very efficient service

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2023-08-30 11:19:42

Prompt and very helpful

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2023-08-30 11:19:56

Was the first doctor that I have seen that seemed to get my sons complex need and come up with a plan how to deal with it. He was honest and to the point.

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2023-08-30 11:21:06

A lovely doctor and nothing was too much trouble

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2023-08-30 13:13:40

Quick, efficient and detailed examination

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2023-08-30 13:42:34

Dr Tilley was incredibly helpful, patient and understanding

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2023-08-30 14:01:23

Doctor was very understanding of my symptoms and made appropriate arrangements to check them out.

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2023-08-30 14:52:34

I was quite anxious about the appointment but doc remained calm and reassuring which massively helped me! I know the next step and understand.

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2023-08-30 15:24:26

My doctor was extremely kind and empathetic during an incredibly difficult time

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2023-08-30 17:35:03

Informative, professional and made a daunting experience very relaxed and positive. The GP and health care assistant put my needs and feelings first and made sure I was aware of what was happening at every stage of the procedure.

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2023-08-30 23:12:38

Friendly staff who put me completely at ease.

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2023-08-31 14:58:37

Always on time professional as well as being friendly and approachable.