

NHS Friends and Family Test 2022

August 2023

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

Free text question. There were 75 responses:

2023-08-03 08:05:09

Nothing needed to be improved.

2023-08-03 10:09:47

Dr Connor was very personable & made me feel at ease but that i was also being listened to

2023-08-03 10:15:10

No

2023-08-03 10:16:21

Nothing

2023-08-03 10:17:52

Nothing

2023-08-03 10:18:05

Maybe better timekeeping

2023-08-03 10:25:09

Can't think of anything

2023-08-03 10:25:36

Keep the telephone appointment

2023-08-03 10:27:42

Nothing

2023-08-03 10:28:15

Nothing

2023-08-03 10:28:20

Nothing on this occasion

2023-08-03 10:29:05

Nothing

2023-08-03 10:41:24

Nothing

2023-08-03 11:12:17

Nothing. I was extremely impressed.

2023-08-03 11:21:34

All was done very well. Thank you.

2023-08-03 11:39:06

Nothing this time. (I have felt dismissed by GP staff at the surgery in the past)

2023-08-03 12:29:09

Nothing

2023-08-04 13:45:56

Nil

2023-08-04 15:27:10

Given me antibiotics 2 weeks now and still no better

2023-08-05 06:20:11

Nothing in this incident

2023-08-05 08:47:10

I just had to wait from 2.30-6.30 and was called at 6.10 thinking I had been forgotten . Had to plan my afternoon around appointment and could have helped with grandchildren if I had known . Don't hear calls if not alone

2023-08-05 12:35:45

No

2023-08-05 17:13:56

Get rid of your stupid telephone message when you first call

2023-08-07 07:24:47

When you phone dead on 8am and are around number 8 in the queue how are all the face to face appointments taken.

2023-08-07 08:01:16

Nothing what so ever all Dr's nurses and staff are a delight to talk to

2023-08-07 09:14:52

Was some kind of confusion with appointment time but got resolved

2023-08-08 07:48:38

Been seen quicker

2023-08-10 16:02:39

More sensitivity more experienced doctors with actual knowledge and need more fields nutritionalist or allergy testing for pin pointing triggers so we can shed light on our problem more

2023-08-10 16:02:41

No

2023-08-10 16:04:24

Nothing

2023-08-10 16:21:58

Nothing

2023-08-10 16:45:28

I was and am totally happy with everything at Clevelands Medical Practice.

2023-08-10 18:16:49

Better time keeping if possible

2023-08-10 21:11:31

Could of helped but chose not to

2023-08-11 19:08:23

If I could also have the opportunity to provide feedback for my recent appointments over the telephone and in person with Dr's Brooks and Fitzgerald, thanks

2023-08-12 00:34:01

I was happy with my appointment today

2023-08-12 14:04:20

Shorter waiting time for appointment.

2023-08-12 15:22:23

Nothing I saw dr face to face Wich is. Very important to me

2023-08-16 11:02:14

I couldnt ask for more

2023-08-16 17:00:25

N/A

2023-08-16 17:03:32

N/a

2023-08-16 17:05:12

Not sure you can

2023-08-16 17:06:11

Been abit more sympathetic and helped when rang in. Told me I have to wait a week till I see a dr. Eventhough I rang as an emergency todsy. Was a waste of a call back. And no further forward

2023-08-16 17:06:31

Nothing

2023-08-16 17:08:48

Nothing

2023-08-16 17:11:02

Nothing

2023-08-16 17:14:07

There's nothing

2023-08-16 17:16:31

Everything was fine thank you

2023-08-16 18:31:38

Nothing on the day.

2023-08-17 10:24:28

Nothing very satisfied

2023-08-19 14:46:04

Nothing

2023-08-23 09:17:34

No everything was perfect and good service thank you.

2023-08-23 09:23:39

Follow up advice on relieving symptoms when result is negative

2023-08-23 09:24:00

nothing.

2023-08-23 09:26:13

N/a

2023-08-23 09:29:25

No

2023-08-23 09:30:06

Nothing

2023-08-23 09:31:29

Not much, great clinic. Friendly and efficient staff treating everyone with respect

2023-08-23 09:32:36

Been more engaging and listened to concerns - felt like we were being a nuisance and we never normally come to the drs!

2023-08-23 09:33:19

N/A

2023-08-23 09:33:36

Nothing thank you

2023-08-23 09:36:08

N/a

2023-08-23 09:54:58

Nothing

2023-08-23 09:58:29

Nothing

2023-08-23 11:25:40

In reception the screens, whilst I understand are wise to have do make hearing the receptionist harder

2023-08-23 15:16:05

No

2023-08-24 22:34:05

I very much doubt I'm the first to complain about Dr Morrison, however if I am, and she had had a particularly bad day on the day which I saw her, then all may be well. However, I found her to be inconsiderate, lacking in manners (of communication) and generally unpleasant. Not ideal for any patient.

2023-08-27 16:39:18

Nothing

2023-08-30 11:18:41

It seems a waste of Dr's time to have to collect patients from waiting area. Could you consider using the tv screen to direct patient to appropriate consulting room?

2023-08-30 11:19:56

Nothing

2023-08-30 11:21:06

Nothing at all, I am very happy.

2023-08-30 13:42:34

N/A

2023-08-30 17:35:03

Nothing. No complaints

2023-08-30 23:12:38

Can't think of anything

2023-08-31 14:58:37

Nothing . First class always is. The doctor was very approachable and gentle