

NHS Friends and Family Test 2022

October 2023

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

Free text question. There were 197 responses:

2023-10-09 06:50:59

My doctor listened to my problems and gave me options, better than previous experiences with HRT reviews

2023-10-11 08:45:41

Dr Gracie responded positively to my concerns as always

2023-10-11 08:48:53

On time. Informative, sensitive, friendly and professional

2023-10-11 08:49:17

Very happy with my face to face with my doctor

2023-10-11 08:52:28

Very helpful and nice

2023-10-11 08:55:38

Natasha was kind explained everything and was on time. All was great

2023-10-11 09:01:58

Friendly and professional advice, clearly explained.

2023-10-11 09:04:29

The doctor was very pleasant and listened and concerned and ensured that I was feeling better, and will contact me as to whether I should now have a Covid vaccination.

2023-10-11 09:06:13

Louie was extremely friendly and helpful

2023-10-11 09:14:27

Natasha takes time to explain everything and listen to concerns, she has treated my son several times now and has been fantastic each time.

2023-10-11 09:19:32

Dr Jackson was very thorough, professional and kind.

2023-10-11 09:25:17

I felt comfortable at an appointment I found quite difficult.

2023-10-11 10:11:58

He made it fun for my 3 yo , let him spin him on the chair! And he agreed to see my baby who was on emergency list who ended up needing to go to hospital

2023-10-11 10:13:02

There has been a huge change in the way patients now meet the doctor, at 73 that takes some getting used to. But I've been delighted with the care I've received, from the warm response of the receptionist, to the follow up call by the doctor and / or the visit to the surgery. My experience with the doctors is spot on a

lucid intelligent discussion with the doctor over where the symptoms are leading to how best to deal with them. Dr Gracie as part of the Cleavelands team has similarly been spot on

2023-10-11 11:09:57

Very in depth review

2023-10-11 11:42:40

Same name call

2023-10-11 12:29:56

The doctor listened and felt thorough in her checks and suggested solutions.

2023-10-11 14:14:52

Just a few minutes wait. Very cheerful friendly nurse. No problems at all.

2023-10-11 14:30:49

It was fine,thank you

2023-10-11 17:27:12

Appointment 10.30. Seen 10.55 Left at11.00

2023-10-12 07:28:31

Very welcoming, very calm, informative, and kind for my 13 year old's first blood test.

2023-10-12 07:36:41

I had blood taken the person who took it was very nice

2023-10-12 08:30:44

Andrea is always nice and prompt

2023-10-12 08:32:21

No waiting, lovely nurse, in and out no fuss

2023-10-12 08:33:41

The room was well set up for a mental health appt, with a sofa. Larna is amazing and knowing she's a mental health nurse I felt understood and not judged or anxious to talk

2023-10-12 09:21:15

Very efficient with pleasant staff

2023-10-12 09:35:50

Availability Kindness Professionalism

2023-10-12 10:01:24

Well looked after

2023-10-12 10:21:43

Prompt, friendly and efficient service! Thank you Susie Green.

2023-10-12 10:41:42

Very nice

2023-10-12 13:29:24

Friendly doctor. Helpful assistant. Normal conversation and felt like more than just another patient

2023-10-12 14:54:02

Excellent service

2023-10-12 16:53:33

My appointment was 4.50pm but I wasn't seen until 5.07pm. No apology and I had to collect my daughter at 5.30pm.

2023-10-12 16:58:10

Excellent in reception and excellent nurse

2023-10-12 19:18:34

Great care was taken to do everything right.

2023-10-13 08:28:49

Efficient, friendly and timely

2023-10-13 08:32:19

On time, polite, friendly, sympathetic

2023-10-13 10:08:18

Very efficient and kind practice staff.

2023-10-13 11:58:17

On time, cheerful nurse & very efficient

2023-10-14 09:26:29

Very friendly receptionist (Ginny). Nurse was great, very thorough and had helpful suggestions. Appointment was right on time too. Thank you!

2023-10-14 10:39:01

The mental health nurse was clear about the limitations of her support but still managed to make feel supported and understood.

2023-10-14 14:04:29

Positive engagement. Confident diagnosis. Friendly

2023-10-14 15:20:52

It's the first time we have had a NHS health check. It's a good thing as can highlight any areas of health that need attention

2023-10-14 17:21:50

Luis was fantastic with our 6 year old son. Giving us the time we needed! Thank you Luis!

2023-10-14 20:45:54

Self check in wasn't working but everything else fine

2023-10-15 13:13:37

Appointments booked within short timeframe. No long waits in waiting room. Receptionists extremely kind and welcoming.

2023-10-16 21:17:35

No waiting time. Toilet facilities clean and Appointment with doctor was excellent.

2023-10-17 07:49:51

Claire was friendly and efficient and very professional

2023-10-17 14:27:33

On time, efficient and with a clear plan of action.

2023-10-18 08:49:31

Everyone I speak to is friendly and kind, which makes such a difference when you need medical care.

2023-10-18 10:40:47

Was quick results helpful

2023-10-18 11:03:15

Very pleasant , reassuring nurse. Did her utmost to put one at ease. So important if you have white coat syndrome!

2023-10-18 13:43:15

They help me with what I want to get done

2023-10-18 14:53:06

Telephone receptionist was very polite and helpful in making my appointment. Nurse was also great

2023-10-18 18:37:47

Jo the Asthma nurse is always brilliant. So good with my kids, really knowledgeable and is obviously an experienced mum who has lots of common sense! She always runs on time is really approachable and always seems up to date with evidence based practice. Jo is able to prescribe directly which means we don't have to use up GP time and appts are easier to get than waiting for a GP. All this makes visiting Cleavelands with small children easy... plus the addition of easy parking, immediate access to pharmacy (where caroline is fab!) and loads of clean spacious seating and toilets. Thank you!

2023-10-19 07:50:44

Andrea was amazing and everything went well, very satisfied.

2023-10-19 08:20:39

Easy parking and access. I like the automated check-in. Avoids queueing.

2023-10-19 08:25:51

Doctor was very understanding and helpful

2023-10-19 08:29:58

Quick and efficient, pleasant manner .

2023-10-19 08:39:07

No rush and very interested

2023-10-19 08:43:36

So helpful and understanding. Never feel like he is rushing our conversation. He takes his time and makes me feel better about the situation and gives me solutions. By far the best iv dealt with

2023-10-19 08:44:42

Easy and quick signing in. Cheerful staff. Spacious and clean waiting rooms. Lovely doctor.

2023-10-19 08:47:41

She put me at ease by chatting and being a calming influence for my smear test which can sometimes not always be the most pleasant experience

2023-10-19 08:52:38

On time and quick

2023-10-19 08:59:23

I was feeling apprehensive about the consultation but Dr Ash was kind and immediately put me at ease. She was very thorough in her questioning and examination and came up with a clear plan of action.

Another very good experience at Cleavelands - thank you.

2023-10-19 09:08:54

Discussion was friendly and informative.

2023-10-19 09:35:11

Very efficient check in and overall patient interface

2023-10-19 10:00:51

Appointment was on time with very little fuss

2023-10-19 10:01:51

I had a blood test which was done with great skill and in a friendly confident manner. Andrea is a brilliant phlebotomist and an asset to the surgery

2023-10-19 10:28:44

Vivienne was very good. Lovely, caring manner. Phoned exactly when she said she would. Had my health as number one priority.

2023-10-19 10:42:47

On time and very fast. The nurse was also very friendly.

2023-10-19 11:15:23

Doc gave me lots time and explained things in words I could understand

2023-10-19 11:28:46

Had appt with Dr Ash as MH nurse was off sick. Although not her specialism Dr Ash was very helpful and clear about the plan going forward for me.

2023-10-19 11:33:03

Yes because I have always found everyone so helpful..

2023-10-19 11:55:50

Friendly , professional,very little waiting.

2023-10-19 12:15:26

Nurse Limer was very thorough, efficient and helpful

2023-10-19 13:11:33

My appointment with nurse was on time.She was friendly and efficient.

2023-10-19 13:23:45

Helpful staff and good service

2023-10-19 13:46:12

Phone call received on time

2023-10-19 14:08:37

Polite and professional

2023-10-19 14:19:37

On time Pleasant phlebotomist

2023-10-19 15:14:23

Quick service and a friendly helpful staff member.

2023-10-19 15:18:50

I was seen promptly and the clinician was cheerful and professional.

2023-10-19 16:40:24

He was thorough. Left feeling confident.

2023-10-19 16:43:21

Efficient, very pleasant and on time

2023-10-20 07:09:40

On time and very friendly

2023-10-20 07:20:03

On time. Nurse was very nice, helpful and patient.

2023-10-20 08:17:52

Didn't have to wait and was in and out quickly.

2023-10-20 09:15:50

Efficient, dead on time. Friendly staff.

2023-10-20 10:01:40

On time, quick, friendly and professional nurse.

2023-10-20 10:07:30

Some plan agreed for my condition

2023-10-20 10:14:54

Follow up from issues. And blood tests taken well. Nice maner from staff. Feeling looked after.

2023-10-20 11:06:14

Very friendly service.

2023-10-20 11:14:43

Good service

2023-10-20 13:18:51

Very pleasant staff who performed the required tasks which made me relaxed by having a pleasant chat during the tests.

2023-10-20 13:36:19

The nurse made me feel very relaxed

2023-10-20 14:10:49

Appointment on time

2023-10-20 17:33:00

Difficult to get appointments, 4 week wait Ron when I booked it. Part of my symptoms werent discussed during the appointment I did have. However, I did get booked in for some follow up tests. Unable to get a travel vaccination appointment whatsoever.

2023-10-20 18:34:13

Clear direction

2023-10-21 11:36:32

Very attentive service without being rushed. Time was taken to have a conversation even though

everything was running late. That to me is very important.

2023-10-21 15:15:07

I was seen 10 mins early and the nurse I saw was so lovely, she explained everything very calmly and put me at ease.

2023-10-21 15:31:11

Lovely atmosphere

2023-10-21 17:04:25

Nice staff

2023-10-23 07:53:07

Both members of the team were vermy helpfull & friendly

2023-10-23 15:27:34

Easy to check in, clean, comfortable. Excellent doctor.

2023-10-23 15:29:53

Faultless service today.

2023-10-23 15:37:33

I didn't feel rushed or patronised and was listened to. Everything was explained to me.

2023-10-23 15:41:05

Because he listens and cares

2023-10-23 15:41:42

The doctor was very helpful and explained in great detail what my condition was and offered advice on dealing with it, I was very assured

2023-10-23 15:42:57

He was sympathetic to my needs and prescribed meds to me which was most helpful.

2023-10-23 15:47:11

Quick and decisive

2023-10-23 15:48:22

This doctor is one of the best I have ever seen. Happy to explain and get things moving quickly

2023-10-23 15:48:33

Great nurse & staff. Appointment very quickly booked & on time.

2023-10-23 15:49:29

Very efficient and friendly

2023-10-23 15:58:39

She checked up on me and dealt with the issue

2023-10-23 17:00:57

Straight forward to gain the appointment used the touch screen on arrival which worked well.

2023-10-23 17:06:06

The appointment was on time and conducted efficiently with a satisfactory outcome.

2023-10-23 17:27:23

Made an appointment to see viv, was called back by receptionist to advised it was more appropriate to Cleavelands Medical Centre - Page 7 of 12

Speak to Luis. Spoke to him. He was very professional and gave me the right medication for my condition.

2023-10-23 17:28:51

It was only a brief call to discuss blood pressure results and it was decided that I will be upping my dosage for Ramipril and to book another blood test and appointment with Doctor. So successfully sorted

2023-10-23 17:43:07

Nurse realised what the problem was, and acted accordingly

2023-10-23 17:52:56

Blood test was done on time and in a calm and friendly manner. Many thanks!

2023-10-23 17:57:26

Excellent in all respects - thank you.

2023-10-23 18:09:02

Relaxed and kind

2023-10-23 18:14:41

It was a phone app this morning with Dr Cook. I was concerned with something worrying me, she got me an app with Dr Louis this evening.

2023-10-23 19:59:55

I find one-to-one appointments more productive for me than telephone consultations

2023-10-23 22:08:15

Natash is very professional, always caring & sympathetic. It is always a pleasant experience to have my medical requirements attended to at the Cleveland Medical Centre.

2023-10-24 09:21:31

Late appointment

2023-10-24 11:20:53

Clean, tidy place, lots of seating, no queue, seen within 5 mins of appointment time, friendly staff and nurses.

2023-10-24 12:03:22

Dr Louey was very kind and managed to squeeze an appointment in for me

2023-10-24 12:39:46

I was not kept waiting for my appointment and the blood test was quick and successful.

2023-10-24 14:04:28

Doctor was very informative

2023-10-24 14:27:38

Friendly nurse

2023-10-24 18:11:04

Appointment with Dr Brookes was very good. He was prompt and very reassuring. Also very patient despite me bombarding him with numerous questions

2023-10-24 19:51:49

Kind staff

2023-10-24 20:30:38

The doxctorgo sawe was extremely .. Patiient.and undstanding

2023-10-24 20:48:29

My appointment was on time. I was kept informed of what was going to happen and that another appointment would be made for me.

2023-10-25 06:32:42

I didn't feel listened to

2023-10-25 08:35:00

Friendly helpful staff who explained the process well and were exemplary at their work

2023-10-25 09:54:39

On time and very clear information Very professional

2023-10-25 10:42:54

Dr very helpful and listened

2023-10-26 07:30:15

Because it was very good service

2023-10-26 07:43:33

This appointment was for a blood test. Very comfy chair, blood pressure cuff used to bring up vein, excellent method. Phlebotomist very friendly and efficient.

2023-10-26 08:02:13

On-time appointment with excellent service from the practice nurse.

2023-10-26 08:13:15

Seen on time, nurse so pleasant, a satisfying appt

2023-10-26 09:11:37

On time as nurses work together, our nurse was overrun so asked her colleague to see my husband

2023-10-26 10:15:37

I was called in 20-25 minutes late but the phlebotomist was lovely

2023-10-26 11:24:03

Nurses and phlebotomist really efficient and kind. Receptionist who made appointment also very helpful and kind.

2023-10-26 11:31:43

Caring, helpful, and took time to understand my specific issues.

2023-10-26 11:33:41

Online facilities and self check in. Reminders by sms text. Good use of IT

2023-10-26 13:43:21

The lady who took my blood made me feel at ease, and is an excellent vice to your practice, especially as I don't like needles!!

2023-10-26 13:58:39

The nurse was very helpful & pleasant. The receptionist was a little terse.

2023-10-26 14:35:40

Everyone I came into contact with were very helpful and friendly.

2023-10-26 15:23:12

Nurse was kind and caring

2023-10-26 15:29:06

Seen promptly. Nurse friendly and welcoming. Full explanations given.

2023-10-26 15:50:48

Doctor rang promptly and went out of his way to sort me out. Very good

2023-10-26 16:18:52

On time, friendly, efficient and helpful.

2023-10-26 16:28:46

Staff are always friendly and helpful and the Doctors are very professional

2023-10-26 17:58:12

The phlebotomist was very pleasant and excellent at her job, putting me at ease. The appointment was also pretty much on time. Please keep up the excellent work.

2023-10-26 19:50:57

Monthly blood tests with Andrea Morgan. She is such a pleasant person and excellent phlebotomist.

2023-10-27 07:04:10

On time appointment, the nurse was very helpful.

2023-10-27 07:56:30

Very efficient

2023-10-27 08:55:35

Prompt appointment time. Not crowded. Receptionist available to rebook follow on app

2023-10-27 09:29:53

Very punctual , and effecent.

2023-10-27 10:08:03

Prompt appointment friendly nurse who explained everything so happy and put you at ease...a lovely experience thank you

2023-10-27 11:01:02

Lovely nurse who took my blood. Her name is Andrea.

2023-10-27 13:02:01

On time and informative

2023-10-27 13:59:06

On time, blood test taken pleasantly and efficiently

2023-10-27 14:10:53

Friendly helpful reception- as always it was a very comprehensive visit/appointment with Susie

2023-10-27 15:12:24

Very caring and professional medical staff and considerate and helpfull advisors.

2023-10-27 16:04:23

Friendly and efficient

2023-10-27 20:02:56

Efficiently looked after

2023-10-28 05:49:41

Great GP. Always really clean and the staff very friendly. Also, Viv is awesome.

2023-10-28 07:35:14

Clerked in easily and didn't have to wait too long

2023-10-28 12:17:43

Excellent support, empathy, caring staff.

2023-10-28 13:19:29

Very short waiting time, I was given a thorough consultation.

2023-10-28 14:24:22

Was very satisfied all around

2023-10-28 17:18:00

Everything on time

2023-10-29 10:44:01

Very pleasant doctor and helpful

2023-10-29 16:19:28

Very pleased

2023-10-30 14:35:47

On time and informed well

2023-10-30 14:45:37

Very understanding and knowledgeable..

2023-10-30 14:46:57

Very well treated kind and considerate

2023-10-30 14:47:24

She was thorough and helped me feel at ease

2023-10-30 14:48:38

Very helpful and kind

2023-10-30 14:49:46

Friendly efficient

2023-10-30 14:50:08

She was quick, friendly and just lovely xx

2023-10-30 14:57:36

Dr Tilley was very understanding and patient about what has become quite a complex mental health situation for me. This was very much appreciated.

2023-10-30 14:57:42

Dr was very pleasant and listened to my concerns. Very helpful and explained fully treatment and follow up. Lucky to be given face to face appointment on day I telephoned. Appointment was on time and I didn't feel hurried during appointment.

2023-10-30 15:17:50

Appointment on time

2023-10-30 15:28:01

Claire was very professional and made me feel comfortable

2023-10-30 15:32:29

Seen on time

2023-10-30 17:04:35

Appointment on the morning of my request. Very professional and knowledgeable and showed empathy. History and examination and medication prescribed. Seen early

2023-10-30 17:57:47

The GP sent me a text when he couldn't get hold of me which worked better for me.

2023-10-31 07:44:35

My appointment was with Dr C Cook not Dr Brookes

2023-10-31 08:13:29

I was treated with empathy. My history had been researched and fully understood. I was made to feel at ease and listened to. A very pleasant experience as I suffer from White coat syndrome.

2023-10-31 08:33:03

Appointment on time .Friendly and efficient service.

2023-10-31 17:38:09

Reception staff very helpful and polite, and efficient at listening my needs to seek medical attention etc.
