

NHS Friends and Family Test 2022

October 2023

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

Free text question. There were 107 responses:

2023-10-09 06:50:59

Nothing on this occasion

2023-10-11 08:45:41

Please amplify your phones if possible. I have no hearing problem but struggled to hear the call.

2023-10-11 08:55:38

Nothing

2023-10-11 09:01:58

Nothing

2023-10-11 09:04:29

Nothing

2023-10-11 09:14:27

N/a

2023-10-11 09:19:32

N/a

2023-10-11 09:25:17

I cannot think of anything.

2023-10-11 10:11:58

Nothing

2023-10-11 10:13:02

I feel that a lot of care has gone in to making experience for patients as good as it might be, thank you.

2023-10-11 11:09:57

Everything was spot on

2023-10-11 11:42:40

The phone number has to show the centres number - not withheld

2023-10-11 14:30:49

Everything was fine

2023-10-11 17:27:12

I hope the outcome is good

2023-10-12 07:36:41

The receptionist

2023-10-12 08:32:21

Nothing

2023-10-12 08:33:41

No it was all great

2023-10-12 13:29:24

Nothing

2023-10-12 14:54:02

Excellent service

2023-10-12 16:53:33

Run on time.

2023-10-12 16:58:10

As always the practice is really good. My only suggestion is a different process for how patients are called by the doctor or nurse. Not that I think the current process is bad, though.

2023-10-12 19:18:34

Nothing could have been done better. Since my diagnosis, Clevelands have been brilliant. Thank you so much.

2023-10-14 10:39:01

I think that maybe I should have felt more able to say that as a result of her limitations with how she can support me that I felt suicidal. It would be good then if patients like me can then be transferred to the appropriate care instead of having to do it themselves when they will end up at greater risk of coming to harm.

2023-10-14 15:20:52

Not kept us waiting over 15 minutes or explained to us why we were having to wait

2023-10-17 07:49:51

It was all great, no complaints at all

2023-10-18 08:49:31

N/A !!!!

2023-10-18 10:40:47

None

2023-10-18 11:03:15

Can't think of anything.

2023-10-18 14:53:06

Comfier chairs in waiting room woujd be nice. Lol.

2023-10-19 07:50:44

Nothing

2023-10-19 08:20:39

It was a simple give blood for testing so not complicated and little improvement option

2023-10-19 08:39:07

None

2023-10-19 08:43:36

Nothing

2023-10-19 08:47:41

Nothing

2023-10-19 09:08:54

Nothing I can think of.

2023-10-19 09:35:11

Disappointing that I was taken 10-15 minutes late but not a major issue.

2023-10-19 10:00:51

Nothing more in my opinion

2023-10-19 11:15:23

Not really

2023-10-19 11:28:46

Nothing. There was nothing wrong with the appt.

2023-10-19 11:33:03

No.i have always been very pleased.

2023-10-19 12:15:26

Nothing

2023-10-19 13:11:33

N/ A

2023-10-19 13:23:45

Allow access to mobility scooters

2023-10-19 14:08:37

Nothing to my knowledge

2023-10-19 15:14:23

Nothing

2023-10-20 07:09:40

Nothing

2023-10-20 08:17:52

Nothing

2023-10-20 10:07:30

Follow Up to be quicker on external appointments.

2023-10-20 10:14:54

N/A

2023-10-20 11:06:14

Everything was absolutely fine!

2023-10-20 13:18:51

Absolutely nothing.

2023-10-20 13:36:19

Unfortunately there was a Covid clinic on & there was a parking issue in the car park & surrounding roads

2023-10-20 17:33:00

Better appointment availability. Explore other relevant symptoms.

2023-10-20 18:34:13

Would be nice to have a clock

2023-10-21 11:36:32

Can't think of anything

2023-10-21 17:04:25

I asked for additional test and it wasn't well explained on how to book it.

2023-10-23 07:53:07

Nothing all is good

2023-10-23 15:41:42

Nothing could have improved my experience

2023-10-23 15:48:33

Nothing, experience was perfect, thank you.

2023-10-23 15:49:29

None

2023-10-23 17:00:57

Appointment was perfect so could not fault the visit.

2023-10-23 17:27:23

A face to face would have settled my mind a bit more and a quick check over.

2023-10-23 17:28:51

It was fine no issues

2023-10-23 17:43:07

The service offered was as usual first class

2023-10-23 17:52:56

Keep this level, it does not need improvement

2023-10-23 18:09:02

Make be not wait so long for routine appointment without saying it was emergency. I waited three weeks

2023-10-23 18:14:41

Nothing, was pleased with care taken.

2023-10-23 19:59:55

I left informed and happy, I don't know how it could have been better

2023-10-23 22:08:15

No - everything was excellent.

2023-10-24 09:21:31

Be punctual

2023-10-24 11:20:53

Nope.

2023-10-24 18:11:04

Less of a wait for appointments would be nice, although I realise this is difficult given the demands placed upon the doctors

2023-10-25 06:32:42

Listened to the problem I came in with rather than deviating

2023-10-25 08:35:00

No

2023-10-25 10:42:54

Nothing

2023-10-26 07:30:15

Nothing

2023-10-26 07:43:33

Nothing, very satisfied. Always am.

2023-10-26 08:02:13

Nothing to my knowledge.

2023-10-26 08:13:15

Nothing

2023-10-26 09:11:37

Nothing, a good experience

2023-10-26 10:15:37

Try to keep appointments more or less on time. Although I do realise how difficult this can be it is still frustrating

2023-10-26 11:24:03

Only thing that would be lovely would be a water machine in waiting rooms. Surgery is far from some and would love a drink of water after a long walk (no car).

2023-10-26 11:31:43

Nothing, all good.

2023-10-26 13:43:21

Nothing was excellent

2023-10-26 13:58:39

The Receptionist could have been more pleasant.

2023-10-26 14:35:40

Nothing at all very good.

2023-10-26 15:23:12

Receptionist was unhelpful and made me feel bad for asking for a different appointment.

2023-10-26 15:29:06

No. Think this surgery is brilliant. By

2023-10-26 16:28:46

Nothing

2023-10-26 19:50:57

Nothing

2023-10-27 09:29:53

All good

2023-10-27 10:08:03

All good thank you

2023-10-27 13:02:01

N/A

2023-10-27 14:10:53

For me I can't think of anything that could have been done better

2023-10-28 07:35:14

Seen me on time

2023-10-28 12:17:43

Nothing

2023-10-28 13:19:29

N/A

2023-10-29 10:44:01

Experience at the chemist next door unpleasant

2023-10-29 16:19:28

Clear & helpful. Very good explanations.

2023-10-30 14:46:57

No

2023-10-30 14:57:36

There is nothing that I can think of.

2023-10-30 14:57:42

Very satisfied.

2023-10-30 15:17:50

N/a

2023-10-30 17:04:35

Long wait on telephone. Number 21 in the queue despite ringing at 0800 prompt.

2023-10-30 17:57:47

I would have preferred to know texting was available as I could have booked an earlier appointment.

2023-10-31 08:13:29

On this occasion I can't suggest anything

2023-10-31 17:38:09

None. I'm happy with Cleavelands
