

NHS Friends and Family Test 2022

September 2023

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

Free text question. There were 18 responses:

2023-09-26 15:02:27

There really is nothing that I can think of that could have been done better. Thank you very much.

2023-09-26 15:10:20

The phone triage is not a very nice experience.

2023-09-26 15:10:24

15 minutes late going in but not a big problem.

2023-09-26 15:32:37

All good

2023-09-26 16:45:09

Cut down appointment waiting times.

2023-09-26 18:43:46

You couldn't have done anything better in this appointment.

2023-09-26 21:34:01

Advance notice of water sample.

2023-09-27 13:28:29

Nothing comes to mind as appointment was spot on time with no waiting around

2023-09-27 13:28:45

The wait time was a bit long, but I know it's to be expected as some patients may run over the time with different medical conditions being presented etc. My little boy was very upset (but poorly) so I felt a bit awful him crying in the waiting room for some time with other patients tutting at him.

2023-09-27 13:36:22

Everything perfect.

2023-09-27 13:43:59

Not on this occasion.

2023-09-27 14:08:03

Everything seemed perfect

2023-09-27 14:47:11

Nothing

2023-09-27 14:50:11

N/A

2023-09-27 14:52:54

Perhaps some magazine reading opportunities

2023-09-27 16:07:45

Nothing. Than you

2023-09-27 16:48:45

Nothing at all. Couldn't have been better. Many thanks.

2023-09-28 06:13:45

The receptionist doesn't listen