

NHS Friends and Family Test 2023

November 2023

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

Free text question. There were 242 responses:

2023-11-01 09:58:10

Seen ahead of time. Staff I saw very nice

2023-11-01 11:53:50

Polite, helpful receptionist. Thorough doctor

2023-11-01 12:01:07

Lovely person

2023-11-01 13:04:55

Prompt and quick.

2023-11-01 13:22:46

Seen promptly. Nurse very professional and friendly

2023-11-01 14:51:36

The nurse was very clear in explaining everything.

2023-11-01 15:25:36

The doctor listened

2023-11-01 22:26:56

GP was very thorough during the appointment. Gained full history before completing examination and then gave clear guidance as to what would happen next.

2023-11-02 09:19:49

Lovely nurse who was on time and we had a quick appointment. Thank you.

2023-11-02 09:23:37

Blood test ahead of appointment time and nurse was lovely

2023-11-02 10:30:02

Prompt and test undertaken with care, experience and expertise.

2023-11-02 10:37:22

Andrea was reassuring and very patient with my difficult veins!

2023-11-02 11:02:23

I always, each and every time get the best personal care and attention from cleavelands medical centre

2023-11-02 11:20:05

My blood test was taken by a very capable member of staff at the specified time who also explained what would happen next.

2023-11-02 11:42:52

Didn't have to wait to long to be seen

2023-11-02 14:33:16

Was pleased with service didn't have to wait in and out very quick

2023-11-02 14:54:03

Seen quickly given good advice

2023-11-02 15:09:14

Very good and friendly nurse and efficient treatment at the counter.

2023-11-02 15:11:49

It was a very pleasant visit everyone was extremely courteous

2023-11-02 15:47:48

Took time to actually listen

2023-11-02 16:18:28

Viv is always friendly and thorough

2023-11-02 16:49:07

Staff very helpful

2023-11-02 17:54:40

Called in on time, blood tests explained in depth to me, all my questions answered fully .

2023-11-02 18:09:14

Friendly staff, on reception and in the clinic room. Very good communications via text messaging system which works really well.

2023-11-02 19:27:46

Appointment on time. Nurse had information to hand and useful interaction with patient to understand possible alternative treatments.

2023-11-02 20:34:01

I felt the GP listened and really understood my issues

2023-11-02 22:22:37

Slight delay with time of my appointment but a useful consultation

2023-11-03 08:18:59

Good waiting time.

2023-11-03 08:30:37

Very efficient and made me feel comfortable

2023-11-03 08:32:17

Pleased with waiting time and and good outcome

2023-11-03 09:46:19

Friendly staff always on time to see the doctor great

2023-11-03 10:05:20

On time appointment and professional service

2023-11-03 10:20:01

They took blood and tested for the wrong thing! It meant I had to make another appointment for another blood test.

2023-11-03 12:31:08

I have had two appointments recently, one with Nurse Andrea, the other with Nurse Becky, both were very helpful and pleasant, also Trainee Olivia?! Only a few minutes wait before seeing them, So, Very good.

2023-11-03 14:19:15

Personal, accurate and friendly

2023-11-03 14:40:17

The blood nurse was amazing

2023-11-03 15:47:18

Quick and efficient service

2023-11-03 16:31:32

Speedy service.

2023-11-03 16:49:43

The nurse who took my blood was as efficient and friendly as she always is.

2023-11-03 17:05:39

Friendly GP who listened to me.

2023-11-03 17:47:26

Very friendly professional clinician

2023-11-03 21:13:55

Easy to sign self in, didn't have to wait to long and the Dr introduced her self and informed us of a student in with her and asked if we was okay with that. Dr was very informative and used pictures to help describe Asthma and what goes on in our body so my daughter could understand the importance of having her inhaler.

2023-11-03 21:16:29

I was seeing a dr with my daughter when my appointment was due and spoke to reception as was then late for own appointment and she kindly spoke to the dr who then agreed to still see me.

2023-11-04 07:54:02

Q too long, not enough staff, customers very irated.

2023-11-04 09:43:36

Staff were friendly. Wait was short. Very pleased.

2023-11-04 10:18:20

The nurse Jo made me feel at ease and was such a lovely lady as I was quite nervous for my appointment.

2023-11-04 15:28:32

All staff were welcoming

2023-11-04 17:09:36

Consistent thoroughness. Really helpful

2023-11-07 09:12:49

Prompt and friendly nurse

2023-11-08 09:29:54

Quick appointment. Very knowledgeable and sympathetic doctor.

2023-11-08 10:56:44

Had to wait a little but nurse was excellent

2023-11-08 17:04:03

Friendly and chatty nurse. Easy to talk to. Showed empathy and common sense. Good advice given

2023-11-08 17:04:32

I got an appointment promptly.. The doctor gave me full attention without hurrying the appointment and provided advice on my condition.

2023-11-09 11:52:02

Friendly and professional staff. Always on time

2023-11-09 14:19:52

Very pleasantly and professionally dealt with

2023-11-10 07:48:11

Unhurried careful help re medication and further monitoring.

2023-11-10 12:39:46

Called on the day for an urgent appointment for my 1 year old. We had a call back with the doctor and a face to face appointment within a few hours.

2023-11-10 15:28:00

Becky carefully & clearly went through all my blood results & undertook to speak to my GP & report back.

2023-11-10 17:06:27

The friendly but professional nurse Becky, explained my test results & answered questions I had, so all good.

2023-11-10 17:38:37

Because there are no problems getting an asthma clinic appointment

2023-11-11 16:44:22

The Receptionist was lovely as both log in machines out. Then when Nurse Natasha called me in she was lovely too. Put me at my ease as it was my 1st ever blood test. I would definitely ask for her again. She was cheerful. Put me at ease and the blood test pain free. Thankyou Natasha.

2023-11-12 08:36:50

Very efficient and went in 5 minutes early

2023-11-13 14:23:53

A blood test with nurse, on time, friendly, and efficiently undertaken. Recommended I speak to you regarding long going problem. The receptionist booked a telephone appointment with a doctor I have seen before so thank you to all concerned.

2023-11-13 15:11:02

Prompt and efficient. Friendly, approachable nurse

2023-11-14 07:16:17

Greeted with a smile! Not long to wait.

2023-11-14 12:50:49

Doctor Brooks was very good and made me feel at ease

2023-11-14 16:57:28

All fine,just the waiting time

2023-11-14 19:04:20

Good service, friendly,

2023-11-15 12:00:01

Annual checkup, very thorough

2023-11-15 14:07:37

Professional , friendly and timely review

2023-11-15 14:21:26

Jo has been a star with helping me with my questions and queries. Always informative and knows how to help with anything I might be struggling with. Nothing but amazing service from her!

2023-11-15 14:52:24

The staff at Cleavelands Medical Centre at fantastic, from answering the phone, advising, booking an appointment, seen a Doctor, I had really good experience.

2023-11-15 15:15:15

A very helpful approach and felt best treatment offered

2023-11-15 18:08:12

Very efficient service and good advice

2023-11-15 21:07:25

Dr Louis is ace, and always makes you feel like you can talk to him as long as you need and doesn't just rush you out of the door!

2023-11-16 09:46:44

Dr Ash is always very pleasant and helpful

2023-11-16 09:48:07

Given good information on my problems and options to improve my health. Answered all my questions and concerns. Felt positive about making the right choices moving forward.

2023-11-16 09:53:02

Seen on time. Quickly dealt with and no problems. Very caring nurse.

2023-11-16 10:09:49

Friendly and helpful staff

2023-11-16 10:13:25

Advice given where needed for future , ways of prevention of infection, heart disease diabetes

2023-11-16 11:18:34

Really helpful staff, and nursing care excellent. Had a bit of trouble finding my blood on a blood test, but nurse so apologetic.

2023-11-16 12:04:11

On time, very pleasant nurse, job done expeditiously. Very good

2023-11-16 12:25:41

On time . Friendly and efficient

2023-11-16 13:27:58

Everything went to plan and time and the phlebotomist was extremely skilled and nice

2023-11-16 14:03:58

I was seen on time & nurse gave me a B12 injection & told me why I was having it

2023-11-16 15:27:45

Prompt, on time appointment. Nurse Viv thorough and friendly

2023-11-16 16:23:27

I was seen on time and Andrea is always very friendly and professional.

2023-11-16 16:49:18

Very knowledgeable

2023-11-16 16:57:26

Quick and efficient, friendly.

2023-11-16 17:42:26

Efficient service, appointment was on time, nurse was friendly and blood test was painless

2023-11-16 17:43:44

Friendly nurse, efficient and on time.

2023-11-16 17:46:08

Seen promptly, efficient, pleasant manner. Reason for attendance dealt with satisfactorily.

2023-11-16 18:55:03

Professional, caring and on time

2023-11-16 20:37:32

Very professional staff the nurse made me feel at ease .

2023-11-16 21:32:50

The lady I spoke to at the desk was very helpful. she solved my question with no fuss.

2023-11-16 21:58:22

I had nothing to complain about and the nurse was very helpful and kind.

2023-11-17 07:14:49

Very informative Viv explained everything extremely well

2023-11-17 08:11:11

The nurse was lovely and I was in and out.

2023-11-17 09:18:45

Lovely staff, very efficient and caring

2023-11-17 10:27:41

Unless you ask a question, no one seems to tell you anything, it's what I have come to expect of the practice.

2023-11-17 10:29:29

It was on time and the staff were helpful, pleasant and professional

2023-11-17 11:17:47

On time and quickly seen

2023-11-17 15:22:39

Appointment right on time, friendly staff

2023-11-17 16:23:28

Appointment on time & friendly.

2023-11-18 09:53:22

Appointment was on time and nurse very pleasant

2023-11-18 14:59:50

Appointment on time and procedure explained thoroughly

2023-11-18 16:41:15

Receptionist was very helpful and the doctor was very attentive to my problems.

2023-11-18 17:34:12

The lady taking the blood was very nice.

2023-11-20 07:23:45

I have never once had a bad experience at this surgery. Myself, my husband, and baby girl have always been seen promptly by the most caring individuals. Doctors, nurses and admin have always been so helpful. Will be a huge shame to leave you if we move area!

2023-11-20 14:56:07

Friendly

2023-11-20 14:57:10

Very helpful cared about the patient did everything he could to help and advise

2023-11-20 14:57:34

Luis was amazing, he and your amazing receptionist have literally saved MY LIFE!

2023-11-20 14:59:18

Both in terms of time and professional assessment

2023-11-20 15:10:44

Very happy with service I have received from Dr Fitzgerald. He has kept me aware of what is happening by text and telephone.

2023-11-20 15:12:45

Luis was absolutely fantastic. He was brilliant with my two kids (3.5 & almost 2), dry knowledgeable and quick to advise and prescribe antibiotics for my daughter's impetigo

2023-11-20 15:13:28

He answered my questions that I asked was clear and concise.

2023-11-20 15:20:01

On time friendly professional

2023-11-20 16:46:35

Lovely nurse, had her in previous consultations. Very personable and understanding towards patient, also had a student nurse in with her and was explaining to them and myself, reasons for examination etc. Thank you.

2023-11-20 17:23:51

Friendly, professional and quick.

2023-11-20 17:24:57

A very approachable doctor who took time to listen

2023-11-20 17:30:45

Service to rely on

2023-11-20 18:46:53

Caring manner. Very professional.

2023-11-21 09:40:55

Dr Ash was very helpful and kind, clear explanations. Good at listening answered my questions.

2023-11-21 12:03:22

Staff all so kind and friendly and top professional with me and my family

2023-11-21 12:12:00

Friendly happy staff, very professional.

2023-11-21 15:13:12

Called early, and nurse took blood very quickly, great.

2023-11-21 16:59:18

No other answer to give to be honest

2023-11-21 17:53:34

The ? HCA , was so very kind to me as I was upset and tearful. She showed great compassion which made me feel so much better. Please Thank her again Very efficient and professional.

2023-11-22 08:12:30

Dr holly ash was very understanding towards myself

2023-11-22 08:27:14

Very good and efficient no complaints

2023-11-22 09:19:03

Quickly seen for my appointment

2023-11-22 09:19:39

Efficient, responsive

2023-11-22 10:54:00

Jo was very friendly and knowledge

2023-11-22 12:07:34

Would of been very good but I had a lengthy wait to get an appointment

2023-11-22 12:08:18

Timely and professional

2023-11-22 12:19:56

I had a minor op and all throughout the procedure, Louis and Naomi were so comforting, reassuring and friendly. They made me laugh, they comforted me and were overall excellent.

2023-11-23 08:22:44

Very promo service. Treated with dignity and respect by the nurse.

2023-11-23 09:49:09

Poite staff clean surgery very good doctors Louie was very helpful very interactive with my son made sure I knew what I was doing and was happy with his advice

2023-11-23 11:34:39

Prompt service with enjoyable staff

2023-11-23 11:35:08

Luis De Sousa had been amazing at supporting our daughter as she has been feeling so ill. He always goes above and beyond when we have any appointments with him and even made a blood test seem like nothing for our daughter, putting us all at ease.

2023-11-23 11:59:26

Waiting room warm and comfortable Staff very friendly , nurse reassuring

2023-11-23 12:26:23

No issues all good.

2023-11-23 12:27:53

Dr McRae is very thorough and always listens

2023-11-23 12:32:09

Luis was very helpful and friendly. He made me feel at ease even with my anxiety.

2023-11-23 12:39:30

Dr Luis is fantastic with children

2023-11-23 12:41:20

Very professional and friendly. Understood the issues.

2023-11-23 12:42:10

Appointment was on time and staff are very friendly.

2023-11-23 12:42:57

My appointment was on time and Dr Jackson was very personable/professional and helpful which is always a plus when it comes to visiting a gp, whilst there was no one to book me in at the time I arrived, i did learn how to use the book yourself in AI console next to reception which was really very easy and i will use next time.

2023-11-23 13:58:13

I was asked if I wanted a face to face or phone appointment, and I chose phone. However, noone called and when I rang to ask, was told I had missed a face to face appointment. The reception team were helpful when realised, but I wasn't able to get another appointment straight away.

2023-11-23 15:08:14

Andrea was super friendly and reassuring for my daughter. Our appointment was right on time and the receptionist was very welcoming.

2023-11-23 16:05:05

Super friendly and helpful

2023-11-23 16:06:13

I've never had a bad experience with a medical professional and particularly at Clevelands all staff are outstanding but Nurse Newhall is amazing, she is so kind and so thorough and I always feel completely comfortable with her

2023-11-23 16:12:01

Every "single" member of staff are always amazing. The lovely kind lady receptionist and Dr Louis literally no joke saved my life last Friday. I am forever in your debt. I was told Saturday morning very few people survive a pulmonary embolism the size I had ... Dr Gracie was a true star today on the phone, I have been anxious and he settled my fears.

2023-11-23 16:13:10

My appointment was pretty much on time. Dr Gracie was professional and reassuring. The space and facilities are always clean and tidy.

2023-11-23 16:15:28

Seen on time and nurse explained the benefits of the vaccine and was friendly and professional.

2023-11-23 16:19:52

Dr Macrae is thorough, polite, listens and advises. No judgment and really takes the time to understand the problem and work with me for a resolution.

2023-11-23 16:21:55

Had face t face and given plenty of time to chat about the problem.

2023-11-23 16:23:50

On time, very professional and friendly.

2023-11-23 16:35:39

Not long waiting time, knowledgeable understanding Doctor

2023-11-23 16:45:35

Doctor was very helpful

2023-11-23 17:09:36

Friendly correct advice made sure I understood and is keeping an eye on my son

2023-11-23 17:14:49

Monthly blood test with Andrea Morgan. Such a lovely person and excellent phlebotomist.

2023-11-23 17:15:24

Really supportive and understanding

2023-11-23 17:34:13

Kindness availability

2023-11-23 17:43:46

I very rarely go to the Drs fortunately and felt that Dr Gracie was very good and extremely helpful....

2023-11-23 17:59:56

Dr introduced herself, had read my notes beforehand and clearly talked me through the test results

2023-11-23 18:01:45

Very comfortable and informative as well as reassuring

2023-11-23 18:04:42

Prompt and friendly

2023-11-23 18:14:05

Doctor very pleasant and informative.

2023-11-23 18:23:29

Friendly. Blood test was quick, easy and painless.

2023-11-23 19:22:28

I was grateful to have advice and help from the Dr.

2023-11-23 21:14:16

Prompt time good g p

2023-11-23 21:27:50

Andrea was friendly professional and very efficient.

2023-11-24 08:27:46

Andrea INR test. Confident prick Good conversation. First Class

2023-11-24 08:39:11

All the staff, nurses and doctors are always incredibly kind and friendly

2023-11-24 09:12:32

Efficient and on time and friendly

2023-11-24 11:17:08

I was seen to early, quickly and efficiently

2023-11-24 11:23:36

Came for blood test. Very efficient and friendly staff

2023-11-24 11:33:48

Dr Macrae was fantastic, she was so knowledgeable and kind.

2023-11-24 11:37:29

Very help information

2023-11-24 14:42:12

I never have a problem with the surgery, staff always friendly and always seen more or less on time.

2023-11-24 14:58:52

Appointment on time & Andrea was very professional & pleasant to talk to

2023-11-24 16:23:35

Seen on time. Friendly service

2023-11-24 16:31:27

Well looks after

2023-11-24 17:20:16

The Dr called me very quickly after I rang reception to make the appointment and was very helpful

2023-11-24 17:22:51

The nurse gently removed my stitches and answered my questions.

2023-11-24 22:22:46

Doctor was so understanding and was really helpful.

2023-11-25 12:44:09

Arrived early and seen by a phlebotomist/nurse on time. Very friendly and professional.

2023-11-25 14:31:05

Excellent treatment as always - thank you

2023-11-25 14:47:13

As always feel so lucky to be a patient at this surgery always friendly efficient and that's across all departments

2023-11-25 16:32:48

Nurse Limer did a great job organising our families travel vaccinations and while my 3 year old son was being very challenging she was extremely patient and gentle.

2023-11-25 16:50:50

Doctor Lue care about patients, give good treatments.

2023-11-25 18:30:19

Pleased with the outcome of the appointment

2023-11-25 20:33:18

Lovely staff

2023-11-26 16:14:03

I was listened to, taken seriously, not rushed and options discussed. Thank you.

2023-11-28 08:56:04

Appointment on time and the nurse was approachable and friendly.

2023-11-28 15:40:13

Was very nice to have a face to face with Dr Jackson to review my peak test readings. Made me feel relaxed and at ease during the appointment. And easy to talk to. Thank you.

2023-11-28 15:40:40

Polite friendly GP

2023-11-28 15:45:08

Very friendly and professional nurse

2023-11-28 15:45:44

I was seen promptly and Dr Gracie was proactive discussing and sorting treatment for my condition. He also arranged for me to pick up my urgent medication from the pharmacy attached to the medical centre so that I could commence treatment immediately.

2023-11-28 15:47:45

The nurse who took my bloods was kind and capable. The receptionist was welcoming and cheerful.

2023-11-28 15:55:49

Always a very professional treatment, all Nurses and Reception staff are of the topmost quality. Cleveland's Medical Centre must surely be amongst the best Centres in the Gloucestershire region.

2023-11-28 16:02:44

From receptionist to GP, everyone was brilliant. I feel so lucky to be registered with this surgery as a patient

2023-11-28 16:06:17

Seen promptly, all went smoothly and the nurse Naomi was very kind.

2023-11-28 16:09:17

The doctor was very clear on what the way forward is for me with HRT

2023-11-28 16:17:54

The Nurse Rebecca was very kind and professional.

2023-11-28 16:51:28

Naomi was very thorough. She gave a good explanation of the results and had suggestions for improving my lifestyle.

2023-11-28 17:58:54

I thought she was very thorough and approachable and explained everything very well

2023-11-28 18:21:01

Nurse very thorough and friendly, made the appointment very relaxed.

2023-11-28 18:35:49

The appointment was on time and helpful answers to my questions which made it clear in my mind. A friendly encounter with the nurse.

2023-11-28 19:33:36

Reception was very understanding and friendly and efficient

2023-11-28 20:28:39

Appointment on time. Friendly and gentle nurse

2023-11-28 20:28:42

Dr Ash gave me a follow phone call yesterday with my results & is requesting a referral.

2023-11-29 08:40:52

Nice helpful lady

2023-11-29 13:40:55

Prompt, helpful and reassuring

2023-11-29 13:46:00

Team were efficient friendly and on time

2023-11-29 13:46:21

Admin Staff and Dr Fitzgerald very professional and courteous. Phone system can be improved (see below).

2023-11-29 13:47:33

Like all of the nurses at Cleavelands, Claire is very friendly, caring and professional. Couldn't wish for better!

2023-11-29 13:56:28

I was seen by an amazing dr.. in fact the best that I have seen !

2023-11-29 13:59:17

I never felt the needle go in!!

2023-11-29 14:22:25

Dr. Macrae was very good at listening and addressing my concerns.

2023-11-29 14:51:58

Very friendly and helpful Dr. Rang when expected

2023-11-29 14:58:52

Efficient login, clean and airy waiting area, doctor was attentive and helpful

2023-11-29 15:11:37

Appointment on time and very lovely nurse

2023-11-29 16:07:10

Diabetic check

2023-11-29 16:28:38

Very informative Doctor

2023-11-29 16:30:36

Friendly face answered all my questions and explained things clearly

2023-11-29 16:31:12

Becky tackled an intricate removal of stitches in my ear very professionally.

2023-11-29 17:59:13

I was seen on time

2023-11-29 18:14:19

Everyone was, as always, very friendly and smiley - very important when you are ill or apprehensive. Louis and Claire could not have done better. All went very well indeed. Thank you very much.

2023-11-29 19:19:34

Nurse was very pleasant, patient and put me at ease

2023-11-29 21:50:53

Prompt , on time, amazingly friendly and lovely nurse

2023-11-30 09:44:59

Everything was explained in a clear friendly way as were the changes I could make to improve my personal health.

2023-11-30 12:09:20

The blood test was relaxed and the nurse was very friendly and very efficient.

2023-11-30 12:31:52

The phlebotomist (Andrea) is great. So kind and efficient. When I made the appointment the receptionist was very helpful.

2023-11-30 13:18:30

I received an appointment within 24 hrs and the Dr gave me an hour of his time to discuss the issues I presented with.

2023-11-30 14:11:29

Efficient friendly on time

2023-11-30 14:52:02

Appt on time and Andrea professional and friendly.Thank you!

2023-11-30 15:12:04

The nurse was very friendly

2023-11-30 17:01:16

On every appointment they always all deliver

2023-11-30 20:14:53

Polite friendly and punctual!

2023-11-30 21:49:27

Timely, professional and very informative.