

# NHS Friends and Family Test 2023

November 2023

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

Free text question. There were 134 responses:

---

2023-11-01 13:22:46

Answer your phones better in the morning!! An hour waiting is inexcusable these days

---

2023-11-01 14:51:36

N/A

---

2023-11-01 15:25:36

Nothing

---

2023-11-02 09:19:49

Nothing - the surgery is doing a wonderful job in my opinion.

---

2023-11-02 09:23:37

Nothing

---

2023-11-02 10:30:02

Nothing to add

---

2023-11-02 11:20:05

All seemed perfect to me.

---

2023-11-02 15:11:49

Nothing would have improved my experience

---

2023-11-02 17:54:40

I couldn't fault anything about my appointment

---

2023-11-02 19:27:46

The reception area at Cleavelands tends to be noisy due to the reception area being a very echoy area. The screens have holes at the seated position of the receptionist which is considerably lower than the patient who is standing on the other side of the screen hence making it difficult to hear the receptionist clearly. So some improvement by placing holes higher up and anechoic panels in the reception atrium to absorb noise .

---

2023-11-02 22:22:37

Let me know if any delay to my appointment

---

2023-11-03 08:19:00

Nothing, we were even given a cup of tea while waiting

---

2023-11-03 08:32:17

Nothing

---

2023-11-03 10:05:20

All was good thanks

---

2023-11-03 10:20:01

Read what I've come in for, check the notes and don't assume.

---

2023-11-03 14:19:15

Can't think of anything. I. Am delighted

---

2023-11-03 14:40:17

None

---

2023-11-03 16:31:32

I had to wait six weeks or so for the appointment.

---

2023-11-03 16:49:43

Nothing

---

2023-11-03 17:47:26

Nothing to add

---

2023-11-04 07:54:02

More staff

---

2023-11-04 10:18:20

Nothing at this time

---

2023-11-04 15:28:32

All aspects of my visit were very good

---

2023-11-04 17:09:36

Check the annual review process is working. I had to set this one up myself.

---

2023-11-08 10:56:44

Be on time for appointments

---

2023-11-08 12:44:03

Urine sample could have been requested and tested before the review. Perhaps request when blood taken.

---

2023-11-09 11:52:02

Nothing

---

2023-11-10 12:39:46

There is nothing you need to improve on. We received an excellent service!

---

2023-11-10 17:06:27

Everything was fine.

---

2023-11-10 17:38:37

1. Allow appointments to be booked online again - all appointments 2. Have extra appointments after 5pm for people who work full time in other areas of the public service etc. 3. Allow the booking of appointments (all) to be made at three point in the day. 3:30 to 4:30pm.

---

2023-11-11 16:44:22

Nothing.

---

2023-11-12 08:36:50

Make it easier to get through on the phone

---

2023-11-14 07:16:17

Nothing

---

2023-11-14 16:57:28

Display the waiting time

---

2023-11-15 14:21:26

None. Receptionists are always friendly as well!

---

2023-11-15 15:15:15

The service I've experienced on my visits leaves me with nothing but satisfied

---

2023-11-15 18:08:12

Nothing

---

2023-11-16 09:46:44

Nothing

---

2023-11-16 09:48:07

No.

---

2023-11-16 10:09:49

Nothing

---

2023-11-16 12:04:11

Car is getting over crowded and customers come before staff. Certainly dont expect threats of clamping when needing to park for an appointment

---

2023-11-16 13:27:59

Nothing to write for this question as it was all totally professional.

---

2023-11-16 14:03:58

Everthing was fine thank you

---

2023-11-16 15:27:45

Nothing!

---

2023-11-16 16:49:18

It was all gtrat

---

2023-11-16 16:57:26

Just perfect.

---

2023-11-16 17:43:44

Not on this appointment but you could have asked for my feedback on my previous telephone and subsequent f2f appointments.

---

2023-11-16 18:55:03

Parking is shocking

---

2023-11-16 21:32:50

Nothing coz she was so helpful and lisoned to what I was saying I would give her 10 out of 10,

---

2023-11-17 07:14:49

None

---

2023-11-17 08:11:11

Nothing

---

2023-11-17 10:27:41

Talk to the patient about what is going on and what to expect.

---

2023-11-17 10:29:29

Not that I can think of

---

2023-11-17 15:22:39

Nothing

---

2023-11-17 16:23:28

None

---

2023-11-18 17:34:12

Yes you could stop having reply cards for the service and have a button that you press this should reduce the carbon foot print

---

2023-11-20 07:23:45

Nothing - everything has always been great.

---

2023-11-20 14:57:10

No

---

2023-11-20 14:57:34

Nothing it's perfect

---

2023-11-20 14:59:18

Nothing

---

2023-11-20 15:10:44

Quite happy with service at the moment.

---

2023-11-20 15:12:45

car park was full, so had to park on the road

---

2023-11-20 15:13:28

Nothing really I was happy with the service I received

---

2023-11-20 15:20:01

All good

---

2023-11-20 16:46:35

No.

---

2023-11-20 17:23:51

Online option to cancel or rearrange appointments

---

2023-11-20 17:24:57

Not really anything to mention!

---

2023-11-20 18:46:53

Listened a bit more to all of my concerns. Felt a little rushed and don't feel I was completely heard. Would like to have been questioned/overly assessed more about my symptoms.

---

2023-11-21 09:40:55

Nothing

---

2023-11-21 12:03:22

None

---

2023-11-21 12:12:00

None

---

2023-11-21 15:13:12

Nothing,all good

---

2023-11-21 16:59:18

All good for me

---

2023-11-22 08:27:14

Carry on doing what you're doing as it's working well

---

2023-11-22 09:19:03

Not really

---

2023-11-22 12:19:56

N/A

---

2023-11-23 11:34:39

More of the same

---

2023-11-23 11:59:26

All was fine

---

2023-11-23 12:27:53

Nothing it was a good consultation

---

2023-11-23 12:39:30

No

---

2023-11-23 12:42:10

Nothing, it was a good appointment.

---

2023-11-23 12:42:57

On this visit everything was perfect, no complaints.

---

2023-11-23 13:58:13

Confirming in advance if it was a face to face or phone appointment.

---

2023-11-23 15:08:14

Nothing!

---

2023-11-23 16:05:05

Nothing

---

2023-11-23 16:06:13

Nothing!

---

2023-11-23 16:12:01

Absolutely nothing

---

2023-11-23 16:19:52

Nothing - top service as is always the case with Cleavelands

---

2023-11-23 16:23:50

Nothing.

---

2023-11-23 16:35:39

N/A

---

2023-11-23 17:14:49

Nothing

---

2023-11-23 17:34:13

Every thing was ok

---

2023-11-23 17:43:46

Nothing

---

2023-11-23 17:59:56

On time appointment

---

2023-11-23 18:04:42

N/A

---

2023-11-23 19:22:28

There is nothing that could have been improved on . Just very grateful to have spoken to a docto.

---

2023-11-23 21:27:50

Nothing.

---

2023-11-24 08:27:46

Slight delay in setting up INR Test Unit. System issue?

---

2023-11-24 09:12:32

Nothing

---

2023-11-24 11:33:48

Nothing

---

2023-11-24 14:42:12

Cannot think of anything.

---

2023-11-24 14:58:52

Nothing

---

2023-11-24 16:23:35

Toilet very smelly

---

2023-11-24 16:31:27

Not a lot thank

---

2023-11-24 22:22:46

Wait time was 3 weeks and would have been over a month for an in person appointment. I appreciate there's not much you can do about that though!

---

2023-11-25 12:44:09

N/a

---

2023-11-25 14:47:13

Can't think of any

---

2023-11-25 16:32:48

nothing, it was all great!

---

2023-11-28 15:40:13

Running a little late but otherwise no complaints.

---

2023-11-28 15:40:40

Everything was great

---

2023-11-28 15:45:08

Very happy.cannot think of a single thing that needs improving

---

2023-11-28 15:55:49

I am unable to see how the excellent treatment I receive could possibly be bettered.

---

2023-11-28 16:02:44

Nothing could have been done better

---

2023-11-28 16:06:17

None

---

2023-11-28 16:09:17

Nothing really.

---

2023-11-28 16:51:28

Nothing!

---

2023-11-28 18:21:01

Was kept waiting for about 15 minutes before the appointment, only downside.

---

2023-11-29 08:40:52

Na

---

2023-11-29 13:40:55

No, all was fine.

---

2023-11-29 13:46:21

When calling early morning for free appointments, the caller enters a large queue and has to await a response to see if any appointments are available for the day. This could be improved by admin team being able to switch IVR response to informing the caller that no more appointments are available for the day. If not able to function for existing callers in queue, then it could swap in for new diallers.

---

2023-11-29 13:47:33

Nothing. All good!

---

2023-11-29 13:56:28

Obviously waiting times need sorting but that's not just with this surgery.

---

2023-11-29 14:22:25

All Goox

---

2023-11-29 14:58:52

All excellent today

---

2023-11-29 15:11:37

Nothing

---

2023-11-29 16:07:10

No

---

2023-11-29 16:30:36

Not really although my annual check was 18 months this time it used to be the anniversary of my birthday

---

2023-11-29 17:59:13

The doctor was very thorough

---

2023-11-29 19:19:34

Kept waiting 20+ minutes in the empty waiting room.

---

2023-11-29 21:50:53

Nothing

---

2023-11-30 12:09:20

Nothing

---

2023-11-30 12:31:52

Everything was good. If you could improve at all a basic water tap in the waiting room would be really nice.

---

2023-11-30 13:18:30

NA .... Very satisfied

---

2023-11-30 21:49:27

Nothing.