

NHS Friends and Family Test 2023

January 2024

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

Free text question. There were 116 responses:

2024-01-03 17:35:30

Not really

2024-01-03 19:11:26

Nothing, she was perfect.

2024-01-04 11:30:39

At this moment I think enough.

2024-01-04 13:37:59

No it was good.

2024-01-04 14:51:21

there was a delay of about 10 minutes before I was seen, but this was not really a problem.

2024-01-04 15:11:12

Nothing

2024-01-04 16:07:14

It was a long lead time between booking appt and the appt date. Not a problem on this occasion but could have been in other situations.

2024-01-04 16:15:08

All seemed OK to me.

2024-01-04 17:15:17

Can't think of anything

2024-01-04 17:26:13

Nothing

2024-01-04 17:43:33

Nothing, it was all perfect.

2024-01-04 17:53:26

No further comments.

2024-01-04 19:22:22

Nothing am always satisfied with how I'm looked after

2024-01-04 19:22:41

No, everything was good

2024-01-04 19:30:29

Clone you!!

2024-01-05 08:56:53

All ok

2024-01-05 09:53:01

Nothing on this occasion

2024-01-05 10:06:11

Nothing I can think of

2024-01-05 11:54:47

Can't think about anything right now

2024-01-05 11:57:33

Nothing

2024-01-05 14:50:08

Noting, spot on.

2024-01-05 15:03:58

Nothing really.

2024-01-05 19:27:16

All has been very good

2024-01-05 23:02:02

Nothing that I can think of.

2024-01-06 10:01:52

Be on time. Stop walking around with your hands in your pockets

2024-01-06 10:23:13

More information

2024-01-06 11:48:03

Nothing...all was good

2024-01-09 11:06:47

All that work at Clevelands are amazing

2024-01-10 11:02:48

Very early in morning drive out 7 .30 am 77 live alone Surgery seemed empty and unused

2024-01-10 14:03:13

No all good

2024-01-10 14:54:23

Everything else was fine

2024-01-10 16:00:31

Could have been warmer weather

2024-01-10 16:13:34

Nothing really

2024-01-10 19:24:24

There is nothing

2024-01-10 21:21:50

Priority to babies and don't make people feel like a burden. This is the 2nd problem in the last few weeks

2024-01-10 21:25:19

Make priority for a baby and don't make patients feel like a problem or burden

2024-01-11 09:12:48

Nothing

2024-01-11 11:35:17

Nio

2024-01-11 11:44:02

I know that it's not your fault but parking was very difficult and I would have been late if I had not allowed extra time. I live in Cleeve but walking was impractical as I was going on somewhere else afterwards.

2024-01-11 14:23:16

Nothing was perfect

2024-01-11 14:35:01

Advised that things were going late

2024-01-11 15:26:45

More parking. Sadly I had to park on the road as there were no spaces left in the patient car park. There were however many spaces available in the staff car park!

2024-01-11 16:08:50

Car parking is awful

2024-01-11 16:40:01

Tea & biscuits

2024-01-11 19:44:30

Nothing.

2024-01-12 09:39:05

Don't think anything could be bettered - a good visit

2024-01-12 09:55:24

Nothing

2024-01-12 12:22:30

NA

2024-01-12 12:44:24

No

2024-01-12 14:03:54

Nothing really. Slightly overdue by a short time but no problem.

2024-01-12 18:40:09

Don't really like self check in but I accept it's probably the most efficient way.

2024-01-12 20:00:06

N/A

2024-01-14 14:49:59

Make it easier to see a doctor

2024-01-16 08:28:01

Employ more Luis'

2024-01-16 15:02:44

Nothing

2024-01-17 09:57:44

No

2024-01-17 10:41:53

Nothing very helpfull

2024-01-17 13:55:54

Nothing

2024-01-17 16:53:30

I've never in all the years I've been with you had a problem

2024-01-17 18:52:06

Improve timings

2024-01-18 09:42:24

Nothing

2024-01-18 10:04:23

automatic sign in on arrival .confusing as my nurses name came up not mine so thought i had made a mistake.Either say ok and nurse you will see or alter it to my name /who i will see.

2024-01-18 10:18:57

The doctor who took my call last week was not encouraging at all and was disappointed in the way in which he dealt with my call

2024-01-18 10:34:27

Nothing on the day, we were seen promptly at the time allocated. Never had to wait 2 weeks to see a nurse though.

2024-01-18 12:14:07

It's obvious!!

2024-01-18 13:34:03

Nothing

2024-01-18 14:06:09

Nothing, really.

2024-01-18 14:17:47

Nothing

2024-01-18 14:25:34

More parking space

2024-01-18 14:43:43

Nothing

2024-01-18 15:54:48

It was fine by me.

2024-01-19 07:31:08

The phone operations were too confusing

2024-01-19 09:36:40

Nothing. Very satisfied.

2024-01-19 10:16:03

Reduce time in waiting room.

2024-01-19 10:43:50

None

2024-01-19 11:15:12

No nothing

2024-01-19 15:39:29

Not on this occasion

2024-01-19 16:16:38

N/A

2024-01-19 17:00:28

Nothing

2024-01-19 17:03:21

Nothing. All good!

2024-01-19 18:23:06

Unknown

2024-01-20 11:45:03

Absolutely Nothing

2024-01-20 11:59:33

Don't think so

2024-01-20 15:13:17

No all was fine

2024-01-21 11:00:27

Nothing, I was completely happy with the service I received. Thank you.

2024-01-23 10:14:32

No.

2024-01-23 13:10:50

No!

2024-01-24 09:51:27

My personal experience means I really cannot think of anything the centre needs to improve. Thank you.

2024-01-24 11:09:29

All good

2024-01-25 09:25:47

No, it could not be any better.

2024-01-25 11:02:50

N/a

2024-01-25 13:05:45

Given the high demand for appointments I believe you do your very best.

2024-01-25 14:58:45

Everything was perfect

2024-01-25 15:04:22

As above all was very good, The service is superb.

2024-01-25 15:44:45

No there was nothing that was not alright. Seen on time. Examination and Treatment.

2024-01-25 15:59:17

Nothing

2024-01-25 16:24:36

No

2024-01-26 07:38:18

No

2024-01-26 09:13:12

Nothing

2024-01-26 09:52:44

No all good

2024-01-26 13:28:12

Would be nice to have phone call or text w/ to results rather than assume it is I okay if I hear nothing

2024-01-26 14:39:03

Nothing

2024-01-26 15:13:25

Nothing

2024-01-26 15:14:47

None thing

2024-01-26 16:35:12

Nothing

2024-01-27 08:45:53

Nothing

2024-01-27 10:27:54

Was a little concerned when I arrived 7.15vand everything was in darkness

2024-01-27 12:59:46

Not really. Can't fault you at all.

2024-01-27 14:00:42

Getting an appointment is very difficult. You are 28th in the queue at 0800hrs is unbelievable?

2024-01-27 14:09:04

Nothing other than maybe better parking facilities.

2024-01-27 14:43:19

Nothing

2024-01-27 15:33:46

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2024-01-28 09:20:47

Confirm appointments ahead of schedule so any errors or mistakes can be actioned.

2024-01-31 07:48:58

Had to wait quite a few weeks for appointments so sooner ones would obviously be preferable but I was pleased I actually got an appointment!

2024-01-31 14:50:34

Nothing

2024-01-31 16:48:51

I had to wait about 10 minutes which I find difficult to do