

NHS Friends and Family Test 2023

January 2024

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

Free text question. There were 214 responses:

2024-01-01 19:03:25

Saw the GP I wanted to see. I was helped with my symptoms as I was not treating myself properly. A new condition was discussed and treated accordingly. Thank you

2024-01-03 12:19:52

The nurse took her time to explain everything in detail and provided good advice too

2024-01-03 12:45:47

Very good helpful and friendly

2024-01-03 14:07:15

I'm taken care of by all of you

2024-01-03 16:20:59

Quick to be seen, polite and professionally nurse.

2024-01-03 17:35:30

Great care and explained the procedure

2024-01-03 19:11:26

The nurse was very welcoming and efficient and put me at ease.

2024-01-04 11:04:28

I was seen wvry quickly for a blood test

2024-01-04 11:30:38

All staffs are nice, smile and helpful.

2024-01-04 12:41:43

My appointment was for a blood test the nurse who took my blood is so good and caring and is the best nurse for me as others have had difficulty getting the blood out and has caused me a lot of pain.

2024-01-04 13:37:59

Appointment was on time, just for blood test. Nurse was efficient and friendly.

2024-01-04 13:43:22

All in all, I can't thank the Diabetes Team enough. From the initial diagnosis, the medication, the nutrition training, the KiActiv fitness program, through to the regular check-ups - I have been looked after with great care and expertise. My test results are now much better, and this is a direct result of the help and treatment that I have received from the Diabetes Team. My last appointment was excellent as always, and I received further help and guidance to refine my approach to managing my health. Many thanks, great work, and happy new year!

2024-01-04 14:51:21

blood test carried out most efficiently

2024-01-04 14:53:27

Everything perfect !!!

2024-01-04 15:11:12

Super efficient. Thorough appointment. Follow up message confirming changes to my medication from a GP. Very satisfied.

2024-01-04 16:07:14

Easy to book appointment process. Appointment took place at the stated time. Useful info obtained and plan of action agreed.

2024-01-04 16:10:35

On time and professional

2024-01-04 16:15:08

In thought Andrea was great. Friendly and professional. Excellent.

2024-01-04 16:42:31

I was seen on time nurse friendly and professional

2024-01-04 17:15:17

All went smoothly

2024-01-04 17:26:13

Staff are friendly, welcoming and fantastic, everything is clean and can never fault the service

2024-01-04 17:43:33

I arrived the day before my appointment but they fitted me in to save me coming back wonderful

2024-01-04 17:53:26

The medical practioner was helpful, very patient as investigations into my problems are ongoing.

2024-01-04 18:11:51

The nurse and the service was great.

2024-01-04 19:22:22

Nurse team including HCA are brilliant, let's not forget the Doctors. Susie Di Naomi Claire and Dr McCrae thank you so so much

2024-01-04 19:22:41

Because, overall, I had a very good experience

2024-01-04 19:30:29

Always lovely, friendly, helpful & understanding no matter who you speak to! The duty of care here at Clevelands is impeccable! Thank you to you all

2024-01-05 08:56:53

On time and a very good nurse who took my blood

2024-01-05 09:37:53

Prompt, friendly and professional.

2024-01-05 09:53:01

Text reminder to book a blood test. Got an appointment quickly through a cancellation and very competent haematologist.

2024-01-05 10:06:11

Professional as always, helpful people and on time

2024-01-05 11:54:47

No waiting., calm , professional staff

2024-01-05 11:57:32

I saw the nurse at exactly 10am, she was very friendly, I never felt the needle going in!

2024-01-05 14:32:44

The phlebotomist (?) was very good and friendly.

2024-01-05 14:50:08

Always excellent in all aspects

2024-01-05 15:03:58

Appointment on time, nurse very friendly, explained clearly what she was going to do & why.

2024-01-05 15:51:56

Very good explanation of treatment

2024-01-05 18:12:31

Seen promptly Andrea is always excellent

2024-01-05 19:08:08

Nurse was very nice and put me at ease, as well as answering any questions I had.

2024-01-05 19:27:16

Everyone has been very kind and caring

2024-01-05 23:02:02

Appt was punctual, phlebotomist was very efficient and friendly.

2024-01-06 05:58:31

Very pleasant staff, very efficient blood test, and I was able to leave Cleavelands within a few minutes of the time of my appointment.

2024-01-06 09:51:07

It was my first visit as a new patient to the practice , the receptionist was friendly and welcoming and viv the asthma nurse was so nice , friendly and helpful

2024-01-06 10:01:52

The nurse was late.

2024-01-06 10:23:13

As we received no help

2024-01-06 10:41:40

Very pleasant nurse

2024-01-06 11:48:03

Friendly professional

2024-01-06 13:39:31

The receptionist was very helpful. Naomi the health care assistant was very friendly and took time to explain why bloods were being taken. I felt very comfortable and welcome.

2024-01-06 17:21:12

Appointment was on time. Nurse was friendly. Blood test was painless

2024-01-07 09:31:59

Dr was on time and was very nice.

2024-01-07 17:40:57

Dr Brooks listened to my concerns and anxieties and reassured me and acted quickly to get a referral sorted

2024-01-08 13:42:05

The appointment was on time. Andrea was kind and caring as she took my blood samples. Thank you.

2024-01-09 11:06:47

You are always there its reassuring well done

2024-01-09 15:23:33

No clear indication what was causing my swollen ankle and pain

2024-01-09 19:24:33

I didn't have to wait long and the nurse was very pleasant and helpful. The receptionist was friendly and the waiting room clean.

2024-01-10 11:02:48

Only there a few minutes To get skin mark checked

2024-01-10 12:05:11

Compassionate demeanour - making sure I understood everything, explaining again when needed

2024-01-10 14:03:13

On time all good

2024-01-10 14:54:23

Waiting time a bit long

2024-01-10 16:00:31

The person who felt with me was very professional and very kind and could not be better

2024-01-10 16:13:34

Very detailed appointment, clinician very nice and knowledgeable

2024-01-10 19:24:24

A prompt appointment and a full and helpful consultation with a doctor

2024-01-10 20:23:53

Very helpful and explained everything

2024-01-10 21:21:50

Telling me you have no appointments for a prem 13 week old baby then squeeze them in. Baby ends up in hospital with Bronchiolitis (RSV)

2024-01-10 21:25:19

Called for appointment for my 9 week old baby and told you were full to capacity in call backs. He's a 9 week old baby . To be then told by a doctor no appointments can't see him for 3 days , he's a baby . Really disappointing.

2024-01-11 09:12:48

Very pleasant nurse who performed the task very well

2024-01-11 11:35:17

Dr De Souza has a very pleasant and accommodating manner

2024-01-11 11:44:02

Appointment was at the scheduled time. Phlebotomist was friendly and quick. Surroundings were clean and pleasant.

2024-01-11 12:32:20

Friendly and efficient

2024-01-11 12:40:40

Although there was a shortage of appointments the surgery looked into and agreed my husband and I sharing an appointment to enable us to see someone this month.

2024-01-11 14:23:16

Always friendly and always put you at ease

2024-01-11 14:35:01

All ok except ran 15 minutes late

2024-01-11 15:26:45

Appointment pretty much on time. Blood taken efficiently and out in no time

2024-01-11 15:36:08

It was only a quick blood test, but the appointment went to time and the nurse was brilliant; being efficient with no fuss or pain and it was all over very quickly. Many thanks again as a regular customer!

2024-01-11 16:08:50

Everything worked

2024-01-11 16:18:33

Very good pleasant nurse and efficient

2024-01-11 16:40:01

Reasonable wait. Pleasant experience

2024-01-11 17:25:16

Very nice, friendly and helpful nurse

2024-01-11 19:44:30

Very informative.

2024-01-11 20:58:26

Very professional and friendly

2024-01-12 08:37:01

Time taken to explain the problem and possible solutions

2024-01-12 09:35:09

The nurse was friendly and down to earth

2024-01-12 09:39:05

Went in early, lady was lovely, answered my questions well and was very helpful.

2024-01-12 09:55:24

All ways on.time Doctors all ways explain eveything

2024-01-12 10:00:40

Very efficient and friendly staff

2024-01-12 12:22:30

Efficient and effective

2024-01-12 12:44:24

Excellent,efficient friendly service.

2024-01-12 14:03:54

Because it was

2024-01-12 14:09:27

I needed a routine blood test and was given an appointment on a date and at a time of my choice. The Receptionist was friendly and helpful and the appointment was on time. Everyone involved did an excellent job.

2024-01-12 16:14:08

Very friendly and on time

2024-01-12 16:44:16

Appointment was cancelled on time. Nurse was super friendly and put me at my ease. Blood test was quick and painless.

2024-01-12 18:40:09

On time, clean and tidy building, pleasant staff.

2024-01-12 20:00:06

Absolutely flawless experience

2024-01-13 12:25:10

Almost to time and everyone friendly.

2024-01-13 17:22:12

Easy check in. Nice seating area. Short wait. Really friendly nurse.

2024-01-14 14:49:59

Appointment on time and friendly staff

2024-01-16 08:28:01

Luis Sousa

2024-01-16 15:02:44

Dr Ash was thorough.

2024-01-17 09:57:44

Appointment with Nurse Jo - very kind and professional and clearly explained procedure. All ran smoothly. Reminder sent by practice and NHS. Excellent service all round.

2024-01-17 10:41:53

Dr doctor listened to then gave constructive information

2024-01-17 13:47:17

Efficient and informative with a great bedside manner which put me at ease.

2024-01-17 13:55:54

Negligible wait, excellent care and advice given

2024-01-17 16:20:09

Appointment was on time and the nurse was very friendly and professional.

2024-01-17 16:40:52

Attentive and efficient nurse.

2024-01-17 16:53:30

Appointment time kept by Dr and I was satisfied by the help Dr Macree gave me

2024-01-17 18:52:06

Bit late going in to see the doctor but otherwise very good

2024-01-18 08:12:38

The staff were very warm and welcoming. And Susie Greene my diabetic nurse is a diamond. How she puts up with me I will never know.

2024-01-18 08:23:48

Friendly staff and punctual

2024-01-18 08:53:31

Professional and reassuring as always.

2024-01-18 09:42:24

Appointment was on time.

2024-01-18 10:04:22

always cheerful,helpful.

2024-01-18 10:18:57

Lana is an amazing nurse - she makes my appointments worth attending

2024-01-18 10:34:27

Because the nurse was pleasant and helpful.

2024-01-18 12:03:00

Andrea is always so lovely and calming.

2024-01-18 12:14:07

Hanging on phone for 18 minutes. After that all was good.

2024-01-18 13:25:17

Excellent service as always. Punctual, polite and compassionate

2024-01-18 13:34:03

Professionalism, punctuality and friendliness/courtesy - very much appreciated, thank you.

2024-01-18 14:01:25

Very professional service and friendly

2024-01-18 14:06:09

It was well organised, and on time.

2024-01-18 14:17:47

Very pleasant and positive nurse who was able to perform the tests with ease and able to resolve questions asked

2024-01-18 14:20:29

Friendly and quick appointment

2024-01-18 14:25:34

Pleasant and efficient staff

2024-01-18 14:31:35

Clean friendly efficient kind and on time

2024-01-18 14:43:43

Brilliant medical service with extra checks thrown in out of kindness as I am a carer, couldn't wish for kinder caring personnel, Thankyou, all your patients are lucky recipients of your excellent care

2024-01-18 15:54:48

Prompt and caring when taking blood sample.

2024-01-18 15:59:09

Friendly and helpful

2024-01-18 16:01:33

Staff really considerate and friendly.

2024-01-18 17:03:44

Excellent service as usual

2024-01-18 17:33:38

The nurse was very attentive and calm

2024-01-18 18:02:32

Lana was so friendly and caring and is such a credit to the surgery. Lana has helped me on such a horrid journey that I genuinely could not have got through it without her.

2024-01-18 20:03:10

Seen immediately, friendly nurse who put me at ease and explained everything clearly.

2024-01-18 21:02:23

Thought they were looking after me

2024-01-19 07:31:08

Because it was prompt and what I needed

2024-01-19 09:36:40

The doctor listened, gave appropriate instruction/advice, treatment. Checked latest guidance. Gave the opportunity for me to ask questions and to come back if needed.

2024-01-19 10:16:03

Given appointment for suspected ear infection on same day.

2024-01-19 10:43:50

Always a smooth service

2024-01-19 11:15:12

Called on time

2024-01-19 12:00:53

Becky is always friendly and helpful

2024-01-19 14:42:57

Welcome. Care. Sensitivity

2024-01-19 14:56:30

Appointment was on time. Nurse was friendly and helpful.

2024-01-19 15:39:29

Andrea was very patient and gentle whilst trying to find a decent enough vein to take blood from my arm.

2024-01-19 15:57:26

I don't have Angina and would have thought that a GP with access to my medical records would know this

2024-01-19 16:16:38

My appointment was on time and the phlebotomist was pleasant and friendly.

2024-01-19 17:00:28

Appointment was timely Staff member efficient and friendly

2024-01-19 17:03:21

Always good at Cleavelands. An excellent team of genuinely caring nurses.

2024-01-19 17:21:53

Easy to make- didn't have to wait - service was professional & friendly

2024-01-19 18:23:06

Damage to nerve (blood test)

2024-01-20 11:45:03

The Nurse was very kind and talkative , and she didn't judge me when I spoke to her about my past, she also said I should be very proud of my self and pat myself on my back, I felt very happy walking out of the Doctors so Thankyou very much

2024-01-20 11:59:33

I didnt have to wait long for my appointment and the nurse was great.

2024-01-20 15:13:17

Registered with doctor and very pleased with results

2024-01-20 16:13:29

The reception and your services are excellent. You do your work perfectly in time. Thank you so much!

2024-01-20 16:17:33

Naomi was on time and caring and professional

2024-01-20 16:25:57

Didn't have to wait long and very pleasant nurse

2024-01-20 18:26:12

Friendly nurse who put me at ease and was wonderfully reassuring when I said I did not like needles.

2024-01-20 18:28:53

Very prompt and friendly, caring service

2024-01-21 11:00:27

I was seen on time and Susan Green is so pleasant and informative.

2024-01-22 13:30:01

Good support

2024-01-23 10:14:32

Very kind and pleasant nurse. Very friendly. Put me at my ease.

2024-01-23 13:10:50

There are many phones down in Gothington today. Dr Gracie and the reception staff persevered trying to get through to me, unsuccessfully. Thank you for trying!

2024-01-24 08:40:54

Felt unrushed and was helpful information

2024-01-24 09:51:27

Staff at the medical centre are welcoming, efficient and kind.

2024-01-24 11:09:29

Short wait, helpful doctor and great receptionist!

2024-01-24 13:26:11

Doctor was lovely, very thorough kind and compassionate .

2024-01-24 19:12:51

Answered all my questions and more

2024-01-25 09:25:47

As always Everyone at the Medical Centre is very helpful and polite dick in Boca Raton better

2024-01-25 09:49:09

Friendly welcome, wait time of 5 mins and the nurse was super nice. Big smiles, chatty and very efficient

2024-01-25 10:40:42

On time quick and efficient

2024-01-25 10:50:56

Efficient and good timekeeping.

2024-01-25 11:02:50

On time, very pleasant and efficient staff

2024-01-25 11:32:48

Suzie was so helpful and informative.

2024-01-25 13:05:45

I've always found you good. Whenever I felt I needed to speak with a doctor you have always tried to get me a telephone appointment or a face to face appointment.

2024-01-25 14:26:12

very friendly, reassuring with a calming atmosphere for someone who hates visiting the doctors

2024-01-25 14:34:58

Lovely receptionist and nurse

2024-01-25 14:58:45

The nurse Claire was friendly and dealt with my questions in a very professional manner,

2024-01-25 15:44:45

A thorough examination for COPD and a solution to problem with breathing after a cold last month

2024-01-25 15:59:17

Straight in

2024-01-25 16:24:36

I was very happy with the advice and given by the nurse at the visit.

2024-01-25 16:35:42

Seen on time. Very friendly and polite practitioner who knew all my details. Covered all the questions I had.

2024-01-25 16:51:43

Seen on time. Andrea was efficient and very pleasant

2024-01-25 18:52:47

It was easy to check in at the practice. The nurse that I saw was very friendly and explained everything cleanly. The person on reception was equally helpful in arranging my follow up appointment.

2024-01-25 19:22:35

Seen same day. You were there when I needed you.

2024-01-26 07:38:18

The doctor was very thorough, caring and patient. Really impressed!

2024-01-26 09:13:12

All very professional staff. From receptionist,s to doctor and phlebotomy. I have felt very cared for by everyone I gave had dealings with.

2024-01-26 09:52:44

Quick and efficient.

2024-01-26 12:51:20

Efficient check in and negligible wait. Competent and friendly staff.

2024-01-26 12:57:17

I came for a blood test & Andrea is very nice & made me feel relaxed

2024-01-26 13:28:12

Very pleasant person it's you at ease

2024-01-26 13:39:26

Efficient and on time as usual. So far I have no complaints regarding Cleveland Medical Centre unlike so many others around the country.

2024-01-26 13:43:39

Very professional approach but relaxed approach. Test procedure clearly explained

2024-01-26 14:39:03

Very prompt service and Andrea Morgan was friendly, professional, caring and explained everything clearly.

2024-01-26 14:57:45

All members of staff are friendly and professional

2024-01-26 15:13:25

Supportive and informative staff

2024-01-26 15:14:47

She was lovely

2024-01-26 15:38:09

On time and made it very easy and comfortable

2024-01-26 16:35:12

I was treated efficiently and professionally.

2024-01-26 16:56:51

Friendly staff and doctors easy booking in system

2024-01-27 08:45:53

Quick and friendly

2024-01-27 09:49:42

I was seen on time and the nurse was very friendly and helpful

2024-01-27 10:27:54

Seen promptly

2024-01-27 12:59:46

Full assessment within 2 hours of me turning up without an appointment. I didn't want to waste A & E time with something that might have been trivial so you did them a favour too.

2024-01-27 13:07:02

Friendly & approachable & always efficient & supportive.

2024-01-27 14:00:42

I only went for a blood check arranged by the hospital.

2024-01-27 14:09:04

Easy to book. Seen on time. Helpful clinician. Felt listened to and consulted.

2024-01-27 14:43:19

Viv is the most amazing respiratory nurse. Friendly helpful and extremely knowledgeable Most of all she is very supportive.

2024-01-27 15:33:46

Excellent phlebotomist skilled, friendly and reassuring.

2024-01-28 09:20:47

I was away this past week, hence surprised to hear I had missed an appointment. I have an appointment booked at Cleveland's Practice this coming Wednesday. Not sure how this happened.

2024-01-29 11:40:28

Doctor and nurse made me feel at ease

2024-01-30 10:18:46

Synchronised appointments and cheerful staff

2024-01-30 18:55:56

Appointment on time. Doctor thorough and reassuring

2024-01-30 22:00:04

Efficient and quick

2024-01-31 07:48:58

GP took the time to listen and we discussed together the plan of action.

2024-01-31 14:50:34

The nurse was polite and caring. Explained everything clearly. I felt at ease with her

2024-01-31 16:39:22

I was able to see a Dr the next day after the Pharmacist thought I needed to see one. The Dr was very helpful

2024-01-31 16:48:51

The doctor was very friendly but professional and listened to me
