

NHS Friends and Family Test 2023

April 2025

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

Free text question. There were 101 responses:

2025-04-01 16:21:29	The appointment was on time and conducted swiftly, without fuss.
2025-04-01 17:14:22	I was seen on time and Dr Gracie listened to what I had to say, examined me and advised me on treatment.
2025-04-01 20:25:59	I was seen on time but the procedure hurt and it doesn't normally
2025-04-02 07:48:52	As normal the Nurse was polite and positive in Removing Wax build up
2025-04-02 08:11:48	Doc was excellent. Very thorough and helpful.
2025-04-02 08:20:13	No delay with appointment time. Friendly nurse and quick treatment.
2025-04-02 09:44:09	Professional as always
2025-04-02 13:13:38	Timeily and efficient n
2025-04-02 17:27:47	The nurse was cheerful and sympathetic.
2025-04-02 17:36:59	Very friendly Professional staff thanks
2025-04-02 19:29:54	Appointment ran to time and most importantly the nurse made me feel very comfortable, was very knowledgeable and explained the process thoroughly as well
2025-04-02 20:38:11	I had bloods taken, it was very straight forward, the nurse was very efficient and friendly
2025-04-03 17:51:51	On time, efficient, friendly and professional. Jo Newell ☐☐☐☐☐☐☐☐☐
2025-04-04 09:16:42	Louis was fantastic, excellent enpathy
2025-04-04 09:27:22	Friendly respectful staff

2025-04-04 09:41:50

Good Service

2025-04-04 10:06:18

Very professional on time and very informative

2025-04-04 15:50:03

The doctor was very helpful

2025-04-05 08:10:59

Efficient, Friendly, on time, highly skilled, personable.

2025-04-05 08:11:27

My appointment was at 7.50 My doctor didn't come in until 10 past 8 and still had to wait another 10 minutes before being seen I fully understand when appointments run late but I was the first one It impacted on the rest of my days as it meant I was running late as a consequence I would add that I had the best possible treatment which was very thorough and was made to feel very at ease and everything explained concisely

2025-04-05 10:40:15

Dito my husbands remark.

2025-04-06 17:46:42

On time and very helpful

2025-04-07 07:53:33

On time appointment and friendly nurse

2025-04-07 08:35:10

Doctor was very thorough and i didnt feel rushed had time to discuss

2025-04-08 12:07:57

Efficient and on time

2025-04-09 08:36:33

Naomi was lovely

2025-04-09 08:59:27

Cervical screen appointment, treated with respect, dignity and kindness. Swift apt and seen before my apt time

2025-04-09 10:01:15

Dealt with my issues quickly and sensibly

2025-04-09 10:10:37

Appointment was on time,very efficient and friendly nurse

2025-04-09 11:16:59

I was very nervous and the nurse was very forgiving and put me at ease as much as possible. I was also seen almost as soon as I arrived, which was good for the nerves as well.

2025-04-09 14:27:53

Respectful

2025-04-09 14:31:58

Easy self check in, not much wait time.

2025-04-10 07:32:29

Took the time to understand.

2025-04-10 07:43:11

Kept to time, nurse was super lovely

2025-04-10 08:15:39

From initial text offering appointment to appointment time and then there appointment itself, all smooth and excellent

2025-04-10 08:40:00

Nurse Andrea and receptionist were fantastic. Thank you.

2025-04-10 09:43:14

Very chatty and friendly nurse that made me feel relaxed and reassured.

2025-04-10 10:33:36

The lady I dealt with was very kind and engaging.

2025-04-10 11:11:18

Dr Nugent was so thorough and helpful, I could hardly believe it

2025-04-10 14:10:56

The doctor was very sufficient

2025-04-10 15:03:42

Quick and polite service

2025-04-10 16:46:20

Booking was a nightmare. Anima didn't work so I had to phone and wait in a queue anyway. The blood test itself was fine and the nurse was very professional

2025-04-11 06:59:55

Attentive and pleasant manner

2025-04-11 07:11:18

Call came when expected

2025-04-11 07:47:14

Andrea is a fantastic phlebotomist. I have tricky veins and she is brilliant

2025-04-11 09:07:25

Lana is always clear and supportive.

2025-04-11 10:16:23

Friendly helpful and efficient service, and on time.

2025-04-11 10:27:49

Friendly, efficient and kind lady.

2025-04-11 10:58:33

Receptionist present and seen on time.

2025-04-11 16:23:35

Nurse was lovely. The waiting area was lovely and clean and calm

2025-04-12 10:37:54

The phlebotomist was brilliant

2025-04-12 11:12:43

Receptionist very helpful and accommodating in getting me a blood test cancellation.

2025-04-12 11:19:53

On time pleased with the nurse

2025-04-12 11:34:37

A friendly greeting and a painless blood test with a delightful and kind nurse.

2025-04-12 13:29:32

Very helpful

2025-04-12 15:15:04

The nurse was very pleasant

2025-04-12 15:42:04

Claire is always amazing with Mum (Pat) so she always comes away with a smile on her face. Thank you.

2025-04-13 10:13:02

Because the nurse that I saw was interested and took the time to listen to what I had to say and was very informative, making my visit very pleasant.

2025-04-13 14:18:45

Appt on time. Always a pleasure to discuss my asthma and breathing with Viv.

2025-04-13 15:43:36

On time and dealt with in a friendly manner

2025-04-14 16:08:30

100% professional.

2025-04-15 14:54:57

Could ask and tell anything to viv excellent

2025-04-16 11:26:01

Punctuality and service with a smile

2025-04-16 13:45:52

Very nice oerson took my bloods. Very pleasant and professional

2025-04-16 14:14:41

When blood is taken from me it is very difficult. The nurse took her time and was very kind.

2025-04-16 15:42:30

Naomi was very understanding of my issue with blood tests, so put me at ease

2025-04-16 16:27:12

Appointment on time. Cheerful,competant and helpful staff

2025-04-16 16:27:17

Dr Tilley very patiently listened to my ling story and explained our options and prescribed increased dosage of steroids plus cocodemal for pain. He also ordered a blood test and referred me to the Rheumatologist

2025-04-16 16:58:35

I was called at my allotted time and the blood test went very well with very little pain.

2025-04-16 18:37:11

Very professional and punctual

2025-04-16 18:56:29

Delayed yet again Faceless Practise

2025-04-17 08:22:21

Good service. The advanced practitioner nurse I saw in room 1 was excellent.

2025-04-17 10:01:41

Excellent service from start to finish, explain everything to me . And just checking on me if i was better after i was struggling with my asthma last time i saw her. She a great member of you team.t Thanks again.

2025-04-18 09:30:46

Seen on time. All very professional and made to feel at ease. Could not have had a better experience

2025-04-18 16:43:43

Nurse Claire Bishop was polite and efficient and her talking of my blood sample completely painless and caused no unpleasant after-effects.

2025-04-19 10:19:32

Went in on time and the nurse was very attentive and satisfactorily dealt with my problem

2025-04-19 11:06:13

Went in on time and the nurse was very attentive and satisfactorily dealt with my problem

2025-04-19 16:54:38

I was booked in at 3:10 got there 3pm and checked in with reception lady as self check in was down. 3:45 still waiting and my doctor came out and called in the patient who had just walked into the waiting room. When I went upto the reception lady and asked what was going on and she told me that she hadn't checked me in. I was understandably really upset and huffed and walked away. She shouted NO PROBLEM really loudly! I waited until 4pm nearly in tears as I needed to collect my children, I had to walk out which meant I didn't get my appointment which was quite important. It's so hard to get an appointment as it is I was in disbelief

2025-04-23 10:26:15

I was in and out before my appointment time, as I'd arrived slightly early which was great. Jo was absolutely brilliant - very warm, friendly and put me at ease. She asked if I needed a chaperone which I declined as I felt completely comfortable but it was good to know the option was there.

2025-04-23 11:19:01

Lovely caring and thorough care :)

2025-04-24 07:15:19

On time, the practice nurse Vi was very thoughtful when we arranged the appointments to fit in with my work schedule

2025-04-24 07:17:55

Prompt and friendly

2025-04-24 11:37:32

It was quick and easy to have my bloods taken.

2025-04-24 14:05:06

Andrea who took my blood was very friendly and personable and obviously knew what she was doing.

2025-04-24 16:10:52

I felt I was asked all the right questions and felt my answers were listened to resulting in me trying a different medication to ease my symptoms.

2025-04-25 08:00:25

It's taken me weeks to get an appointment, the blood test was rushed and painful because the staff were under pressure. I was then informed by a diabetic nurse that I need a blood pressure and foot check but they couldn't do it there and then even though I was there and to get another appointment will be impossible. Everyone around me was complaining and frustrated and the whole place was just shambles and I hope I don't have to return anytime soon. A massive queue for reception that was signposted to open at 9am but didn't open until 9:10/15 with people waiting for an hour to speak to a human being. I also had an appointment first thing in the morning that I also arrived early for, not many people waiting and still my appointment was late because nurses are dealing with people who are trying to sort things at reception. Shambles.

2025-04-25 11:41:35

Polite and friendly staff, who were all kind and helpful

2025-04-25 12:03:41

Quick, professional and excellent delivery of my vacation review- thank you

2025-04-25 12:30:38

Appointment was timely.

2025-04-25 14:18:20

Understanding and kind Doctors and staff

2025-04-25 15:09:51

Dr Tilley was very thorough as usual and provided me with excellent advice

2025-04-25 15:21:38

Appointments too far in the future

2025-04-25 16:21:46

Friendly, informative and on time.

2025-04-25 16:25:03

Perfect On time and efficient

2025-04-26 09:05:02

Everyone was kind and cheerful

2025-04-26 09:50:12

The nursing staff are always very professional and the reception staff are always welcoming and polite. I would consider Cleveland's Medical Centre to possibly be the best in the Gloucestershire area.

2025-04-26 10:19:19

The respiratory nurse was very helpful giving me advice after my recent stay in hospital

2025-04-26 14:06:59

Attentive and thorough appointment.

2025-04-27 14:41:58

Well laid out reception operator was very helpful and pleasant which goes a long way. Nurse was also chatty and with a positive attitude that made the visit all the more pleasant.

2025-04-30 15:54:37

While the nurse was very nice she was unable to draw blood from me

2025-04-30 16:07:11

I was seen just after a short waiting time and dealt with in a friendly & efficient way.