

NHS Friends and Family Test 2023

April 2025

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

Free text question. There were 57 responses:

2025-04-01 16:21:29	Nothing negative to add.
2025-04-01 20:25:59	Offered pain relief or not been so aggressive with insertion
2025-04-02 08:11:48	All good.
2025-04-02 08:20:13	Nothing
2025-04-02 13:13:38	Nothing
2025-04-03 17:51:51	Nothing
2025-04-04 09:41:50	None
2025-04-04 09:54:39	More of the same, please.
2025-04-04 10:06:18	No
2025-04-04 15:50:03	Get ready of your new booking system and get more staff
2025-04-07 07:53:33	Nothing
2025-04-09 08:36:33	Nothing
2025-04-09 10:01:15	Nothing
2025-04-09 10:10:37	Nothing
2025-04-09 11:16:59	I can't think of anything.
2025-04-09 14:27:53	No

2025-04-09 14:31:58

Can't think of anything.

2025-04-10 07:32:29

N/a

2025-04-10 08:40:00

All spot on . Thanks.

2025-04-10 09:43:14

No

2025-04-10 16:46:20

Don't implement systems that don't work and put patients first

2025-04-11 10:27:49

Nothing on this occasion. Perhaps you could inform your male practitioners that kindness and understand goes a long way!

2025-04-11 10:58:33

Nothing at this time

2025-04-11 16:23:35

I wanted to talk to someone on reception about an Anima query but the reception closes at 4

2025-04-12 10:37:54

Get rid of anima

2025-04-12 11:34:37

Nothing

2025-04-12 15:15:04

Nothing

2025-04-13 10:13:02

Going on my visit for that appointment absolutely nothing.

2025-04-14 16:08:30

I do not think I would change anything.

2025-04-15 04:23:06

Easy to check in and good staff

2025-04-15 14:54:57

Nothing

2025-04-16 11:26:01

No

2025-04-16 13:45:52

On the message recieved to confirm the time and date. I didn't know what F2F meant. Better explanation would have helped . Otherwise a ok.

2025-04-16 14:14:41

Nothing

2025-04-16 16:58:35

Nothing as my visit went without any problems

2025-04-17 10:01:41

NOTHING.

2025-04-18 09:30:46

Absolutely nothing

2025-04-18 16:43:43

I was not kept waiting and was pleased with my treatment. No improvement necessary,in my opinion.

2025-04-19 10:19:32

No everything was very good.

2025-04-19 11:06:13

No everything was very good.

2025-04-19 16:54:38

EVERYTHING

2025-04-23 10:26:15

In terms of being able to book, smear tests should be listed like asthma reviews or blood tests rather than than needing to wait for a fully appointment to become available. This would make things much easier and encourage more people to book.

2025-04-23 11:19:01

N/a

2025-04-24 14:05:06

Nothing

2025-04-24 16:10:52

Nothing

2025-04-25 08:00:25

You can better use your time, in the diabetic blood test you can do the other checks to save another appointment slot and follow up via the telephone. If you say reception opens at 9am have somebody there from that time to save queues and frustration. Staff in the pharmacy were too busy discussing the order of till roll then helping the queue waiting.

2025-04-25 12:30:38

Everything was as it should be.

2025-04-25 14:18:20

Nothing, I am very satisfied

2025-04-25 15:09:51

No

2025-04-25 15:21:38

More available appointments ... Nurse Jo I saw was excellent

2025-04-25 16:21:46

No

2025-04-25 16:25:03

Simple on line booking for blood tests

2025-04-26 09:05:02

I couldn't get the "self sign in" to work.

2025-04-26 09:50:12

Cannot think of anything that could have been done better.

2025-04-27 14:41:58

No it really.

2025-04-30 15:54:37

Training to enable all nurses to draw blood even when veins are difficult

2025-04-30 16:07:11

N/A