

NHS Friends and Family Test 2023

May 2025

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

Free text question. There were 152 responses:

2025-05-01 08:15:54

Really amazing professionalism and caring support

2025-05-01 10:04:18

On time and lovely friendly nurse

2025-05-01 10:16:40

I was given plenty of time by the doctor and was listened to as to what was the next step in my treatment.

2025-05-01 10:42:59

Waited over 30.mins to be seen and wasn't couldn't wait any longer no apology no phone call either
Absolutely poor service from all staff at the centre

2025-05-01 14:02:59

Staff very friendly and helpful appointment was on time and the nurse was very gentle and considerate.

2025-05-01 15:03:31

Staff are always very friendly, helpful and professional

2025-05-01 17:49:35

Nurse Vivian was very helpful and listened with sympathy to my problem.

2025-05-01 20:46:55

Nurse very pleasant, seen on time.I

2025-05-02 07:18:29

A little late going in but my appointment was good and conducted in a pleasant manner

2025-05-02 08:23:59

Appointment was on time. Jo was really lovely, quick appointment but made to feel at ease and gave good information.

2025-05-02 09:13:22

Staff very helpfull

2025-05-02 09:18:33

Helpful assist.short waitingtime

2025-05-02 10:58:29

Comfortable environment. Friendly, welcoming staff. Reasonable wait times.

2025-05-02 12:38:00

Jo is fantastic, always puts you at ease, makes unpleasant necessities as pleasant as possible

2025-05-02 12:42:46

Appointment was not late, in fact I hardly had time to sit down and I was 10mins early !

2025-05-02 14:56:41

Both occasions the doctor and diabetic nurse was very through and informative. Helped me understand my heart problem better.

2025-05-02 18:35:29

Very quick

2025-05-02 18:57:12

Friendly staff

2025-05-03 08:26:24

Vivien the nurse so friendly and efficient and gave great advice

2025-05-03 08:32:03

On time pleasant experience

2025-05-03 11:02:15

I was phoned within my expected time slot and my queries were dealt with in a caring and knowledgeable manner.

2025-05-03 13:48:34

Prompt efficient and friendly blood test.

2025-05-03 15:43:55

Went in on time. Very good experience. Very friendly and helpful

2025-05-03 15:46:05

Consultation was very good and thorough with Dr. Toner. I had to wait but expected to wait as I was fitted in.I

2025-05-03 16:04:16

Excellent staff

2025-05-04 22:04:30

Very quick to get an appointment, on time, kind and professional about very personal matter of appointment

2025-05-05 13:57:40

On time, very pleasant and professional staff.

2025-05-05 18:39:23

Perfect service

2025-05-06 08:14:31

It was satisfactory. I have been referred to concerned department

2025-05-07 10:45:03

My appointment was with a nurse for a blood test. Very pleasant, efficient and on time so a very good experience all round

2025-05-07 16:13:05

Just a blood test. No problem.

2025-05-08 07:15:02

On time and covered all concerns

2025-05-08 08:56:48

Was seen straight away at the appointment time with almost no waiting. The phlebotomist was friendly and kind and very efficient in taking my bloods.

2025-05-08 09:33:42

Andrea was excellent as always

2025-05-08 10:00:09

Only a blood test. No problem

2025-05-08 12:33:43

My visits with Naomi were very good .

2025-05-08 13:22:07

Friendly and quick blood draw.

2025-05-08 16:15:36

Waited 40 mins to see the doctor with nobody in reception to ask why

2025-05-08 16:21:55

On time, friendly took blood first time

2025-05-08 18:24:52

Seen on time, Nurse very friendly and a pleasant experience.

2025-05-08 20:29:29

Andrea is amazing

2025-05-08 21:55:24

I saw two GPs for help with my problem, both very professional and caring,

2025-05-09 07:12:20

Brilliant service as usual

2025-05-09 08:40:11

Phlebotomist was excellent (Andrea)

2025-05-09 09:04:25

Phone call came at agreed time and covered relevant issues.

2025-05-09 10:10:19

Appt reminders were useful. Appt was on time. Staff were friendly, professional and informative.

2025-05-09 10:18:52

I'm very grateful to Luis and Claire for looking after me so well

2025-05-09 13:52:20

Excellent staff and efficient service with additional advice and support

2025-05-09 14:08:09

Well organised via online booking. Digital check in was easy and provided clear instructions on where to go. Staff were friendly, helpful, efficient.

2025-05-09 15:02:48

On time, efficient and completed task

2025-05-09 18:11:06

Response to my request to see Dr was prompt, I was able to book an appointment at a suitable time and date. DR Chloe Martin was thorough and relaxed.

2025-05-10 07:12:02

Appointment was on time, Nurse was very friendly, helpful and informative

2025-05-10 10:52:34

Very helpful advice and very friendly Nurse

2025-05-10 13:03:43

Running early, friendly and approachable

2025-05-10 13:29:23

On time, friendly, efficient practitioner.

2025-05-10 13:40:02

Despite it stating clearly on my notes that I have to see the phlebotomist (at her instigation due to my problematic veins) and being told by the doctor that he could see that, and my appointment would be with her, I arrived to find she wasn't in and my appointment was not with her at all. I waited 2 weeks for that appointment and I was really upset and annoyed. However I must praise both Naomi and Claire who helped ensure I did get the bloods done, and were lovely.

2025-05-11 08:51:16

The nurse was lovely and despite being early I was seen straight away.

2025-05-11 14:09:48

Happy friendly staff and great on punctuality with my appointment time.

2025-05-12 07:09:21

Asthma nurse very good , but had chest infection and called surgery 3 times for appointment, requested call back over 3 days and no call back !!!

2025-05-13 08:25:57

All on time , dealt with efficiently

2025-05-13 14:33:29

Dr Ash is lovely and doesn't rush us.

2025-05-13 16:56:49

Very friendly and helpful

2025-05-14 15:22:11

Thirty minute wait with no receptionist or help to advise us if we should stay.

2025-05-14 19:40:08

On time. Nurse Viv was most helpful and kind always though.

2025-05-14 21:03:42

Claire the HCA I saw was welcoming and friendly, she apologized for the wait as my appointment was late. She took a blood test with ease. I am impressed that I was able to make an appointment for a followup health check.

2025-05-15 09:47:49

I can't do computer stuff Amici for appointments request, would rather do appointments over the phone

2025-05-15 09:50:39

Punctual, empathetic and professional

2025-05-15 10:01:11

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

2025-05-15 11:27:40

Appointment on time and no problems

2025-05-15 12:00:19

Jo was lovely and kind. She made the procedure comfortable.

2025-05-15 14:05:54

Saw the phlebotomist who was kind, on time and efficient

2025-05-15 14:50:03

On time, a very professional service and pleasant experience.

2025-05-15 20:05:36

Professional, polite and informative.

2025-05-16 07:20:01

Seeing doctor was fine making a follow up appointment is impossible

2025-05-16 09:13:34

Easy check in, appointment on time, staff very pleasant and helpful

2025-05-16 09:22:02

The nurse was lovely and chatty

2025-05-16 09:44:50

Everything was done very professionally

2025-05-16 11:39:06

Quick, no pain, easy to chat to. Helpful.

2025-05-16 12:01:11

Prompt service

2025-05-16 13:25:19

My entry to the practice was quick and communication with the clinician great.

2025-05-16 14:13:51

The phlebotomist was fantastic. The surgery is shockingly bad.

2025-05-16 15:26:10

Jo is amazing and just puts you at ease right away. Always happy and willing to listen to anything you need to ask or talk about.

2025-05-16 16:04:21

I had an attentive and helpful meet.

2025-05-16 16:18:00

Phlebotomist very efficient taking my regular blood samples.

2025-05-17 07:58:57

The appointment went well and the person I saw was lovely

2025-05-17 10:07:26

On time, friendly and welcoming

2025-05-17 11:37:20

On time , very pleasant and efficient nurse

2025-05-17 15:39:25

Prompt service- didn't hurt

2025-05-17 20:49:33

Charlie is at ease with Viv. He was very unsure when he was diagnosed with asthma. But now he understands and does not worry about his medication and appointments.

2025-05-18 15:05:27

Very pleasant go registrar

2025-05-19 07:22:39

Got an appointment and it was helpful

2025-05-19 10:49:09

Was seen on time by Andrea who was very friendly and professional

2025-05-19 17:48:50

I have never had any problem in the vlinic

2025-05-20 09:15:33

the doctor (Dr Ash) was fabulous and helpful so that gets a huge very good - however i can't access the full Anima system on my NHS App and there is no where on the app to help me solve the problem neither is there a helpline or person at Cleeveland to assist - absolutely no criticism of staff as they've been amazing -

2025-05-20 12:47:17

Prompt and courteous staff

2025-05-21 13:54:05

No wait, friendly service

2025-05-21 14:06:47

Very thorough

2025-05-22 09:40:26

Was seen nice and early and the blood taker was friendly and put me at ease

2025-05-22 10:17:34

Very professional. Put me at ease told me everything she was doing and why

2025-05-22 11:36:25

Very easy to book in and the patient advisor was very helpful when I asked a wuedtion

2025-05-22 12:08:44

I was seen pretty much on time, phlebotomist chatted to distract me as I don't like needles !

2025-05-22 12:12:12

Very helpful

2025-05-22 13:20:44

Seen on time. Friendly nurse

2025-05-22 14:35:14

No waiting , I arrived a 15 minutes early and was seen to immediately.it was very polite and professional, everything was explained before and in and out quickly.

2025-05-22 15:13:55

Very quick and satisfying services

2025-05-22 16:04:16

Easy to book & friendly nurse

2025-05-22 16:05:28

Andrea the phlebotomist always friendly and puts you at your ease. Blood taken very quickly and painlessly! Thank you

2025-05-22 18:42:54

The Nurse was extremely professional, polite and incredibly warm.

2025-05-22 19:33:14

The nurse I saw provided info and took the time to listen to me, a very relaxed appointment.

2025-05-22 19:56:35

Well the blood test went well but apparently you lost the sample!

2025-05-22 20:18:42

The Travel nurse was very helpful

2025-05-23 09:09:25

Friendly made at ease9

2025-05-23 09:42:14

I arrived early and was seen before my scheduled appointment time. The person I saw was brilliant, she explained everything to me in ways which were easy to understand, she talked me through everything she was going to do and when I started feeling unwell as a result of having blood taken she helped me lay back, got me water, monitored my condition and made sure I was fit to leave before letting me go.

2025-05-23 10:14:48

Teresa on reception was an absolute star, so, so helpful. The phlebotomist Andrea, was the opitome of professionalism and great fun. Both were a great front for the practice.

2025-05-23 10:51:58

The team who I saw were very good and great communication.

2025-05-23 11:59:50

Polite,straightforward visit.

2025-05-23 13:14:22

No appointment when needed

2025-05-23 13:36:15

The nurse was very efficient/helpful

2025-05-23 15:09:10

The Nurse I dealt with who took my bloods was really welcoming and friendly. She made what I describe a horrible experience as painful as possible and I thank her for that.

2025-05-23 15:43:11

Arriving early for my appointment I was seen immediately by the phlebotomist who was very polite and professional. I was in and out of the surgery within 10 minutes!

2025-05-23 15:44:46

I was seen quickly, by a very pleasant friendly nurse.

2025-05-23 18:20:30

I came in for a standard pill review the week before last, Joanne realised I had been putting off the Pap smear and encouraged me to book this in on my appointment, the following week I went to the appointment feeling very nervous, but realised quickly it was absolutely nothing to worry about and I shouldn't have put off doing an important test. Joanne is absolutely brilliant! Thank you :)

2025-05-23 19:19:06

I saw the flabotamist she made me feel very calm & relaxed as i have a fear of blood & needles

2025-05-23 20:07:23

Andrea was Friendly & professional

2025-05-24 10:20:04

The staff were professional and they made me felt welcome and recogised.The hospitality was great.

2025-05-24 16:51:58

After initial trying to get appointment all good

2025-05-24 17:59:31

Pleasantly and promptly seen, clean and tidy waiting area, and automatic booking in screen working which was just as well as Patient Advisor desk was closed /unattended due to staff illness on the day of my visit

2025-05-26 09:35:58

Appointment on time

2025-05-28 08:03:47

Staff friendly and informative. Appointment was on time

2025-05-28 08:53:34

Prompt, professional and pleasant.

2025-05-28 14:43:07

Naomi was very professional and a good listener

2025-05-28 15:43:07

Nurse was excellent, professional and compassionate

2025-05-29 07:43:13

Appointment happened on time and the nurse was friendly and put me at my ease.

2025-05-29 10:53:19

Efficient and effective service. The doctor who treated me was excellent, efficient and had a very good bedside manner.

2025-05-29 11:23:02

Only 20 mins late and quick friendly nurse who did the blood test

2025-05-29 13:04:32

I didn't have to wait as soon as I had booked myself in I was seen very quickly it was brilliant!

2025-05-29 13:37:18

Seen on time by pleasant nurse, no problems.

2025-05-29 13:52:00

Andrea saw me on time and ,as always, was warm and friendly and is fantastic at taking blood from my tricky veins !

2025-05-29 14:41:20

Wonderful nurse

2025-05-29 17:37:36

The appointment was at short notice and the nurse was very thorough.She dressed my leg and explained everything making a follow up appointment for next week.

2025-05-29 21:42:29

The facility is very good. Dr Toner has been very helpful and understanding. Both of the people who did my blood tests were friendly.

2025-05-30 06:39:04

Booking on new Anima service very efficient and easy to use. Dr Tilley took time to discuss circumstances and options for my daughter even though it was late in the day by the time he was able to call. Very patient and understanding.

2025-05-30 10:53:00

The nurse was very professional and answered all my questions

2025-05-30 11:40:56

Kind friendly bloods nurse who put me at ease and didn't feel like I was rushed. Appointment was on time and I felt very comfortable

2025-05-30 13:06:25

I was seen quickly with no waiting and my blood test went very smoothly.

2025-05-30 13:35:22

Very prompt attention for blood test and process explained fully.

2025-05-30 15:24:39

I was seen on time, procedure carried out professionally by a very nice nurse all good.

2025-05-30 17:12:16

Andrea's great.

2025-05-31 09:36:08

I gave the answer because i was treated with the best care,as always.

2025-05-31 11:11:15

Efficient, quick.

2025-05-31 11:30:01

On time and very friendly.

2025-05-31 15:14:06

I have never had occasion to complain about any treatment which I have ever received from you.