

NHS Friends and Family Test 2023

May 2025

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

Free text question. There were 77 responses:

2025-05-01 10:04:18

All good

2025-05-01 10:42:59

I have been with surgery over 45 years and to say the surgery and service is shocking is an undr statement cant maje any appointments get repeat prescriptions .

2025-05-01 15:03:31

You dont need to improve

2025-05-01 20:46:55

I don't think you could have done anything better.

2025-05-02 07:18:29

Not really, just a little more punctual

2025-05-02 08:23:59

Nothing

2025-05-02 09:13:22

Nothing to criticise

2025-05-02 09:18:33

Least 2 on reception

2025-05-02 12:42:46

Have a free standing sign in front of reception asking patients to auto check in, when the counters are closed.

2025-05-02 14:56:41

Nithing

2025-05-02 18:35:29

Nothing

2025-05-03 08:26:24

Not on this instance

2025-05-03 08:32:03

No

2025-05-03 11:02:15

N/A

2025-05-05 18:39:23

Not a thing , great seavice .Thanks

2025-05-08 08:56:48

Nothing.

2025-05-08 09:33:42

Stop constantly asking for feedback!

2025-05-08 12:33:43

Nothing.

2025-05-08 13:22:07

Didn't ask me to clarify my name and DOB during Blood appt.

2025-05-08 16:15:36

Ensure reception is open whilst patients are waiting. Make more appointments availsble

2025-05-08 16:21:55

No

2025-05-08 21:55:24

It was 100%, it could not have been made better

2025-05-09 08:40:11

Not at this point no

2025-05-09 14:08:09

Nothing in this instance.

2025-05-10 10:52:34

Nothing

2025-05-10 13:40:02

Improve the process of getting a named practitioner - pre anima I always phoned to make sure my appointment was with Andrea, but the doctor just sent me a link which clearly did not carry across this request. I do not know how to overcome this for future appointments, and I am very dissatisfied with the whole anima set up.

2025-05-11 08:51:16

Recently I was unable to get an appointment using the online system, I also popped in. I was having breathing problems and the only thing I could do was to go to A&E. I would have hoped that emergency appointments would be easier to access

2025-05-11 14:09:48

All good.

2025-05-12 07:09:21

Called me back as requested

2025-05-13 08:25:57

None

2025-05-14 15:22:11

There needs to be a human to communicate with the patients if there are going to be such long delays.

2025-05-15 09:50:39

N/A

2025-05-15 10:01:11

Nothing

2025-05-16 07:20:01

Get rid of Anima

2025-05-16 11:39:06

No, all good.

2025-05-16 13:25:19

None

2025-05-16 14:13:51

The service you get from the actual surgery is appalling. Wait weeks for an appointment. Can't speak to a human. Rude staff. We are thinking of changing doctors. It's the worst I've come across

2025-05-16 16:04:21

I'll leaving that for your experts.

2025-05-17 07:58:57

Due to traffic issues I arrived at 08.52 for my 8.50 appointment - my fault. However, I could not check-in on the automated system and as reception did not open until 9.00 no one knew I was there. By the time I checked in it was 9.10 despite having been on site for nearly 20 minutes. I didn't mind waiting but perhaps this needs reviewing?

2025-05-17 20:49:33

You're doing great

2025-05-19 07:22:39

I struggled with the Anima app

2025-05-19 10:49:09

N/A

2025-05-20 09:15:33

Could we have more information and help on how to access the system please on my phones NHS App

2025-05-20 12:47:17

None

2025-05-22 09:40:26

No

2025-05-22 10:17:34

Nothing

2025-05-22 11:36:25

Nothing

2025-05-22 13:58:44

Nothing

2025-05-22 13:59:49

Nothing

2025-05-22 16:05:28

Nothing

2025-05-22 19:56:35

Maybe not lose the sample and get in touch to tell me what happened so I could have the tests repeated. I only stumbled on this because I logged in to check the result

2025-05-22 20:18:42

Nothing

2025-05-23 09:09:25

Nothing

2025-05-23 09:42:14

Everything at the appointment went great and I have no complaints at all.

2025-05-23 10:14:48

Absolutely nothing.

2025-05-23 10:51:58

Some signposting on wound aftercare and some does and don'ts with timeframe.

2025-05-23 11:59:50

Nothing. Alb ok.

2025-05-23 13:14:22

-Have appointments set aside for emergency needs which occur after appointments given in the morning from anima. -If there aren't enough appointments stop taking on new patients - maybe you've already done this. -Go back to letting us book appointments online like we used to. I do know its probably hard to recruit patient advisers but hope you get more soon. The staff are all very nice when you can see them.

2025-05-23 13:36:15

I asked if a note could be put on records - but that isn't possible so I'll wait for my blood results and hopefully be able to have a telephone appointment

2025-05-23 15:09:10

N/A

2025-05-23 15:44:46

None

2025-05-23 18:20:30

Absolutely nothing! It was brilliant service

2025-05-24 10:20:04

At the moment,I can't think of anything

2025-05-24 17:59:31

Nothing - except to say that quite often in the recent past you have had to advise patients via Facebook of illness affecting Patient Advisor team resulting in the desk not being manned and the telephones taking longer to be answered to those who do not it cannot use anema. Is this due to understaffing as well as unusually high level of staff illness ?

2025-05-26 09:35:58

Always seem to get a bruise after taking a blood test.

2025-05-28 14:43:07

Nothing

2025-05-28 15:43:07

No staff on reception or waiting are. There was a very distressed patient who couldn't get help, it's a large open building very disconcerting when there are no staff other than those in treatment rooms

2025-05-29 11:23:02

No

2025-05-29 13:37:18

Nothing comes to mind.

2025-05-29 14:41:20

Find somewhere else for the dentists to park, they are taking over.

2025-05-29 17:37:36

Nothing

2025-05-30 06:39:04

Nothing on this occasion - really pleased with overall experience. Well done Cleavelands & thank you.

2025-05-30 11:40:56

Nothing could have been better

2025-05-30 13:35:22

Nothing required

2025-05-31 09:36:08

Nothing

2025-05-31 11:30:01

Reception was unable to give me an appointment in July for my next PSA bloods as availability only went as far as mid June. Why? We all book dental appointments 6 months ahead.

2025-05-31 15:14:06

Not applicable.
