

NHS Friends and Family Test 2023

All Responses

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

Free text question. There were 233 responses:

2025-02-01 06:54:21

Very professional.

2025-02-01 07:55:23

Treated with care as an individual.

2025-02-01 09:24:39

I had an appointment with a mental health specialist. She handled the appointment with care and attention whilst staying focused and discussed various options to try. I felt like I can't away with an initial plan and other options for the future. Thank you!

2025-02-01 09:51:45

The dr was amazing and very thorough. He didn't rush us and really made sure we understood everything. If we could have that dr every time that would be amazing!

2025-02-01 10:01:24

Kind and caring nurse

2025-02-01 10:27:52

In time and competently dealt with

2025-02-01 10:33:49

I saw Viv and it is always a pleasure to discuss my treat my rnt with her. She is kind, friendly and extremely knowledgeable and supporting.

2025-02-01 11:21:08

Appointment on time, friendly and professional practitioners, clean practice.

2025-02-01 12:20:06

Andria is so gentle when taking blood I do not give blood easily

2025-02-01 13:06:02

Everything explained well. Excellent communication from surgery. Felt that I was a person and not a number

2025-02-01 14:28:10

Luis was very friendly helpful and efficient

2025-02-01 17:23:04

As always Andrea was her efficient, caring and friendly self. I liked having music playing in the background this time. As I have to have frequent tests going to see Andrea makes it into far less of an ordeal. Thank you!

2025-02-02 15:04:04

Pleasant and good service

2025-02-02 16:41:08

Understanding

2025-02-04 09:18:39

I was seen on time, got through everything with the Doctor, very efficient and friendly.

2025-02-04 09:23:09

My appointment was on time and the nurse was professional, explaining the procedure and making me feel as comfortable as possible.

2025-02-04 10:15:41

Good service as always

2025-02-04 11:10:53

Friendly and polite and explained about procedure

2025-02-04 11:28:19

Never had a problem at Cleveland Medical Centre. The staff are a pleasure to see, I don't ever feel nervous or uncomfortable. They make it easy to express concerns etc.

2025-02-04 12:25:06

Nurse who took my blood sample was very efficient and made the appointment a pleasant experience too

2025-02-04 15:56:31

It was timely but most importantly I felt I had a really good analysis by Dr Brook with a very clear exchange of information.

2025-02-04 18:13:11

The young nurse gave me vaccinations and then went on to write them all out in a log book I had.

2025-02-04 20:15:23

Dr Cook was professional, reassuring and very informative. Thank you very much.

2025-02-05 11:07:40

Got an appointment really quickly and more or less on time

2025-02-05 11:58:16

Excellent doctor, on time , informative, kind, polite. Easy check in

2025-02-05 15:14:30

The doctor took time to listen and offered very constructive advice

2025-02-05 16:59:05

A little delayed

2025-02-06 07:14:46

On time. Nurse absolutely lovely, efficient.

2025-02-06 09:01:43

I was seen on time, Naomi was efficient and friendly.

2025-02-06 09:28:33

Dr listened Then set a plan of action in place

2025-02-06 09:37:34

Exceptional nurse

2025-02-06 10:01:21

On time and very friendly

2025-02-06 10:58:51

I was able to use self check-in. I have a regular monthly blood test appointment. The most recent was done promptly and the HCA is always friendly and efficient.

2025-02-06 12:34:44

Punctual and very friendly and organised. Andrea loves her job and it shows

2025-02-06 13:36:49

Very good

2025-02-06 14:40:13

Treatment was prompt, phlebotomist was very good.

2025-02-06 15:51:12

On time, blood taken carefully and with ease

2025-02-06 16:02:01

The Dr was very kind with mum son who came in for a reason he was very embarrassed about . We had a phone appointment at first but then came down. The Dr was very sensible giving him time to go to the toilet to collect a water sample before the appointment.

2025-02-06 16:47:49

Dr Ash was very friendly & supportive, admitting that my symptoms were tricky to diagnose!

2025-02-06 16:53:21

Long wait but doctor was thorough and cared which was nice.

2025-02-07 08:55:28

Viv is a very kind and experienced nurses. Always ontime and gives me reassurance and time. Seeing her for my facial surgery dressing changes has become the highlight of my days. Thank you Viv.

2025-02-07 09:15:56

Thank you to Dr Fitzgerald, during my appointment he spent the time to explain through my blood test results, I was able to ask the questions I had and was given a clear plan for the next steps needed to investigate my symptoms. Thank you

2025-02-07 09:27:01

no wait - nice nurse

2025-02-07 09:32:28

On time and now ce people

2025-02-07 09:47:18

Nice nurse,clear instructions where to sit

2025-02-07 10:43:27

Clean and friendly. Andrea is always kind.

2025-02-07 11:36:10

Dr Cook as always was professional, caring and very reassuring.

2025-02-07 11:43:52

I continue to be looked after by Cleavelands Medical Centre and Iam very grateful

2025-02-07 12:07:57

I was treated with kindness, respect and extreme professionalism

2025-02-07 14:09:23

Staff were absolutely lovely, I was seen on time and made to feel at ease.

2025-02-07 16:07:19

I was seen by two Junior doctors together with the main doctor and I was not rushed at all. I had Vertigo they carried out procedure which has definitely helped. They were all very professional.

2025-02-07 16:09:05

Dr Ash was very reassuring while examination and tried to put my mind at ease

2025-02-07 16:20:37

Efficient and felt cared for

2025-02-07 16:25:01

Andrea is a lovely person and brilliant phlebotomist.

2025-02-07 16:52:14

it went all to plan and on time

2025-02-07 18:53:25

My appointment was early and Jo the nurse is gorgeous. So approachable and kind.

2025-02-07 21:19:05

Excellent service and facilities. Care and compassion.

2025-02-08 08:42:42

Courtesy and professionalism

2025-02-08 09:43:47

Treated with respect and dignity

2025-02-08 10:05:55

Listened well and explained everything thoroughly.

2025-02-08 10:10:59

Clean, tidy, open plan. Easy parking. Friendly staff

2025-02-08 10:38:43

The nurse was very good , explained my inhalers and put my mind at rest .Took time to listen to me.

2025-02-08 12:04:19

Prompt and efficient appointment. Very caring, friendly nurse.

2025-02-08 12:32:00

It's a friendly, clean and child friendly space and the staff I encountered were amazing especially with my 15 month old. Very happy with the service

2025-02-08 13:04:19

Nurses appointment on time. And very gentle taking blood.

2025-02-08 14:02:42

Prompt efficient appointment

2025-02-08 14:11:30

despite not being able to take blood from me the Nurse was fantastic and put me first

2025-02-08 14:44:06

Prompt and professional

2025-02-08 16:53:52

My appointment was on time and I felt the Dr had time to talk to me

2025-02-08 17:33:06

In on time nice consultation agreed way forward.

2025-02-08 19:17:01

Appointment happened on the time booked with no delays which has been the case for the last 3 years.
Excellent service

2025-02-09 07:41:35

Competent and nice staff

2025-02-09 16:52:06

The Dr (Conner) was absolutely great She listened and advised . I was most impressed . Being listened too was a great surprise AND I came home feeling much better ,

2025-02-10 09:18:12

Highly professional health review.

2025-02-10 09:47:53

The nurse went through all results of the blood tests which, I'm pleased to say, in my case, is good.

2025-02-11 09:01:31

Nurse was very good

2025-02-11 09:13:37

The doctor was amazing with my 2 y/o, got on the floor to talk at her level and made her feel comfortable. He spoke to her, not just to me, he helped us with our issue and made my daughter feel like the doctors it a good place to go. Very much recommend him!

2025-02-11 18:47:42

I had a good consultation with Dr Brooks. He was very helpful and positive about my condition and treatment.

2025-02-12 08:48:26

GP friendly & listened

2025-02-12 09:06:06

I didn't wait too long before being seen.

2025-02-12 11:44:10

Appointment on time and performed quickly.

2025-02-12 12:13:39

A was made to feel very comfortable and listened to.

2025-02-12 16:04:07

Quick check in, not crowded

2025-02-12 17:00:05

I feel the Dr did a good examination.

2025-02-12 19:40:21

Dr Connor alwagz listens abd never rushes me , she refers oromptly when needed and always gices me follow ups to make sure im doing well

2025-02-13 08:40:11

Reception prebooked my appointment and when I had to cancel one,they sorted a double appointment so that there would not be a delay in my blood test results

2025-02-13 09:00:12

It was quick and efficient.

2025-02-13 09:06:43

Really professional and supportive. Felt I was heard and there was lots of curiosity around my health.

2025-02-13 09:23:46

The blood test as usual very pleasant and efficiently done and the lady on reception was so helpful and pleasant I couldn't have wished for better service

2025-02-13 09:56:06

The person who dealt with me was excellent. She was efficient, I felt listened to and she gave me succinct information.

2025-02-13 11:26:44

The appointment went well I was seen quickly the nurse new what she. Wanted to do and everything went smoothly.

2025-02-13 14:42:05

Just the usual. Wait forever on hold then no appointments left

2025-02-13 16:07:10

On time and. Efficient

2025-02-13 16:22:53

Always good at this surgery

2025-02-13 17:45:41

Appointment on time and nurse very pleasant. Thank you

2025-02-13 21:25:48

I felt really safe and respected

2025-02-14 09:37:44

Quick and very professional

2025-02-14 09:42:45

Efficient, empathic

2025-02-14 10:07:13

Place was empty, went straight in. No problem

2025-02-14 10:33:58

The appointment was fine, not rushed. Clear explanation.

2025-02-14 10:51:40

Lana was very good. Thorough and knowledgeable. Very happy with outcome.

2025-02-14 12:05:00

Prompt fuss free service

2025-02-14 12:36:03

No waiting, friendly and professional.

2025-02-14 13:13:49

Punctual, polite, friendly

2025-02-14 13:26:10

The NHS needs reforming into more accountable public services.

2025-02-14 14:22:54

Successful vaccination but not allowed to make a future appointment

2025-02-14 14:36:00

Good service

2025-02-14 15:44:15

I felt they were very helpful.

2025-02-14 16:08:14

On time. Everything as it should be

2025-02-14 16:26:56

On time

2025-02-14 16:32:45

We had a medical student along side the main doctor so had a longer time to explain my health issues

2025-02-14 16:49:24

Appointment was on time & Dr Brookes spent plenty of time discussing my problems

2025-02-14 17:18:05

It was very easy to get an appointment, and I was seen spot on time. All staff were extremely helpful and friendly.

2025-02-14 17:19:18

A very kind woman.

2025-02-14 18:13:11

No reason to raise any issues,thank you

2025-02-15 01:51:34

I had very little waiting time, I was in and out in 10 minutes and everything was explained clearly about the follow up and what it was all about .

2025-02-15 07:40:57

Seen promptly. Very friendly and helpful staff.

2025-02-15 07:58:58

Impressed that you provide early appointments, mine was at 7.45am. Easy booking process via NHS app. Friendly helpful receptionist.

2025-02-15 09:04:42

Doctor very easy to talk to and helpful. Didn't make me feel I was wasting her time.

2025-02-15 09:25:09

The actual face to face GP consultation with Dr Brooks was very good, but the lack of appointment availability of a face to face with GP's is extremely concerning, even process of booking phone appointments is a lottery

2025-02-15 09:56:12

Very professional

2025-02-15 11:11:42

Excellent experience from start to finish, Tidy & clean environment, Professional duty of care, Warm and empathetic GP.

2025-02-15 12:01:21

Very thorough examination with a somewhat complex and painful issue. A clear plan was offered towards further investigation and hopeful resolution. Thank you!

2025-02-15 12:11:47

On time and very useful

2025-02-15 14:23:48

Dr Martyn put me at ease,very professional, guided me through the consultation and explained clearly the care plan aiming to get me better.Every confidence in her, Thankyou

2025-02-15 14:24:41

The nurse was extremely helpful and professional

2025-02-15 15:02:34

Friendly and efficient nurse

2025-02-15 15:16:31

I came for an appointment for ongoing medication as it stated on online app, I couldn't have more until reviewed by clinician.

2025-02-15 15:54:42

Friendly, informative, very thorough

2025-02-15 16:19:09

Super quick and friendly nurse

2025-02-15 16:42:31

Quick to check in, quick to be seen. Phlebotomist did a great job.

2025-02-15 21:00:23

I had some students with the doctor and they were all very good they need the experience to become good doctors was pleased with the outcome

2025-02-16 10:49:05

Just very satisfied

2025-02-16 12:34:03

The new doctor, Chloe Martyn was extremely helpful and the consultation was very productive. The Doctor provided useful advice and was very understanding.

2025-02-16 13:12:07

On time, polite

2025-02-16 14:44:25

Spoke to a very nice person on reception who was very helpful and efficient.

2025-02-16 17:26:06

Nurse on duty was very cooperative and experts in her profession. Thanks to her and Cleveland surgery

2025-02-16 17:27:20

Easy to check-in. Seen on time and professional and warm nurse.

2025-02-16 19:50:37

When I eventually managed to get a F2F doctors appointment, I was very pleased with the outcome & advice I received from Dr Brooks - Thank you

2025-02-16 22:40:24

Your tests for HB1AC is truly flawed. I tested for the same just 2 days later and my reading was 41. This is a significant decrease in 2 days when I did not fast nor exercised. I had suspicions previously but was not sure. This time I tested with an independent provider and my suspicion came true. You need to either get this test right so that you don't make people unnecessarily concerned and anxious. Please fix this asap and provide me the update. This is the least surgery can do. I am happy to provide my test results so that you can compare. Thanks Abhinav

2025-02-17 18:01:21

Kindness Professionalism

2025-02-18 09:27:46

Very informative consultation by the Doctor giving me reassurance.

2025-02-18 09:32:08

Very nice Dr Ash very friendly and who gave helpful advice

2025-02-18 11:05:08

Good friendly efficient treatment by Naomi. No delays.

2025-02-18 11:14:17

Heloful

2025-02-18 12:11:06

I have been very impressed by Dr Fitzgerald. He has been very thorough with both his questions to me and trying to get the right treatment for me.

2025-02-18 15:11:40

I saw Dr Chris Brooks and he was excellent re my skin condition

2025-02-18 15:42:31

Efficient and polite

2025-02-18 16:17:41

Friendly helpful service

2025-02-18 16:25:24

Always get taken care of quickly and efficiently

2025-02-18 16:39:42

Natasha was prompt and efficient

2025-02-18 17:05:42

Long wait to be seen which I accept when you have a good appointment this time I did not first time I saw this dr it was an overall good experience I felt heard and supported this time was rubbish I felt I wasn't understood or listen to. For someone that hates going to the doctor this was not a good experience.

2025-02-19 08:18:29

Timely appointment with clear advice received

2025-02-19 09:13:35

Good service but stressful getting appointment

2025-02-19 11:37:07

Managed to get a same day appointment

2025-02-19 11:47:13

Louie was very friendly helpful and did everything he could to put me at my ease and to sort out the problem . I was very happy with my experience and came out feeling much better for it.

2025-02-19 15:15:27

Can't remember last time I was there

2025-02-20 08:00:41

As always Cleevlands do it well Tash who does her best to help retain my hearing doing a great job explaining all each time and checking throughout the ear clensing

2025-02-20 08:31:52

Since being at surgery nothing but outstanding care given to me

2025-02-20 09:09:57

Everything was quick, professional and timely

2025-02-20 09:22:23

She studied my text report before I saw her, she seems care, not only me, to other patients while other lady was waiting. She went to check

2025-02-20 10:19:40

Very friendly and reassuring. Quick and on time

2025-02-20 12:21:21

Severe sinus pain getting worse went to pharmacy told to see GP because of my Asthma. Told no appointments and to call 111. I called at 8am and was 37th in the queue.

2025-02-20 13:13:14

Everything was just excellent

2025-02-20 15:20:12

Seen on time and dealt with very quickly.

2025-02-20 16:20:55

Viv was amazing with my daughter

2025-02-20 18:53:00

Dr Tiley was pleasant and efficient

2025-02-20 19:35:37

Even though the appointment was 40 mins late. The doctor spent the time to listen and explain in detail. I

didn't feel rushed. Even though the doctor looked shattered. I was more than happy to wait.

2025-02-20 21:33:31

Rebecca was amazing person, very knowledgeable.

2025-02-21 05:07:43

On time, friendly and efficient

2025-02-21 08:14:19

Andrea Morgan is perfect Phlebo

2025-02-21 09:05:31

Appointment changed without any explanation beforehand

2025-02-21 10:11:48

Appointment on time, friendly receptionist.

2025-02-21 14:06:11

Everyone and everything is going well for me

2025-02-21 14:47:02

Appointment was on time and very quick. Andrea was very pleasant and took the blood easily.

2025-02-21 14:52:31

Prompt appointment and caring staff.

2025-02-21 16:39:14

On time .Viv is very efficient and helpful.

2025-02-21 17:07:26

I had a blood test which was on time and the phlebotomist was really helpful

2025-02-21 17:09:36

On time nurse very professional.

2025-02-21 17:38:48

Saw the Dr at the time of my appointment. He gave me great advice which helped.

2025-02-21 21:23:51

I don't feel I was listened to. My daughter is adopted so has trauma from early in her life. We believe she has ODD, post adoption support advised melatonin might help but doctor didn't really listen to the history and dismissed the idea she has ODD and therefore did not prescribe melatonin. We are still having huge issues getting Amber to sleep which is causing a lot of stress

2025-02-21 21:34:16

I saw Dr Ash and her approach was exemplary. She was professional yet friendly, kind and thoughtful. I really appreciated the care she took to make me feel at ease. She explained everything she suggested very clearly.

2025-02-22 09:17:05

I was called in pretty much on time and the doctor was sympathetic to my needs

2025-02-22 10:55:57

Dr Martyn was very thorough and understanding. She explained things clearly.

2025-02-22 14:31:17

Short waiting time, clean environment and made to feel at ease

2025-02-22 15:01:57

It was an annual asthma review. It's good an annual review is good and nurse v good

2025-02-22 15:18:51

I was very well looked after

2025-02-22 16:10:29

Dr Martin was extremely friendly and helpful

2025-02-22 16:17:12

On time All objectives achieved And clarified Thank you

2025-02-22 18:42:25

Very thorough and helpful and listened intently to my problem and came up with solutions to help me.

2025-02-23 12:22:57

I had an appointment with the duty registrar, a trainee GP. Being a trainee she was allowed extra time per appointment. She was very caring and thorough and was able to spend time talking things through with me, I felt quite relaxed after my appointment.

2025-02-23 13:15:44

I have Vertigo with other complications. I felt the appointment was thorough and the doctor did refer to her colleague who came in on the appointment as well. I was given sufficient time for them to carry out various tests. it's just been a frightening experience which I hope things will settle.

2025-02-23 18:42:59

Easily made appointment. Staff friendly.

2025-02-24 10:17:47

Doctor Martin was excellent listening and diagnosing in a very kind and professional way

2025-02-24 18:03:12

Treated with dignity and respect. Appointment on time and good outcome

2025-02-25 08:56:56

Felt comfortable

2025-02-25 09:00:37

Lovely staff

2025-02-25 09:31:50

Waiting time minimal, excellent nurse interaction

2025-02-25 10:54:11

Efficient & helpful nurse who answered all my queries

2025-02-25 12:04:49

Very caring, and helpful.

2025-02-25 14:01:36

Lovely nurse, chatted and I felt nothing when blood taken (and I'm a big scaredy!)

2025-02-25 14:09:38

Prompt and caring service.

2025-02-25 14:20:15

Reception staff were friendly and helpful, and I was called at the appointment time so didn't have to wait.

2025-02-25 20:49:56

Short wait, quick action by GP

2025-02-26 10:12:39

I did not have to wait long to see the doctor.

2025-02-26 11:45:25

Easy check in, not long to wait both admin and medical staff were very helpful.

2025-02-26 11:55:01

Appointment on time, procedure clearly explained and carried out proficiently.

2025-02-26 12:28:40

Staff friendly and efficient

2025-02-26 12:29:28

Efficient checkin, taken promptly, empathetic and professional procedure.

2025-02-26 12:30:13

Appointment made for same as problem was a recurrence of a previous problem. Natasha was very thorough and asked for a Doctor's opinion. Several follow up appointments made for the next two weeks.

2025-02-26 14:33:13

Very informative and lovely lady. Made you feel at ease and comfortable too.

2025-02-26 15:01:27

On time . Caring staff

2025-02-26 15:56:56

After several appointments I feel that I may be getting a hearing aid.

2025-02-26 16:23:11

Seen on time Nice and helpful nurse

2025-02-26 17:47:59

The doctor had all the answers for my questions

2025-02-26 18:05:49

I have always found the staff there very helpful and friendly

2025-02-26 18:54:50

Because it was very good!!!!!!!!!!

2025-02-26 20:59:52

Dr Holly Ash was very attentive and did all the medical checks necessary, very efficiently.

2025-02-26 21:43:56

Prompt appt. Helpful admin staff and attentive Gp , who was thorough and not rushed.

2025-02-26 22:54:00

Excellent Friendly Efficient,professional and on time

2025-02-26 22:57:37

Very little waiting time, seen promptly with an attentive GP

2025-02-26 23:41:25

Because you asked a question. Reception staff always polite and freindly. friendly . The doctor i saw was very calming and listened to my son .

2025-02-27 06:55:04

This surgery is brilliant! The receptionists are lovely, helpful and knowledgeable! Some of the gp's here are incredible, they are clearly very knowledgeable and the level of care they provide is amazing.

2025-02-27 08:50:26

Dr Ash is always attentive, helpful and very pleasant. An excelleny doctor

2025-02-27 11:53:02

Checked in with no trouble and only just sat down when called

2025-02-27 11:59:41

Excellent service and treatment

2025-02-27 16:37:19

Excellent attention and examination

2025-02-27 16:56:59

Seen on time, not rushed in the appointment, easy self check in service

2025-02-28 08:45:39

On time and very helpful doctor who didn't rush me

2025-02-28 09:01:22

My appointment was on time, my GP Dr Cook is lovely, I always feel heard and understood, and I feel she does the best for me. I'm happy that she has taken my concerns seriously and has ordered some tests to investigate my issues.

2025-02-28 10:24:13

Experience with nurse was very good. Unfortunately the receptionist was new and couldn't advise me on where I should be waiting, which caused some confusion.

2025-02-28 13:29:30

Asthma sufferer... Reception are always very responsive and callback was received within 20mins. As an asthma patient I have built an excellent rapport with Viv over the last few years. She responds she follows up a few days later and the door is always open despite the pressure the surgery is under.

2025-02-28 22:29:24

Very friendly staff and confident in the minor operation and checking that I was ok during the procedure
