

NHS Friends and Family Test 2023

All Responses

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

Free text question. There were 126 responses:

2025-02-01 09:51:45

Nothing

2025-02-01 10:33:49

Nothing

2025-02-01 13:06:02

Really pleased with services you offer.

2025-02-01 14:28:10

None

2025-02-01 17:23:04

All absolutely fine.

2025-02-04 11:10:53

No

2025-02-04 11:28:19

Nothing comes to mind!

2025-02-04 12:25:06

Nursing appointments are really good - can usually make one for a convenient time and the staff are wonderful. Have given up ever trying to think about a GP appointment.

2025-02-04 15:56:31

I can't think of anything!

2025-02-04 18:13:11

Nithing

2025-02-05 11:58:16

No

2025-02-05 15:14:30

Nothing I can think of thank you!

2025-02-06 07:14:46

Nothing

2025-02-06 09:28:33

Nothing at the moment

2025-02-06 09:37:34

Nothing

2025-02-06 10:01:21

Nothing i can think of

2025-02-06 16:02:01

On the way out to the car he did say I didn't understand any of that but think that was probably appropriate and I could explain after.

2025-02-07 08:55:28

No

2025-02-07 09:15:56

Nothing to be improved.

2025-02-07 09:47:18

I dont think it should take 3 weeks to get an appointment

2025-02-07 12:07:57

N/A

2025-02-07 16:20:37

Nothing

2025-02-07 18:53:25

Nothing

2025-02-08 08:42:42

A pity there isn't a reception anymore

2025-02-08 10:05:55

No

2025-02-08 10:10:59

It was quite tricky to hear the receptionist behind the Perspex screen. My hearing is A1 as well.

2025-02-08 12:04:19

Nothing

2025-02-08 12:32:00

Waiting time was quite long especially with a small child. Even 10 minutes waiting is long when you have a child that wants to run around but 20 minutes is far too long.

2025-02-08 14:02:42

None

2025-02-08 14:11:30

Nothing

2025-02-08 14:44:06

Nothing

2025-02-08 16:53:52

Nothing

2025-02-08 19:17:01

Asthma nurse very understanding and helpful.

2025-02-09 07:41:35

Have the reception open again

2025-02-09 16:52:06

No

2025-02-10 09:18:12

Could, perhaps, provide printout of blood results for travel insurance. Charge £5 for it. I would pay.

2025-02-11 09:13:37

Make appointments more available!

2025-02-12 08:48:26

None

2025-02-12 11:44:10

Car park full even though few patients...

2025-02-12 17:00:05

Not on the day but the wait time from making the appointment till examination could hopefully be improved one day. But I don't feel that's the Dr's or surgery's fault.

2025-02-12 19:40:21

Nothing . Dr connor is very thorough.

2025-02-13 09:00:12

It was perfect as it was.

2025-02-13 09:06:43

No

2025-02-13 09:56:06

Nothing

2025-02-13 11:26:44

I don't think I can think of anything.

2025-02-13 14:42:05

Just give me an appointment within a reasonable time frame

2025-02-13 16:07:10

Nothing

2025-02-13 16:22:53

Nothing

2025-02-13 21:25:48

Nothing

2025-02-14 09:37:44

Nothing all good

2025-02-14 09:42:45

Nothing

2025-02-14 10:07:13

Problem getting an appointment.Waited too long.

2025-02-14 10:33:58

Booking an appointment seems difficult, long wait in queue. The website isnt very clear. It suggests you can use the app to book an appointment, but this is only for a very limited number of reasons. I did have to wait 30 minutes, though i understand that can happen.

2025-02-14 13:13:49

Tried to make a follow up appointment whilst there, waited for 5 mins but no one appeared at reception

2025-02-14 13:26:10

The NHS is broken and needs a public survey to overcome it's problems.To be organized an independent body.

2025-02-14 14:22:54

Sort out your appointment booking

2025-02-14 15:44:15

Only complaint if there is any that waiting time on the telephone is very frustrating.

2025-02-14 16:49:24

Nothing

2025-02-14 17:19:18

None

2025-02-15 07:40:57

Nothing

2025-02-15 09:25:09

Make more GP face to face appointments available

2025-02-15 09:56:12

Nothing

2025-02-15 12:01:21

No, I realise the appointment running late was beyond your control.

2025-02-15 14:23:48

Nothing but I do hope if I have to come back I can request to see Dr Martyn

2025-02-15 14:24:41

The reception staff could smile and be more welcoming. The phones need to be answered. Needs a better appt system

2025-02-15 15:02:34

I can't think of anything

2025-02-15 15:16:31

Nurse was very apologetic and sorted it out but appointment could have been given to someone else.

2025-02-15 16:19:09

Nothing

2025-02-16 10:49:05

No

2025-02-16 12:34:03

Apparently you currently do not have a phlebotomist and no indication of when one would be available

since current one is on undefined leave. Given the size of the community you are addressing I'm amazed you have no back up and just rely on one person. I accept you have other medical staff that can take blood samples but I have difficulty with my veins as they are deep. The phlebotomist has never had an issue finding them whereas previous experiences have sometimes required several attempts. I hope that this obvious short coming in your resource planning can be overcome very quickly.

2025-02-16 13:12:07

Nothing

2025-02-16 19:50:37

Appointment booking - I couldn't believe how difficult & time consuming it was to obtain a routine doctors appointment. I was aware The NHS Primary Care system is currently broken & I realise it's not entirely CMC's fault, however, the situation is extremely frightening for a Military Veteran of 73 & I sincerely hope this scary situation gets sorted quickly before my health deteriorates as I age.

2025-02-16 22:40:24

Please fix your HB1AC test. This is giving false and incorrect results.

2025-02-18 11:05:08

No

2025-02-18 11:14:17

No

2025-02-18 12:11:06

N/A

2025-02-18 15:11:40

Not left me to wait 4 weeks for an appointment

2025-02-18 17:05:42

Try to be compassionate and understanding you don't know what someone is going through . A bit of reassurance and understanding would go a long way

2025-02-19 08:18:29

It was just fine as it was

2025-02-19 09:13:35

Be able to offer more appointments

2025-02-19 11:37:07

Nothing

2025-02-19 11:47:13

There was nothing more that Louie could have done, he was excellent and I am extremely grateful for all his effort to help me get my problem sorted.

2025-02-19 15:15:27

Probably nothing

2025-02-20 08:00:41

No she does a great job every time a credit to Cleavelands Medical Practice

2025-02-20 09:22:23

If every doctors can sent a link to the patients regards of re booking . That will be great! This is the first time I came across.

2025-02-20 12:21:21

An online triage. 111 is not the answer. Being ill results in time off work.

2025-02-20 16:20:55

Nothing

2025-02-20 18:53:00

Think it much nicer to walk into waiting room and greet patients rather than just calling from corridor .

2025-02-20 19:35:37

Spray some air fresher when the child vomited everywhere.

2025-02-21 08:14:19

Nothing to report

2025-02-21 09:05:31

Message or phone to offer alternatives

2025-02-21 10:11:48

Waiting time for an appointment with doctor

2025-02-21 14:47:02

Nothing.

2025-02-21 14:52:31

N/A

2025-02-21 16:39:14

All Good.

2025-02-21 17:09:36

It's all good with me.

2025-02-21 17:38:48

Nothing

2025-02-21 21:23:51

Listened to me saying she has trauma from early life, why I believe she has ODD instead of dismissing this.

2025-02-21 21:34:16

There was nothing Dr Ash could have done better. Her approach was faultless.

2025-02-22 09:17:05

Nothing. I was satisfied with my experience

2025-02-22 10:55:57

I requested repeat prescriptions at the appointment, but the request still hasn't gone through according to the app - it's now the next day. Am going to ring pharmacy to check.

2025-02-22 14:31:17

No

2025-02-22 15:01:57

Nothing

2025-02-22 15:18:51

All good, thank you

2025-02-22 18:42:25

Nothing

2025-02-23 13:15:44

I had phoned on Wednesday to make an appointment but due to staff shortages there was nothing that could be done until the following day when thank goodness I got to see the doctor on

2025-02-25 10:54:11

Nothing!

2025-02-25 12:04:49

Nothing.

2025-02-25 14:01:36

Nothing

2025-02-25 14:20:15

Nothing

2025-02-26 12:29:28

Nothing to mention

2025-02-26 12:30:13

None

2025-02-26 15:01:27

Nothing

2025-02-26 18:54:50

Can't think of anything

2025-02-26 21:43:56

N/A

2025-02-26 22:57:37

In my opinion, nothing, first class service

2025-02-26 23:41:25

I cannot think of anything to make it better.

2025-02-27 06:55:04

I'm very happy with this surgery. They appear to be working to provide a model service and you can tell.

2025-02-27 08:50:26

No

2025-02-27 11:53:02

Nothing all went smoothly

2025-02-27 11:59:41

Nothing to report

2025-02-27 16:37:19

Nothing could have been done better. Thank you for seeing me

2025-02-27 16:56:59

N/A

2025-02-28 10:24:13

Provide new starters with documentation on which waiting rooms should be used per service/practitioner.

2025-02-28 13:29:30

Give them some more staff...??

2025-02-28 22:29:24

Could have advised that due to 2 emergencies that day they were running 40 minutes behind