

NHS Friends and Family Test 2023

All Responses

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

Free text question. There were 335 responses:

2025-01-01 08:42:02

Excellent support and service and brilliant facilities

2025-01-01 10:25:20

Listened and took his time with me

2025-01-01 10:32:28

Excellent service

2025-01-01 11:27:46

Very good person to talk to,she really took time to listen to me

2025-01-01 11:47:38

So easy to attend and seen promptly

2025-01-01 12:14:11

We have never had any reason too complain.

2025-01-01 12:40:34

On time appointment. Very professional attit& discussion with nurse Becky.

2025-01-01 14:01:48

Very good service

2025-01-01 15:45:16

Very thorough and everything explained fully.

2025-01-01 16:01:15

Nurse was very efficient and kind

2025-01-01 16:27:23

Susie Green saw me on time and was thorough and professional.

2025-01-01 17:04:11

Appointment was on time and GP very attentive

2025-01-02 14:58:19

Very well looked after. Excellent practitioner. Brilliant care. X

2025-01-02 18:53:07

As you know, I've lodged a formal complaint about the delay in reporting my cholesterol test results. I eventually managed to get the result from Dr Tilley but why is it still not showing in my NHS App. The way you have dealt with this is disgusting

2025-01-03 08:44:52

Bloods appointment, thank you Andrea

2025-01-03 09:17:40

I felt I was being listened to. A treatment plan was initiated there and then.

2025-01-03 09:46:16

On time appointment

2025-01-03 10:39:00

Nurse was friendly and professional

2025-01-03 11:32:57

Very quick and efficient

2025-01-03 12:50:50

On time and perfectly straightforward.

2025-01-03 14:26:04

No problems occurred got done what I went there for

2025-01-03 14:52:39

Viv was friendly, helpful and efficient.

2025-01-03 15:00:10

I was seen the same day and from the telephone staff to the GP they were all very kind and went the extra mile to help.

2025-01-03 15:55:59

Courteous , friendly and reassuring staff

2025-01-03 16:23:28

I was seen ahead of schedule. The phlebotomist was clearly very experienced and knowledgeable and helped me stay calm.

2025-01-03 16:35:23

The doctor was punctual, very pleasant and hopefully will resolve my problems.

2025-01-03 17:03:57

I had completely forgot to bring my bloods form and as I only live 2mins from the surgery. The nurse was very accommodating and allowed me to quickly run out and get the form in order to have this done. Overall very accommodating and wonderful staff.

2025-01-03 20:08:26

Gave me answers to my questions about my situation which helped me understand.

2025-01-04 08:32:27

Dr Brook had a lovely manner with my son. I was also amazed you were offering appointments so early in the morning!

2025-01-04 09:24:34

Excellent experience and much needed. Didn't feel rushed and was listened to.

2025-01-04 09:42:12

Receptionist was very friendly and went out of her way to assist

2025-01-04 11:54:03

Dr Macrae was really kind and supportive. She has made the decision to change my medication and provided some great advice around next steps. I'm really sad to hear that Dr Macrae is leaving the surgery.

Without her intervention and support I would not have been able to cope with my illness. Dr Macrae is a true professional and a credit to your practice.

2025-01-04 12:33:38

Check in system worked well, appointment on time, nurse was very good.

2025-01-04 15:11:37

Dr was so nice. Excellent patient manner.

2025-01-04 15:47:48

Dr was on time, attentive, sorted out my BP pills prescription quickly and gave me helpful advice

2025-01-04 16:47:44

Quick efficient and helpful

2025-01-04 17:13:26

Dr telephoned me so my appointment was cancelled.

2025-01-04 18:03:18

Seen promptly. Quick pain-free smear, thorough asthma check-up and quick pain-free flu vaccination.

2025-01-04 20:45:59

Lovely, efficient nurse to take blood

2025-01-04 22:05:40

Dr was kind and friendly and answered all of my questions.

2025-01-05 07:46:20

Dr Daisey was very thorough and made me feel very comfortable

2025-01-05 19:19:27

Prompt appointment start Good explanation about the tests and results

2025-01-05 20:03:47

Prompt appointment start. Good explanation of the results from a Blood Test and reason for the follow up appointment

2025-01-06 19:24:47

Fantastic doctor, Luis is pure lushness!

2025-01-06 19:25:58

Luis is great. Professional understanding & diagnosis quick.

2025-01-07 08:46:36

Very helpful gave me time and good advice. Spoke to me very kindly and tried to reassure my concerns after receiving a cancer diagnosis.

2025-01-07 10:41:16

My doctor was thorough and gave me a diagnosis and prescribed treatment. He was polite and friendly.

2025-01-07 12:36:13

Lovely staff

2025-01-07 14:02:12

Excellent rapport with the nurse who understands my concerns

2025-01-07 16:15:55

Appointment booked quickly and Doctor I saw was proactive and pragmatic.

2025-01-07 16:41:03

Claire is lovely and makes me feel at ease.

2025-01-07 16:47:11

On-time appointment and Dr Ash was excellent throughout. Well done.

2025-01-07 17:36:54

Nurse Limerick took time to go through my test results in detail and explained them well.

2025-01-07 23:32:08

The doctor was very thorough, explained everything very clearly and put me at ease

2025-01-08 12:50:52

Nurse Becky explained my hypertension review thoroughly.

2025-01-08 13:22:45

On time, very personable and friendly nurse

2025-01-08 13:30:10

On time and professional and friendly

2025-01-08 14:52:43

Your request

2025-01-08 15:53:08

Very prompt and good consultation, easy understood and clear

2025-01-08 16:33:47

Doctor was friendly and listened to me. Arrived at an agreed way forward

2025-01-09 09:26:29

GP on time, friendly and listened to me

2025-01-09 09:36:40

Everything was very efficient - the self-signing in worked, I didn't have to wait long, the phlebotomist Andrea was friendly, helpful and efficient, everything was clean and tidy...

2025-01-09 10:55:38

The receptionist was very kind and polite when booking and was able to offer me a very quick appointment. The nurse was very kind and professional so all good.

2025-01-09 11:03:10

The nurse was very helpful and friendly.

2025-01-09 11:57:11

Pleasant reception, no waiting problem, medical staff caring.

2025-01-09 12:45:43

A little late with seeing me

2025-01-09 13:56:17

Friendly professional

2025-01-09 14:41:47

Helpful advice,

2025-01-09 15:05:22

Arrived early and was seen early and the nurse was very nice and helpful

2025-01-09 15:17:42

Sign in process is easy, nurse seen was polite and caring

2025-01-09 15:41:00

As always very professional. However I have to report that the pain in my right arm and shoulder has returned and I wonder if my meds regime should be reviewed in light of this?

2025-01-09 15:49:43

Doctor was very helpful and understanding with my health issues

2025-01-09 16:56:40

Dr Macrae was excellent. She listened to all my concerns and explored my symptoms with me. She arranged a repeat of ECG to ensure accuracy. She had a good knowledge of my past medical history and from this was able to ascertain the two separate areas of medicine where a referral to a consultant was required. This was a positive experience.

2025-01-09 17:13:48

Because the nurse giving me the injection was extremely pleasant and looked to see which was best for my trip to India. She was so helpful.

2025-01-09 19:02:58

Quick and easy process throughout. Friendly staff □□□□□□□□

2025-01-10 08:01:10

It was really helpful for me to have an appointment before normal opening hours to allow me to go before work as it can be a struggle to go to appointments during working hours. Thank you!

2025-01-10 08:15:40

No waiting . Chatty nurse put at ease immediately

2025-01-10 08:49:38

Easy to book, the doctor was very accurate in describing my problem

2025-01-10 09:06:22

Had a 20 minute wait, even at 8.55 am otherwise would be very good. Gp did apologise and reassuring to know that if i needed longer than allocated time with GP, that they'd give me that time. Time with GP was excellent and reassuring

2025-01-10 09:06:32

Friendly, efficient and nice building

2025-01-10 10:09:46

I was seen on time and Andrea Morgan was kind/friendly and very efficient taking my blood.

2025-01-10 10:18:07

My ongoing treatment couldn't be better

2025-01-10 10:32:05

The appointment was exactly as on time and the doctor was thorough and engaging no complaints

2025-01-10 10:58:41

Efficient service

2025-01-10 11:05:38

Nurse explained everything carefully. Efficient and caring.

2025-01-10 11:38:07

Andrea the phlebotomist is very good. The surgery was clean and warm. I was seen on time.

2025-01-10 11:40:13

Everyone was very kind and helpful

2025-01-10 13:01:45

I was seen on time and the procedure was carried out quickly and efficiently. The member of staff was friendly and had obviously taken the time to consult my records in advance.

2025-01-10 13:22:18

Susie as per usual was excellent had my diabetic review totally professional

2025-01-10 13:27:13

Very comprehensive consultation,with a very caring nurse, well done.

2025-01-10 14:13:39

Andrea is amazing

2025-01-10 14:43:18

On time, good rapport as always with Susie who doesn't talk down to me and grasps issues quickly

2025-01-10 14:54:18

The lady was kind and did her job well while engaging with me as a person and holding a small conversation throughout.

2025-01-10 14:58:19

Dr McCrae is the kindest, most efficient and empathetic doctor. Even though I don't feel great, I trust her.

2025-01-10 15:12:16

Went in on time. Very helpful discussion with Viv as always.

2025-01-10 15:41:01

Answered all my questions and spent time asking me questions as well

2025-01-10 16:10:12

Very impressed with Dr Perry, she is very kind and compassionate and has been the only doctor to take my symptoms seriously

2025-01-10 16:14:17

Andrea was friendly,chatty and efficient as always. Appt was on time. All good.

2025-01-10 16:29:06

Dr. Fitzgerald was very thorough in his assessment when I was unwell and suggested blood tests . the results showed I needed a scan and surgical assessment. He arranged this with Gloucester hospital - securing an appointment the next morning and kept me fully informed of everything. I felt very confident that my medical needs were being met .

2025-01-10 16:31:21

Friendly staff

2025-01-10 16:33:20

My practitioner was phlebotomist Andrea Morgan and she was absolutely wonderful. She was so gentle, reassuring and made me laugh during my appointment, while still maintaining her professionalism.

2025-01-10 16:49:59

Didn't wait too long, surroundings clean and pleasant. Dr Perry, very helpful, sympathetic and reassuring. Felt as though I had a very good consultation and she was very knowledgeable about my situation . Have every confidence in her Thankyou

2025-01-10 17:31:36

Seen on time and doctor was very knowledgeable and professional.

2025-01-10 17:54:37

Always a great amount of help, and wonderful staff.

2025-01-10 20:33:01

Running on time Efficient

2025-01-10 22:22:35

Appointment on time, friendly GP, clean and modern practice.

2025-01-11 08:57:18

The doctor listened to me and showed understanding and knowledge of my problem

2025-01-11 09:11:04

Dr Brookes was very thorough, helpful and informative

2025-01-11 11:16:16

The doctors hear me and want to help , they listen and understand and always do there best

2025-01-11 11:22:14

Louie took time to explain everything nothing was to much trouble even with his bad back

2025-01-11 11:41:32

I was relived to know that my problem can be easily fixed and I had the support I needed and reassurance. The appointment before me over ran a little bit but the doctor I saw was so apologetic and nice that it didn't bother me at all.

2025-01-11 12:11:21

The doctor listened and was very knowledgeable and I felt very comfortable explaining things to her.

2025-01-11 14:14:05

So pleased to attend this minor surgery appointment without having to go to hospital. Professional and friendly care and attention from Luis and his assistant nurse. Thank you.

2025-01-11 14:15:13

At the moment I am having appointments every Monday and Friday to treat and replace dressings on my leg. The nurses have been great doing this and making following appointments.

2025-01-11 15:10:03

Very efficient booking of appointment for my 8-month old. Reassuring and kind Doctor who sorted the problem and swiftly prescribed what we need. Thank you!

2025-01-11 17:05:53

Seen early, swift and kind service (Naomi)

2025-01-11 20:02:44

Doctor was so helpful and knowledgeable . Explained everything step by step .

2025-01-11 21:34:57

My appointment was on time. The doctor was really helpful.

2025-01-12 10:19:04

On time. Very competent and friendly. A pleasurable visit.

2025-01-12 10:33:43

The doctor listen to everything I had to say and dealt with it all

2025-01-12 16:08:07

Very prompt response to phone call appointment earlier in the week providing injection for pain relief to ease shoulder.

2025-01-13 14:59:40

Easy to get my appointment and a Very helpful visit. Thank you

2025-01-13 22:41:28

Listened

2025-01-14 07:05:19

Call came much later than was told and wasn't told of results from scan.

2025-01-14 08:43:49

Seen on time and felt reassured

2025-01-14 12:10:10

Usual care by staff. I just experienced slight discomfort during blood test.

2025-01-14 13:22:27

Appointment for the same day very efficient booking in and on time

2025-01-14 14:23:18

Appointment started promptly. Vivien is friendly, welcoming and knowledgeable.

2025-01-14 19:42:32

All questions fully answered and my mind put at rest. Thank you.

2025-01-15 09:14:49

Doctor was great but 40 min wait a bit harsh

2025-01-15 10:44:14

Very friendly and efficient.

2025-01-15 11:00:11

All went very smoothly

2025-01-15 11:14:18

As always friendly, efficient and thorough everything explained and all options covered

2025-01-15 12:54:00

Because it was very good

2025-01-15 15:34:18

Took time to talk about the problems now and how to improve the future symptoms that may arise.

2025-01-15 16:22:08

Very considerate and helpful

2025-01-15 16:22:38

Felt that Dr Connor was able to get an iron. Infusion very quickly

2025-01-15 16:39:17

Quick and efficient.

2025-01-15 17:01:04

Jo was kind and patient. The check in system is quick and easy.

2025-01-15 17:18:42

Very little waiting time & the nurse was very pleasant & helpful

2025-01-15 19:14:58

Went in on time, friendly nurse, painless blood test.

2025-01-16 07:47:13

Appointment on time lovely doctors

2025-01-16 08:22:39

On time, friendly and very helpful.

2025-01-16 08:57:12

The nurse was helpful friendly and informative.

2025-01-16 09:16:08

As always appointment on time, lovely nurse and very helpful

2025-01-16 10:06:56

On time and politely welcomed

2025-01-16 11:15:38

Booking system for bloods easy to follow and appointment always on time. Clinician very friendly and professional.

2025-01-16 11:24:39

Appointment was on time, nice friendly nurse made me feel at ease

2025-01-16 12:44:40

GP Dr Cook very helpful, this was a face to face routine appointment(3 months meds review)

2025-01-16 14:26:20

I was seen at the appointed time, did not have to wait and the nurse was very professional, helpful and kind.

2025-01-16 16:02:21

Helpful and pleasant

2025-01-16 16:22:07

On time, I had blood tests and the lady was lovely who did them.

2025-01-16 16:53:53

Appointment was on time. Andrea was lovely and very caring.Explained what was taking place.

2025-01-16 17:20:34

Professional experience

2025-01-16 17:24:17

Easy to check in, the appointment was on time, and staff friendly.

2025-01-16 18:03:56

Very efficient service. Staff excellent.

2025-01-16 18:06:08

Felt as if someone was listening to my issues. Proactive to do tests rather than just issue drugs / see how it goes.

2025-01-16 20:09:25

Friendly staff ALWAYS helpful caring and can't do enough for you

2025-01-16 21:23:20

The service was spot on, knowledgeable, good communication and explanation of the processes. A good service that reaffirms the quality of Cleavelands surgery

2025-01-17 09:12:34

On time, nice place, very good service.

2025-01-17 09:34:10

Andrea was very friendly and professional.

2025-01-17 10:13:59

Nice and efficient nurse

2025-01-17 10:39:17

Very good attendances, didn't need to wait long

2025-01-17 12:35:18

Very quiet surgery with apparently plenty of staff but appointment still over 15 minutes late. Very pleasant staff but took two to take blood sample.

2025-01-17 13:02:39

Seen on time, and the info and results given and checks all carried out well

2025-01-17 14:14:10

Nurse was lovely and explained everything

2025-01-17 14:24:49

Coz the doctor I see there is amazing, doctor McCray, viv nurse, and they have helped me so much

2025-01-17 15:13:58

Very attentive and kind. I did not even feel the needle go into my skin.

2025-01-17 16:17:20

Very friendly Doctor, I had my headphones an I mentioned Jay-Z she like his music as well.

2025-01-17 18:10:18

Good efficient care

2025-01-18 07:42:43

Very professional and helpful

2025-01-18 09:05:23

I missed an asthma review, was able to rebook online and the nurse called around my appointment time.

2025-01-18 09:32:34

Alison Macrae was probably the best doctor I've ever seen, I avoid booking in for issues as we constantly hear how busy the NHS is and in the past I have always felt that strain from GPs. Despite being in pain I try to treat things myself so as not to be a bother and add to that strain. Alison was patient, kind and empathetic. I felt like she really understood what I was saying and dealt with my issue with the perfect balance of professionalism and approachability. I will still try to avoid going to the GP unless absolutely necessary but it's good to know if you do need the care, there are doctors like Alison who are there to provide it.

2025-01-18 09:53:36

On my appointments I have always found the doctors and nurses excellent. I personally cannot fault the care and expertise they provide.

2025-01-18 10:13:41

Appointment was 40 mins late even though it was first thing in the morning at 08.45. I also know my own appointment took longer than it was scheduled to. I appreciate that the GP wanted to spend time with patients and make sure of their diagnosis, but it would be helpful to have updates as I worried I'd been waiting in the wrong waiting room.

2025-01-18 10:39:33

I received the best care and can't thank Lois enough

2025-01-18 10:58:02

I would have liked some help and advice from Dr Connor about coming off depot but she was totally for it even though she knew about the side effects etc and how much i hated it.

2025-01-18 11:04:58

Clean. Friendly professional dr. No waiting time. Invited for an abuse checkup well worth doing.

2025-01-18 11:34:42

Luis and Claire were exceptionally caring staff members and both were expert at taking my mind off what they were doing. Also carried out the tiny op very efficiently and carefully.

2025-01-18 13:37:40

Doctor told me I had periorbital dermatitis and advised using no skin products but that I could get hydrocortisone for under the eye (not eyelid) if necessary. I've now found many pages online (eg. British association for dermatologists), which say that steroid creams cause and aggravate periorbital dermatitis. Everything else the pages say are in line with what the doctor said so I'm confused how they could have missed this, especially as the appointment took about 20 minutes and the doctor gave me lots of other information. I haven't used the hydrocortisone yet as I know it's best to avoid using on the face. Good job I did as it likely would've aggravated the issue.

2025-01-18 13:38:45

Polite and helpful staff

2025-01-18 14:22:11

The appointment was on time and the nurse was very friendly and put me at ease.

2025-01-18 14:23:03

First class all round service

2025-01-18 14:33:22

On time and perfect treatment.

2025-01-18 14:53:34

Appointment was on time and without a problem as is usually the case, thanks to Viv, no complaints!!

2025-01-18 15:03:04

The doctor I saw was very nice and listened to me

2025-01-18 15:13:36

The doctor was very informative

2025-01-18 17:26:30

On time and informative.

2025-01-18 17:47:01

Appointment delayed doctor did not appear very interested as it was late afternoon

2025-01-19 09:17:11

Viv has always looked after me throughout

2025-01-19 16:25:47

Dr Connor arranged an emergency iron infusion for me .please pass on my thanks

2025-01-19 17:08:44

Staff always very pleasant and professional.

2025-01-20 09:24:22

Andrea is excellent - personable and professional. Very happy.

2025-01-20 11:17:33

Dr Ash was very pleasant, efficient and helpful.

2025-01-21 08:44:56

Appointment was on time and Dr Brookes listened to my concerns and answered all my questions.

2025-01-21 09:03:42

I had a smear test and Susie the nurse was so lovely it made the whole experience much better as she put me at ease

2025-01-21 09:29:59

Efficient and friendly even though a potentially minor problem.

2025-01-21 10:00:19

Easy check in system, nice and clean, not too busy nor loud, good service

2025-01-21 11:19:01

Didnt wait too long to be seen.

2025-01-21 11:57:22

Dr.Brooks listens, and puts you at ease. The whole structure of the staff from the reception desk, the GPs, Pharmacy Staff, etc is exemplary

2025-01-21 12:37:21

Prompt and efficient and informative.!!

2025-01-21 13:04:06

Dr Perry was so very patient and thorough

2025-01-21 14:23:02

Very efficient and helpful

2025-01-21 15:37:16

Same day appointment. Perfect

2025-01-21 15:51:40

Excellent facilities and really friendly and polite staff

2025-01-21 16:09:49

The asthma nurse was able to take my bloods which had been booked as a separate appointment.

2025-01-21 16:45:12

Everything went well, GP and receptionist both friendly and helpful

2025-01-22 09:27:19

Doctor listened and was very thorough and kind. Also on time .

2025-01-22 09:29:31

Good doctor, took time to investigate and diagnose and then referred me to further examination to move forward.

2025-01-22 11:57:15

Dr ash was very thorough and very patient friendly. Very computant.

2025-01-22 15:18:21

App on time. Nurse very helpful

2025-01-22 16:24:52

It was with someone I had seen before who knew my history and background

2025-01-22 16:34:10

The doctor was very kind and helpful

2025-01-22 17:07:07

The doctor was very thorough and talked through all the options

2025-01-22 17:18:26

Dr was very helpful and very thorough. She was very reassuring

2025-01-22 18:45:42

On time doctor very polite and helpful.

2025-01-22 19:13:32

The nurse was reassuring, and thorough with her questions concerning my medication.

2025-01-23 09:55:16

Alison, your doctor, was very pleasant and helpful.

2025-01-23 10:01:08

Just joined the practice and was seen at the earliest opportunity

2025-01-23 10:53:49

Helpfu, enthsiastic staff

2025-01-23 11:27:48

Dr Macrae has done a formal handover with the Mental Health Nurse, Lana Steven's, and they were both exceptionally professional and supportive.

2025-01-23 11:40:03

Luis is amazing. Really put my mind at ease

2025-01-23 12:08:45

Lovely lady. Nice friendly and nice to have chat with. And made to feel at ease

2025-01-23 12:12:29

Good service.

2025-01-23 15:47:46

It was for blood test so nothing to add

2025-01-23 16:39:42

It was faultless

2025-01-23 16:49:13

Speedy, efficient and on time

2025-01-23 16:53:40

Friendly greeting. Spoken to nicely. On time. Not rushed.

2025-01-23 17:04:58

Friendly nurse & quick appointment (including wait)

2025-01-23 17:06:48

Quick and very efficient!

2025-01-23 18:04:55

On time and the nurse executed her role with efficiency and kindness.

2025-01-23 19:53:39

My visit was very useful. All the staff I interacted with were friendly and welcoming

2025-01-23 20:06:44

Easy to say I had arrived by entering in my details on the tablet. Very tidy and clean inside. Once in I was seen quickly and Andrea was fantastic.

2025-01-24 08:55:26

Friendly staff and appointment was on time.

2025-01-24 09:02:51

Jo was really helpful and explained everything I needed to know in a way I could understand

2025-01-24 09:19:46

The Dr & Students that I say at my appointment where brilliant, they where attentive and listened without judgement and I left feeling like I had a way forward and plan for treatment.

2025-01-24 09:21:03

No waiting, no problems and nice nurse.

2025-01-24 09:26:18

Happy friendly service. Excellent information given

2025-01-24 10:17:47

Prompt, friendly, and efficient.

2025-01-24 10:53:34

Friendly and efficientno

2025-01-24 11:10:44

friendly and professional

2025-01-24 11:47:30

On time... pleasant....

2025-01-24 12:04:01

Appointment was on time. Dr friendly and very helpful

2025-01-24 12:04:35

Prompt. Polite and helpful.

2025-01-24 12:16:23

I was seen promptly and the appointment achieved all that I needed

2025-01-24 13:03:32

On time. Nurse very heloful

2025-01-24 14:21:33

Excellent reception and help.

2025-01-24 16:12:18

On time and competent practioner

2025-01-24 20:07:36

Doctor listened carefully - went through the possible causes in a logical manner. Sadly not able to determine the causes .

2025-01-25 09:54:01

Pleasant, efficient and reassuring

2025-01-25 10:03:10

Apointment on time. Doctor,very friendly, listened to my questions Made sure I understood his answers.Outlined a plan .going forward & reassured me that I should contact the surgery if any changes arise .

2025-01-25 10:31:49

No waiting, lovely doctor was very helpful

2025-01-25 10:33:50

Treated in a courteous and professional manner.

2025-01-25 11:30:10

The service / level of care is always excellent at Cleavelands & I feel very looked after whether it's bloods, asthma or small ops.

2025-01-25 11:44:02

Staff are always friendly

2025-01-25 12:23:15

Appointment on time in fact 5 minutes early !

2025-01-25 13:00:12

Great care - kind informative and efficient

2025-01-25 14:54:51

The doctor was efficient and discreet answering personal questions related to my husbands memory loss with clarity and sensitivity. He also gave a useful contact number for a dementia nurse.

2025-01-25 15:27:40

Dr Brooks had time to listen to my issues.

2025-01-25 19:57:57

As previous comments

2025-01-25 21:45:18

Simply because everything was fine

2025-01-25 22:44:41

Informative, reassuring and constructive

2025-01-26 09:30:27

Overall blood test was ok. Booking the appointment I was in a queuing system .when I got to number one the phone just cut off .This happened to my mum on a different appointment at Cleveland Medical Centre .there are no receptionists this is very very poor.

2025-01-26 10:57:28

It was a pleasure to have someone listen to me in order to understand my needs rather than to sit and type notes without looking at me.

2025-01-26 11:20:31

Everyone was very helpful to

2025-01-26 13:39:56

Appointment on time hardly waited more than a couple of minutes Naomi took my blood quickly and efficiently and sorted out a shingles injection for me that I enquired about

2025-01-26 16:21:16

On time. Dressings carefully dealt with and clearly explained. Next appointment arranged.

2025-01-26 19:56:56

Very good overall. I felt listened to and my concerns were addressed.

2025-01-27 09:45:13

Wxc

2025-01-27 11:59:55

Went in on time, informative session with nurse

2025-01-27 20:56:37

Clinic running on time, friendly and professional service.

2025-01-28 09:22:59

Very fast and feel very comfortable!

2025-01-28 09:37:14

Efficient

2025-01-28 11:13:38

Everyone receptionist, nurse and doctor treated me courteously and promptly.

2025-01-28 12:47:35

Cos they welcome yu with smile done job well

2025-01-28 15:14:24

This consultation was over in two minutes Although the basic problem was just about addressed there was no room to work out how to make living with the problem easier

2025-01-28 15:54:02

I wasn't kept hanging about for ages, the Doctor with whom I had my appointment was efficient, pleasant and succinct.

2025-01-28 16:18:36

Doctor Ash gave good advice and showed a willingness to listen

2025-01-28 18:56:49

The doctor took plenty of time to answer my questions/concerns and to explain my test results to me. I felt valued as a patient, and that the doctor did everything he could to make me feel reassured.

2025-01-28 19:53:41

I see Dr Ash regularly, she is a fabulous doctor who is kind, supportive and genuinely always makes me feel better when I've seen her. She has helped me through a very difficult time over the past year.

2025-01-28 21:20:28

Dr Alison McCrae has always been so understanding - she's truly awesome. I know she cares and always follows up. Of course, I wish I didn't have all these damn obstacles and issues, but she has made it almost feel easy to get help with everything.

2025-01-29 08:45:08

They were extremely helpful with all my needs

2025-01-29 09:03:48

Friendly and professional nurse

2025-01-29 09:16:55

She listen, pay attention & not rush to it. She make decision by report, like blood test. & I received a message for my next step

2025-01-29 10:33:41

The Dr had a very good manner

2025-01-29 11:10:22

The appointment was a little late but once I got to see the doctor I felt he listened carefully to what I said and provided a comprehensive explanation about what it could be and the next steps.

2025-01-29 14:30:31

On time, friendly staff member

2025-01-29 20:52:15

Open and efficient

2025-01-29 21:50:57

Seen at very short notice

2025-01-30 10:20:24

On time and received clear explanation.

2025-01-30 10:28:18

Reception area clean and comfortable, appointment completed promptly.

2025-01-30 11:25:54

First time that I have met Luiz. He came across as very personable and very knowledgeable.

2025-01-30 12:31:21

I arrived 2 hours early for a blood test. My mistake. The phlebotomist still accommodated me.

2025-01-30 12:44:04

Friendly and knowledgeable staff who were aware of my medical history

2025-01-30 12:53:37

Prompt appointment. Good service and follow up.

2025-01-30 12:59:23

No wait, in and out quickly.

2025-01-30 14:10:57

Service

2025-01-30 14:53:10

Straight in and out of my blood test appointment and the nurse was very friendly

2025-01-30 15:20:55

Dr Fitzgerald was very helpful. Clear guidance re change of meds given.

2025-01-30 15:23:18

I arrived unavoidably early for my blood test but as there was no one else waiting I was seen almost immediately which was good. As always , Andrea was friendly and professional.

2025-01-30 15:38:50

Very helpful advice

2025-01-30 16:09:07

Louis was so kind and caring. He didn't make me feel rushed. He was very thorough with trying to find out what was wrong. So lovely !

2025-01-30 16:26:48

Phlebotomist was friendly and reassuring.

2025-01-30 17:04:51

On time

2025-01-30 17:05:49

The practitioner I saw was excellent and really helped me.

2025-01-30 17:12:40

Luis was professional and friendly. He did everything to put me at ease. I was given clear information.

2025-01-30 17:13:00

Naomi was great. Easiest and best blood take ever

2025-01-30 18:09:23

I only had to wait a few minutes, the doctor was friendly, helpful and put me at my ease and I felt confident of the information she gave me.

2025-01-30 18:27:12

Dr McRae was extremely helpful, when asked by the blood test nurse to see me regards an advised skin test from a previous triage call . She undertook to take the scraping and review my notes to submit to pathology.

2025-01-30 18:55:30

Doctor Alison Macrea was so lovely and caring and wanted to Listen. She has helped me and I understand she has now left the practice. I will miss her.

2025-01-30 19:36:36

My appointment was ahead of schedule. The nurse, Rebeca was charming, helpful and efficient.

2025-01-30 20:11:14

Professional and friendly

2025-01-31 07:40:50

Quick and efficient

2025-01-31 08:43:18

I arrived early and was seen straight away for my respiratory review - I explained I had a blood test in half an hour and the nurse said she could do that now as we were ahead of time - also I tried to book a follow up appointment following my blood test via the text link I was given but no appointments where available - so again the nurse did this for me - great service all round

2025-01-31 09:17:57

Louie and Claire were amazing and put me at ease right away with their affable manner. Louie is always superb

2025-01-31 09:42:16

Quick and friendly

2025-01-31 09:59:12

Friendly, caring staff and I didn't have to wait long, so thank you.

2025-01-31 09:59:49

On time

2025-01-31 10:05:38

Was able to fully discuss all issues . Supportive and helpful

2025-01-31 10:18:28

Reassuring and prompt referral by a very caring doctor.

2025-01-31 10:56:29

Excellent staff and blood test done quickly and efficiently

2025-01-31 11:52:03

No wait , very professional

2025-01-31 12:13:44

Very nice, prompt and very professional

2025-01-31 12:21:37

Good service with a smile.

2025-01-31 14:49:10

It was as expected

2025-01-31 15:09:52

I was treated promptly and in a professional manner

2025-01-31 15:43:37

Very understanding and explained the new inhaler I am using. Checking back with me again in a month to make sure everything is okay and said to get in touch if worried about anything. made me feel very secure

2025-01-31 16:41:21

On time, pleasant staff, dealt with efficiently and procedures explained

2025-01-31 16:52:16

I was a few minutes late due to roadworks so already stressed going in. Clinician was very condescending, unsympathetic and didn't appear to know anything about my situation, offering nothing helpful. I feel like I'd have been better off not attending.

2025-01-31 17:17:00

No problem with anything. I was seen on time and the nurse was very f and kind.

2025-01-31 17:21:10

It was on time, very professional and clean. No complaints..

2025-01-31 17:28:19

Happy with the consultation

2025-01-31 17:41:22

The nurse was just absolutely amazing!

2025-01-31 18:38:40

Punctual, professional service

2025-01-31 22:38:54

Well organised, punctual appointment. Doctor spent time listening to me. Then checked my results with comments, then gave me a six month prescription for the necessary tablets.
