

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 167 responses:

2025-01-01 08:42:02

Nothing

2025-01-01 10:32:28

Nothing.

2025-01-01 11:47:38

Nothin

2025-01-01 12:14:11

Cannot think of anything.

2025-01-01 12:40:34

Nothing

2025-01-01 14:01:48

It's all good

2025-01-01 15:45:16

Nothing

2025-01-02 18:53:07

My relationship with you in this respect is in tatters but I insist you put the last result on my nhs app

2025-01-03 08:44:52

Nothing to improve

2025-01-03 09:17:40

No

2025-01-03 09:46:16

All was good thanks

2025-01-03 10:39:00

Shorter waiting time, appointment was 10 mins late

2025-01-03 11:32:57

No

2025-01-03 12:50:50

Nothing

2025-01-03 14:26:04

No improvements necessary

2025-01-03 14:52:39

Nothing.

2025-01-03 15:00:10
Nothing in my opinion

2025-01-03 17:03:57
Signage for checking in although is very clear in terms of self check in, but after that it becomes quite confusing.

2025-01-03 20:08:26
Nothing. Excellent service

2025-01-04 08:32:27
We'd love the option of online appointments eg sending a photo to an email for none emergencies. Doctors/nurses could then review the photos to see if you need a F2F.

2025-01-04 09:24:34
N/a

2025-01-04 15:11:37
Did self check in, but nothing said I should have been upstairs

2025-01-04 16:47:44
In future inform me of actual psa result levels

2025-01-04 22:05:40
Appointment was about 15mins late but I understand this can be unavoidable at times.

2025-01-05 07:46:20
As above nothing was left out,

2025-01-06 19:24:47
Not keep us waiting so long?!

2025-01-06 19:25:58
Nothing

2025-01-07 08:46:36
No

2025-01-07 12:36:13
Nothing

2025-01-07 14:02:12
Nothing

2025-01-07 16:15:55
No.

2025-01-07 16:47:11
Nothing.

2025-01-07 17:36:54
Everything was absolutely fine.

2025-01-08 12:50:52
Nothing

2025-01-08 13:22:45

Nothing

2025-01-09 09:26:29

Nothing

2025-01-09 09:36:40

It was very cold when I arrived at 9.15 and there were a few ice patches just outside the entrance. Since I walk with crutches, I needed to be very careful where I placed them in order not to slip. I think spreading a bit of salt or sand when staff arrived first thing in the morning would have been a good idea - though I do realise that this would be on nobody's job description.

2025-01-09 10:55:38

Parking for patients is always a problem as car park is usually full.

2025-01-09 11:03:10

Nothing, it was lovely.

2025-01-09 11:57:11

Keep up the good work,

2025-01-09 12:45:43

No all was fine

2025-01-09 13:56:17

All perfect

2025-01-09 15:17:42

Nothing

2025-01-09 15:49:43

All was perfect

2025-01-09 16:56:40

At this particular appointment. Nothing.

2025-01-09 17:13:48

I did wonder if my Vaccination should be documented into a tiny booklet I have. Just in case immigration should need proof. I should have asked but didn't think of it at the time. The

2025-01-09 19:02:58

Nothing

2025-01-10 08:01:10

None

2025-01-10 10:09:46

Nithing

2025-01-10 10:32:05

No nothing really

2025-01-10 10:58:41

I thought I was having a blood test yesterday

2025-01-10 14:58:19

Well, I wish she wasn't leaving! But she must move on with her life and future pursuits. She'll be so very

missed. I admit to being very concerned about who I'll be seeing going forward, as I haven't always had such understanding experiences in the past. Nothing terrible, but nothing like the relationship- Doctor-Patient with Alison McCrae. I truly felt she was interested in my care & wellbeing. I wish her the best.
2025-01-10 15:12:16 Nothing
2025-01-10 16:14:17 Nothing. All good.
2025-01-10 16:29:06 Not on this occasion .
2025-01-10 16:33:20 Nothing!
2025-01-10 16:49:59 Nothing
2025-01-10 17:31:36 Nothing
2025-01-10 20:33:01 Nothing great service Thank you
2025-01-10 22:22:35 It would have been nice to be greeted by the receptionist, it felt very impersonal until we actually saw the GP who was very friendly and welcoming.
2025-01-11 08:57:18 Train more doctors like this one.
2025-01-11 09:11:04 All good
2025-01-11 11:16:16 Nothing your all brilliant
2025-01-11 11:41:32 N/A
2025-01-11 12:11:21 Nothing
2025-01-11 14:15:13 Nothing.
2025-01-11 15:10:03 No, you are all amazing and have been consistently kind, patient and informative since I've been enrolled as a patient. My pregnancy journey was smooth with community midwife Hayley (she's a superstar) and all Cleavelands colleagues have been invaluable since my little boy arrived. Keep doing what you're doing and thank you again!
2025-01-11 17:05:53 Nothing

2025-01-11 21:34:57

Nothing

2025-01-12 10:19:04

I can't think of anything.

2025-01-12 10:33:43

Nothing

2025-01-12 16:08:07

Nothing to add

2025-01-13 14:59:40

None thank you

2025-01-13 22:41:28

None

2025-01-14 07:05:19

Scan results could have been sent to me then I would have arranged a telephone consultation sooner.

2025-01-14 19:42:32

N/A

2025-01-15 09:14:49

Having a receptionist to give an idea of wait time, I appreciate it's busy and but it's hard when you have work or other commitments knowing how long you might have to wait or an idea would alleviate stress

2025-01-15 10:44:14

N/a

2025-01-15 15:34:18

None

2025-01-15 17:01:04

Phone signal in the waiting room

2025-01-15 17:18:42

Nothing

2025-01-16 08:57:12

Administration is chaotic and very poor communication. The week before my appointment i had a call with a Dr to approve a PSA test, he agreed yet the test wasnt done! Every year when my prescription is reviewed there is a complete miscommunication between the surgery and Badhams about the renewal.

2025-01-16 11:24:39

The poor receptionist was run off her feet so there was a bit of a queue for booking further appointments but this was not her fault and you can't do anything about staff sickness so maybe employ more staff even if part time?

2025-01-16 12:44:40

It took 4 phone calls to get this appointment due to system not updated for next month's appointments.

2025-01-16 14:26:20

For this appointment, nothing

2025-01-16 16:22:07

Nothing in my view

2025-01-16 16:53:53

Nothing all was good.

2025-01-16 20:09:25

Nothing

2025-01-16 21:23:20

I can't think of anything that could have improved my experience.

2025-01-17 09:12:34

Car park still leaves a bit to be desired

2025-01-17 10:39:17

Nothing

2025-01-17 12:35:18

We receive texts asking not to use surgery unless absolutely necessary due to overwhelming demand but in reality ?

2025-01-17 13:02:39

None

2025-01-17 14:24:49

N/a

2025-01-17 16:17:20

Cleevelands is a very professional place

2025-01-18 09:32:34

Wait time was a bit long but it didn't bother me, I just worried that my check in hadn't processed on the self check in screen

2025-01-18 10:13:41

Perhaps one of the screens could display the appointment time each doctor/nurse is currently seeing so that it's clear if they're running late.

2025-01-18 10:58:02

She could have been more proactive and given me help with mindfulness tips and exercises etc. I was very disapointed when i got home.

2025-01-18 11:34:42

I was kept waiting quite a long time but maybe that's inevitable when it's minor surgery. So maybe an update as to what's going on but realise that may not always be possible in these sorts of cases. I really didn't mind as their time is more important than mine.

2025-01-18 14:22:11

Nothing

2025-01-18 14:23:03

Nothing

2025-01-18 14:53:34

Keep up the good service

2025-01-18 15:03:04

I missed having someone on the desk to make my appointment ect I find it very hard to do things online

2025-01-18 15:13:36

You couldn't have done anything better

2025-01-18 17:47:01

Stronger pain killer or something to help make my shoulder feel more comfortable as I am finding driving painful and having to rely on others

2025-01-21 11:57:22

Nothing at all

2025-01-21 13:04:06

Nothing

2025-01-21 14:23:02

Everything was sufficient

2025-01-21 16:45:12

Parking remains an issue

2025-01-22 09:27:19

No

2025-01-22 16:24:52

Having someone on reception

2025-01-22 17:18:26

I only wish you had more patient parking spaces

2025-01-22 17:28:52

Have already completed feedback this morning

2025-01-22 18:45:42

No not for me very pleased with my visit.

2025-01-22 19:13:32

I was completely satisfied with my visit.

2025-01-23 09:55:16

Everything was fine.

2025-01-23 10:01:08

Nothing

2025-01-23 10:53:49

No

2025-01-23 15:47:46

It's almost impossible to get a Drs appointment which is alarming for a huge medical centre. I have been ringing for 3 weeks

2025-01-23 16:39:42

Nothing

2025-01-23 16:49:13

No

2025-01-23 16:53:40

No

2025-01-23 17:06:48

N/A

2025-01-24 09:19:46

I have tried to speak to over male GPs at the practice about the same issue in previous appointments only to be shamed and not listened to. The previous appointment needed with no further action and has no potentially caused more problems by being told to wait a further year. I'm glad I trusted my gut and asked to see a female doctor this time.

2025-01-24 09:21:03

Offered me a coffee perhaps!

2025-01-24 10:53:34

No

2025-01-24 12:16:23

I can't think of anything. I was happy with the service just as it was

2025-01-24 14:21:33

Nothing

2025-01-24 16:12:18

Provide test results on line

2025-01-24 20:07:36

N/a

2025-01-25 09:54:01

N/A

2025-01-25 10:03:10

Car parking becomes more difficult .

2025-01-25 10:31:49

Minor detail..signed in on screen and was told I was upstairs but the system had got it wrong, it wasn't a problem just the poor doctor had to come up to find me

2025-01-25 11:30:10

I was seen quickly after being referred back to the clinic by Dermatology & felt assured & knowledgeable by Luis Sousa & Naomi.

2025-01-25 11:44:02

Nothing

2025-01-25 13:00:12

Less wait time - I waited over 30 mins

2025-01-25 15:27:40

Very pleased he never seems to rush you.

2025-01-25 21:45:18

Can't think of anything

2025-01-25 22:44:41

Nothing / all good. Despite the frequent press about the state of the NHS, I found the service to be excellent.

2025-01-27 11:59:55

Nothing

2025-01-28 12:47:35

Need to be on time appointment that's all God bless

2025-01-28 15:14:24

This was a strange surgery /dr we have only moved recently it would have been nice to have felt more comfortable and able to be supported and able to be open discuss the issues and be understood

2025-01-28 15:54:02

Nothing really

2025-01-28 18:56:49

I had to wait half an hour for my appointment, but I understood that this was beyond anybody's control, especially as my appointment was at the end of the afternoon.

2025-01-28 21:20:28

There is nothing Dr McCrae could have done better, but you already know that. Sure, I'm sad and fearful of what happens now, but I'm so happy for her to be making a change that will be good for her. We'll all miss her uplifting positivity. If all doctors were as kind, wise and time efficient as her, and helped us relax - I wouldn't be so uncertain. Please - whoever takes on my case - be patient. Thanks.

2025-01-29 08:45:08

Nothings even was great

2025-01-29 09:03:48

Nothing

2025-01-29 09:16:55

If there is a diagnose, it is good to write it down.patient can find more details through some basic research

2025-01-29 21:50:57

Nothing

2025-01-30 12:44:04

Nothing

2025-01-30 12:59:23

Not on this occasion. There is nothing wrong with the service at the surgery. It's the admin behind the scenes that is questionable.

2025-01-30 14:10:57

No

2025-01-30 14:53:10

Nothing

2025-01-30 15:20:55

Nothing

2025-01-30 17:04:51

Nurse was super and helpful

2025-01-30 17:05:49

Provide a much better way to get an appointment as trying to get through at 8am on a weekday is a nightmare for me. You could also staff reception desk until at least 5pm.

2025-01-30 17:12:40

Appt was 35 mins late, but I accept that this is sometimes unavoidable.

2025-01-30 18:27:12

Only issue is that on checking NHS app the 'scrapping ' results have yet to be seen. This maybe a normal time frame ?

2025-01-30 20:11:14

Nothing

2025-01-31 08:43:18

Availability of on line appointments as every time was sent a text link I went straight in but nothing was available

2025-01-31 09:17:57

Nothing.

2025-01-31 12:13:44

fix the car park problem

2025-01-31 14:49:10

Nothing

2025-01-31 15:09:52

Not sure

2025-01-31 16:41:21

Nothing

2025-01-31 16:52:16

See a different doctor. Make it clear that if you are late the sign in process won't work and what to do instead when receipt is closed after 4

2025-01-31 22:38:54

Nothing.