How likely are you to recommend our service to friends and family if they need similar care or treatment?

Responses from post appointment text F&F responses

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Very Good  | Good  | Neither Good nor Poor  | Poor  | Very Poor  | Don't know  |
| 298 | 38 | 6 | 4 | 4 | 0 |
| 85% | 11% | 2% | 1% | 1% | 0% |

This has to be presented to NHS England and the public as:

|  |  |
| --- | --- |
|  Would Recommend  | Would not Recommend  |
| 342 | 4 |
| 96% | 2%  |

|  |  |
| --- | --- |
| March 2024Text responses to question How likely are you to recommend our service to friends and family if they need similar care or treatment? Copied as sent  | Response |
|  | Willington surgery is full of friendly and knowledgeable people who are always happy to help, thankyou for consistently being a great surgery :) |
|  | Outstanding, I had a call to review my HRT, with Anna ( I think) she was so friendly, easy to talk to and made me feel so relaxed. Thank you, I really felt listened too.  |
|  | Everyone is very helpful and professional, although, not being able to book in automatically when seeing the nurse is annoying, instead, waiting in a queue to announce my arrival. She can tell me I need to use the bp machine after seeing her.  |
|  | The doctor was understanding and and thorough with her examination and explained the next steps and options to consider before my next gp appointment, next month  |
|  | Felt very relaxed, comfortable and listened to |
|  | Very well organised, with a very efficient service  |
|  | Quick efficient and all staff very helpful  |
|  | Fast efficint good caring doctor |
|  | The GP I saw was thorough , very helpful and kind. My appointment was on time and I felt listened to and received the help and care I needed. |
|  | Prompt friendly service. Well done ? |
|  | Everyone nice and friendly  |
|  | Prompt phone call. Useful discussion |
|  | Friendly staff and prompt appointment. |
|  | Short waiting time, very thorough examination and some great advice to take away with me if my problem should reoccur? |
|  | Lovely nurse,on time ,positive experience |
|  | Always helpful and go that extra mile  |
|  | A very pleasant experience, signed into the system electronically and was called for my blood test on time, no issues. Keep up the good work.  |
|  | On time, my injection was very well done,  |
|  | Dr Saunders is just the best! Very helpful, clear & concise with a lovely kind manner! |
|  | Bloods very easily taken, which is generally a problem. Very nice manner and very knowledgeable  |
|  | Just so caring and really listens |
|  | Helpful discussion  |
|  | The pharmacist that I saw was very helpful and sorted out my problem immediately. |
|  | Prompt service. The team have been in contact several times to book me in for a follow up, which was today and much appreciated. The doctor has referred me for further tests. You are all doing a great job. |
|  | Prompt efficient  |
|  | Quickly seen. Staff lovely.  |
|  | Only a short wait and came out feeling relaxed. Treatment completed.  |
|  | I have to arrange for an X-ray on my right foot on Monday, so until we get the results it's a mystery. |
|  | Call was on on time and advice was as I needed  |
|  | Excellent, Surgery, have always found this to be a top-class Surgery at top-class service. Thank you |
|  | whole team polite, helpful. i was early yet seen straight away. taking the blood sample was the most comfortable i have experienced to date and hardly felt anything.  |
|  | On time without issues |
|  | Because all was fine |
|  | Never seems to be a problem. Always get an appointment.  |
|  | The doctor listened and gave me time.The blood pressure machine in the foyer was useful and simple to use. ? |
|  | Seen on timeDoctor very friendly and efficient  |
|  | Called and was offered a same day appointment, was seen on time and received a comprehensive examination and resultant advice. Thoroughly professional and extremely efficient as always. Many thanks! |
|  | Today I was met with 2 delightful students, before seeing the GP and we're very thorough with my problem.  |
|  | Nurse was very professional seen as arranged  |
|  | Appointment was on time and Dr was polite and helpful.  |
|  | On time ? The doctor was thorough ? and explained what she thought was the issue clearly ? ordered blood tests and gave appropriate advice to help alleviate symptoms. |
|  | Easy to book in, not too long a wait to see Dr Wright who is always very approachable, she listens to what you have to say and is thorough in her examination and diagnosis. A real asset to our surgery. |
|  | Very informative  |
|  | Welcoming receptionist & warm welcome from phlebotomist  |
|  | The pharmacist was very nice and extremely thorough  |
|  | I am always happy with the care, support and help from all the staff at Willington Surgery. Today Annie the pharmacist has been really supportive with my medication review.  |
|  | Very professional and caring also no waiting. |
|  | Great Desk and nurse service. Quick effective and friendly  |
|  | From the arrival at the desk, onto seeing the Doctor everything was above satisfactory. I think that I am very very lucky to be at the Willington practice.  |
|  | On time phone callGood advice help full..willington always good.thankyou |
|  | Positive and reassuring experience. Bellas bus from school hadn't turned up and therefore she was late. Bella was still seen even though rhis was over the time. Thank you  |
|  | Efficient systems and staff, always an excellent service ? |
|  | Everyone is friendly and professional |
|  | I was in and back out very quickly |
|  | I want to lodge an official complaint as my wife had a well person on the 7 march she specifically said she didn't want to know her weight yet she has had it sent to her this is beyond not good enough I want this looking into see next message  |
|  | Caring and sensitive situation in a vulnerable situation. Thank you |
|  | Kept to appointment time. Quickly in and out for blood test. |
|  | Appointment on time self check in such a good idea .Dr Maronge suggested a treatment plan to try for a week .Prescription quickly dealt with by the pharmacy .Managed to park in the car park .All excellent Thankyou  |
|  | Caring attitude.  |
|  | Friendly and efficient service |
|  | On time as set for appointment  |
|  | It was a very thorough medication & health review. I felt really listened to. |
|  | Staff member friendly efficient and professional thank you  |
|  | Very kind, and helpful. |
|  | Because its true |
|  | I called for an appointment the phone was answered promptly, I came in seen the nurse for my blood test and was on my way, great smooth service  |
|  | No waiting around even though slightly early for my appointment. Helpful reception staff when I needed to use the monitoring machine. The nurse was very clear about what was going to happen and how the results would be provided to me. |
|  | Friendly and warm GP very thorough and reassuring. She explained everything and what I needed to do next. I left reassured.  |
|  | Arrived early for my appointment seen straightaway on my way home before the appointment time. Excellent service thank you |
|  | Very helpful and informative  |
|  | Over the years I've been to many surgeries with my job.And as a patient. And I have to say Willington surgery and it staff are very good at what they do. Can't fault it. |
|  | Doctor was very professional and eased my anxiety about my condition  |
|  | Excellent patient care  |
|  | I felt relaxed |
|  | Willington surgery is brilliant, thankfully we don't use you very often but when we do we always get an appointment and the doctors are marvellous In fact I want to thank you all for being so brilliant . |
|  | Seeing a GP who is familiar with my history makes for a makes for an efficient and productive consultation. |
|  | Reasurance of my condition which the Dr did. |
|  | Always. Always helpful, respectful and caring  |
|  | The lady was very efficient  |
|  | Prompt reply, extremely helpful  |
|  | Dr was amazing. No wait for appointment. Appointment was great and very helpful. I would never moan or complain if any issues but definitely would feedback positively when it's excellent, which it was today. Thank you to all staff.  |
|  | Brcause everyone was lovey and kind: |
|  | The lady was very understanding and thorough |
|  | No problems  |
|  | Brilliant. Friendly and simple. |
|  | Quick nd efficient as usual, thank you. |
|  | I was expecting a face-to-face consultation with the nurse. I was only phoned on the morning a couple of hours before the booked time to tell me it was a phone conversation. The conversation itself was excellent - your booking system seems unreliable |
|  | Quick, efficient and reassuring  |
|  | You called me to tell me my appointment time on the same day. I only waited 5 minutes to see the doctor.  |
|  | The staff were extremely friendly and helpful. The waiting area was spotless and my appointment was carried out very professionally and with no issues or waiting. Well done  |
|  | Attentive and listened. Provided good advice and showed care. |
|  | As always. Professional and caring |
|  | Doctor listened to everything I said and I never felt rushed. Doctor also understood my anxiety which helped me enormously. Very smooth system of getting bloods done and picking up prescription. Excellent service !  |
|  | Very helpful, polite and thorough  |
|  | Excellent patient service from the friendly receptionist booking me in to the blood test with the nurse.Nurse was friendly , professional and quickly put me at ease.This was my first experience at Willington Surgery. |
|  | Seen on time and excellent nurse  |
|  | Very good thank you  |
|  | Friendly and informative  |
|  | Quick and professional service  |
|  | Pharmacist very friendly and chatty. Appointment on time. |
|  | Excellent care as always. Thank you.  |
|  | Dealt with quickly and professionally |
|  | Well organised and no delay. Friendly efficient team at Willington.  |
|  | I booked a non-urgent appointment without difficulty - checked how to this previously |
|  | As ever the service was excellent, my appointment was on time and I was directed forward to solve my problem.  |
|  | Very good doctor, listens and good response |
|  | Julie Harrington is always kind, and explains things well, she is very efficient  |
|  | Helpful, efficient and friendly staff |
|  | Because I felt the doctor actually listened to me and was very helpful  |
|  | Very helpful phone conversation providing useful info and addressing my questions. |
|  | The pharmacist I spoke to was very helpful, friendly and knowledgeable  |
|  | Helpful when i arrived got me self checked in without a problem thank you |
|  | The appointment was very good but the app I received from the appointment assumed I was experienced in the use on computer apps. |
|  | Because everyone was so kind and helpful and went above and beyond |
|  | I felt my problems we're understood and dealt with efficiently. I have confidence in dealing with her in the future. |
|  | The doctor listened to me and was very helpful, this reduced the amount of anxiety that I was feeling . |
|  | Walked in and dealt within 10 minutes. Thanks  |
|  | Physiotherapist listened carefully, got me to try some movements to ascertain my capability and suggested trying some different exercises now received. A follow up in 1 month |
|  | Very professional  |
|  | Quick to answer when called, appointment within a few hours, doctor was friendly and helpful. |
|  | I went in early, and was out in 5 minutes  |
|  | I was seen on time and Anna was very knowledgeable and reassuring  |
|  | In and out within a couple on minutes  |
|  | Taken for appointments early. Joanne was very friendly and genuinely seemed to care. |
|  | Appointment on time, doctor was very good.  |
|  | On time, timely in relation to patient need. Professionally delivered service. |
|  | I was seen very promptly and the clinical pharmacist was kind and explained everything I needed to know  |
|  | The Doctor was very thorough and efficient and answered all my questions  |
|  | Appointment on timeDoctor kind thoughtful and knowledgeable Gave some good advice and treatment  |
|  | On time and very professional With questions and answers  |
|  | As always very good service and staff  |
|  | Very helpful,and friendly,with good advice. |
|  | Very friendly helpful staff  |
|  | Made me feel comfortable  |
|  | Excellent consultation with Dr Marange |
|  | Dr listened and asked appropriate questions. Made me feel comfortable.  |
|  | Everything went as planned  |
|  | Gp very professional and pleasant  |
|  | Courteous professional,in every way a pleasure many thanks. |
|  | Felt better for the chat |
|  | Quick service  |
|  | No problem signing in at reception, the machine to measure blood pressure etc. was straightforward, and my blood was taken by a very pleasant and competent nurse. |
|  | On time and friendly  |
|  | Always looked after very well by all the staff  |
|  | On time. Excellent nurse. |
|  | Visit with practice nurse, discussed options and agreed a plan |
|  | I could not check in as I needed to use the weight and blood pressure machine, I even checked with the receptionist if I needed to which she said it will not let me, I had to wait an hour for a blood test as she didn't check me in.  |
|  | On time, answered all of my questions effectively. |
|  | Quick and efficient.  |
|  | I walked away with a hopeful ending.  |
|  | Very helpful and polite  |
|  | Unfortunately the appointment was made a day to early so was a complete waste of my time and waste of an appointment New appointment has been made for 25/3/24 |
|  | Newly registered to Willington. The receptionist was helpful in giving directions. I was called in slightly earlier than my slotted time. The nurse was friendly and professional and administered my blood test quickly and pain free.  |
|  | I was contacted before my appointment time to arrange a telephone appointment due to bad traffic near the surgery. The gp called me on time and the appointment went well, Dr Wright listened to everything and dealt with it all efficiently and caring. |
|  | I cancelled my appointment but kept getting reminders. I cancelled it three times in all!! |
|  | Chemist gave me interesting information while listening to what I said!! Hope he can find a supply of the new drug he was suggesting.  |
|  | Extremely helpful nurse |
|  | On time.Pleasant phlebotomist  |
|  | Seen on time and professional phlebotomist |
|  | Friendly receptionist and nurse who did my blood test Not convinced blood pressures machine in reception is right It said 166. When I did it at home it's 110 ? |
|  | I was heard, understood and felt valued. |
|  | Very helpful in all aspects  |
|  | Very knowledgeable. Took time to explain things. And I feel confident he will look into things for me.  |
|  | The time taken to see me was very quick and Dr Makaca got me into be seen at the hospital very quickly which has meant that a nasty infection in my leg has been treated in time before it managed to progress too far. All the team were professional  |
|  | Went in on time and had a good experience with the nurse.  |
|  | Excellent service. |
|  | No waiting , efficient and cheerful nurse |
|  | All staff were helpful and polite - at my age it's good not to be patronised and all the staff were very pleasant  |
|  | Friendly staff, on time appointment  |
|  | The doctor called when they said they would & explained everything clearly to me about the next steps. |
|  | Efficient and friendly.  |
|  | Very pleasant staff treated on time with help |
|  | Adequate time for all my questions to be answered. Kind and understanding clinician. I always find Willington surgery staff to be friendly and helpful- sadly the pharmacy is less so.  |
|  | Very professional and considerate with explanation. |
|  | Telephone call was on time and subject discussed without feeling rushed. |
|  | My appointment was made for me the same day, Dr Maronge and the receptionist were very helpful and polite, very pleased with my appointment.  |
|  | Attended for a blood test which was relatively pain free. |
|  | In for my appointment on time and phlebotomist was very friendly. |
|  | Respectful, efficient and friendly service.  |
|  | Good appointment with dr satisfied with the results  |
|  | Prompt appointment time arranged. On time appointment. Known by my middle first name and this was used, unusual in my experience. Very pleased it was. Efficient consultation, gave me the information clearly and to the point. Great service. Thank you |
|  | Advice es very helpful but at times I found it difficult to inderstand |
|  | The GP listened to me. I felt like he cared. I wasn't rushed .  |
|  | I have really struggled to get an appointment. The first time I rang 100 times not to get through, the second day all the appointments had gone. The third day I went and queued outside the surgery at 8 o'clock. This is all very inconvenient.  |
|  | The nurse was a lovely lady very good  |
|  | The nurse was lovely very pleasant and helpful, it was a review and she went through all my details, put me at ease too |
|  | Friendly, seemingly efficient care |
|  | Very informative and kind  |
|  | Kim is a very caring clinician and always listens.  |
|  | Usual excellent service  |
|  | Polite and efficient |
|  | Dr was very nice and took the time to listen to me.  |
|  | Because that's what I think. |
|  | Understanding and no judgement lots of info about condition polite and courteous  |
|  | Given advice and a link for exercises. Would have been good to go through them at the surgery. |
|  | Went in on time and out in 5 minutes.  |
|  | Efficient and friendly  |
|  | I managed to get an appointment today which is a miracle and the dr was very helpful  |
|  | Got an appointment with a lady doctor like I requested. I did not have too wait to long for it. Was seen on the day quite quickly and was informed clearly if medication didn't work to make another appointment Doctor was lovely thankyou  |
|  | Friendly welcome, nurse Julie explained my results from yearly update  |
|  | Dr Marongue was very kind and reassuring. |
|  | Auto check-in did not work but staff were friendly and helpful  |
|  | Excellent service. Doctor listened to my concerns and advised way forward. Blood test arranged and carried out immediately before I left the surgery.  |
|  | Staff, phlebotomy and Wendy Cardon all friendly and efficient  |
|  | Very kind and considerate staff. Always happy to help with advice and treatment. |
|  | The doctor was extremely efficient which was very reassuring.  |
|  | Clean surgery, friendly nurse. Seen quickly |
|  | On time, pleasant staff, easy parking at that time of day.  |
|  | Got me an appointment on the day I called. Doctor assured me it wasn't thrombosis but didn't know what it was so recommended rest, pain killers and physio but said if pain didn't go or it swelled to come back. |
|  | Have felt very supported and looked after during a tough time, can't praise the surgery staff enough. Dr Wright has been brilliant in fighting my corner and helping me get back onto the road to recovery. Thank you  |
|  | Staff are always very friendly and helpful. |
|  | The doctor listened to what my problem was then asked the questions he thought were appropriate. He examined me then said all seemed OK but that he would like me to have blood tests & an NHS test that would come to me through the post. |
|  | On time and charming phlebotomist.  |
|  | Very professional but also make you feel comfortable  |
|  | I arrived at the surgery, didn't wait too long. Saw the Dr, who was very attentive, listened to me and gave me his views. He said he would text me a phone number to book an X-ray, which he did and I made an appointment. Sorted for now, and wait. |
|  | I've spoken to two gp's, managed over the phone helped fitting in around work. I felt listen to, the problem was sorted. Swab results acted upon and medication prescribed promptly. Reception staff helpful and efficient! |
|  | Everyone at the surgery always goes above and beyond to help every patient. The reception team are amazing and always professional at all times.  |
|  | Prompt, efficient and friendly service, thank you! |
|  | Excellent |
|  | Good plan going forward  |
|  | Dr was very pleasant. |
|  | Quick and efficient |
|  | Quick and polite professional Surgery  |
|  | I am 35 weeks pregnant & concerned about my baby's health & asked the dr to listen to his heartbeat to be told you don't have that piece of equipment (I find it hard to believe there isn't one of them in the entire practice) to do so.  |
|  | On time |
|  | very efficient staff helpful and understanding. |
|  | I came in early for my appointment and was seen straight away. The lady I saw was very kind & gentle. Thankyou to all staff. |
|  | Quick and easy |
|  | Dr Farrow was very kind, gave helpful explanations and realistic expectations. Thank you.  |
|  | Dr Fletcher was brilliant-explaining everything-I was very pleased with the appointment  |
|  | So well organised and the staff were so lovely and helpful. The surgery is welcoming and calming.Felt like I was listened to and for the first time in a long time, felt like I'm not on my own regarding my health. Felt safe and supported.  |
|  | Staff and Doctor very good |
|  | Warm and welcoming very friendly five stars for this practice  |
|  | Well organised,very friendly |
|  | Offered an appt the same day. Short waiting time. Dr kindly wore a mask. Good facility to get BP checked on the machine (helpful staff member when I went to use it). Thank you! |
|  | Prompt friendly service.  |
|  | Lovely caring staff who offer good advice |
|  | My medical problem arose very quickly so when I phoned at 8 o clock in the morning despite being 18th in the queue. I was seen that morning. Which was very good. |
|  | Because I thought it was a good conversation.  |
|  | Seen promptly. Nurse informative and kind |
|  | Everything was excellent from entering the surgery,having my ecg and leaving. |
|  | Very understanding and arranged personal appointment  |
|  | Seen on time & friendly & efficient lady who took blood |
|  | The doctor had a very pleasant manner and explained everything very clearly.  |
|  | I always get good service from you guys  |
|  | It was a late made appointment which me reassurence |
|  | Because I was seen at the time I was given and both people I saw was very kind and helpful  |
|  | Once again the difficulty in getting an appointment lowers my opinion of the surgery. Once I get to see a doctor I have no problems with the experience.  |
|  | Friendly and reassuring  |
|  | Dealt with on time and in a friendly manner  |
|  | Dr Maronge was really kind to my 8yr old son who felt quite nervous & awkward about his appointment. He explained everything to him & even made him smile with stories about medicine yrs ago! Thankyou for being kind and reassuring. Much appreciated.  |
|  | Disappointed in accuracy of appointment time ie given as 8.50 on NHS app and didn't take place until an hour a d a half later. Telephone appointment not for me. I would prefer face to face. |
|  | Quick, easy and friendly staff |
|  | Dr. Maronge was understanding and caring to my needs |
|  | Great service, with a smile |
|  | In on time, very quick and efficient  |
|  | Provided a good service  |
|  | They were very thorough  |
|  | Lady I saw was very helpful and kind. She listened to me with no judgement and was very helpful when I asked for some advice.  |
|  | Unfortunately i didnt feel like i was being taken seriously by the GP who had a rather condescending attitude, not something i want to feel about what is already a sensitve and vunerable situation for myself |
|  | Seen for appointment on time and HCA was able to answer my question as to reason for blood test |
|  | Everything was on time and dealt with efficiently and professionally  |
|  | Annual blood test - efficient and on time, as usually happens. |
|  | I was given the time to discuss various concerns I needed to talk about  |
|  | Dr was very nice and directed questions to me not my mom.  |
|  | Arrived early for my appointment and was seen within 2 minutes of sitting down. Phlebotomist was welcoming and efficient. |
|  | The nurse was lovely throughout the appointment explaining what was happening the whole time.  |
|  | Everything was very professional  |
|  | I came from Ukraine, before reting I worked as pulmonologist. When I went to Willington Surgery, I was greeted veri friendly. The doctors and nurses at Willington Surgery are veri qualified and friendly. Thank you for your assistance pro |
|  | Was in and out no problems  |
|  | Friendly, helpful and understanding. |
|  | Helpful as always and reassurance  |
|  | I think Willington surgery is great. I've recommended it to my son and daughter-in-law and they have now joined the surgery too. Doctors and nurses lovely and receptionists very helpful |
|  | The doctor called on time and listened to what I was actually saying.  |
|  | It was good but there was,half an hour ti waite  |
|  | Dr Salem was very thorough, understanding and patient with me. Thank you. |
|  | Notified by text that the doctor was running late, to save me sitting waiting for a long time. |
|  | Given same day appt. Appt on time.  |
|  | Very efficient not that I visit surgery very often. Very friendly nurse. |
|  | Very competent and professional staff  |
|  | Very kind of the doctor to see me at short notice  |
|  | No |
|  | Efficient, great service. Excellent  |
|  | Doctor was very helpful and reassuring, he explained clearly what problem was, how prescription would work and about follow up |
|  | Prompt and smooth . |
|  | Love Dr mcarva very thorough |