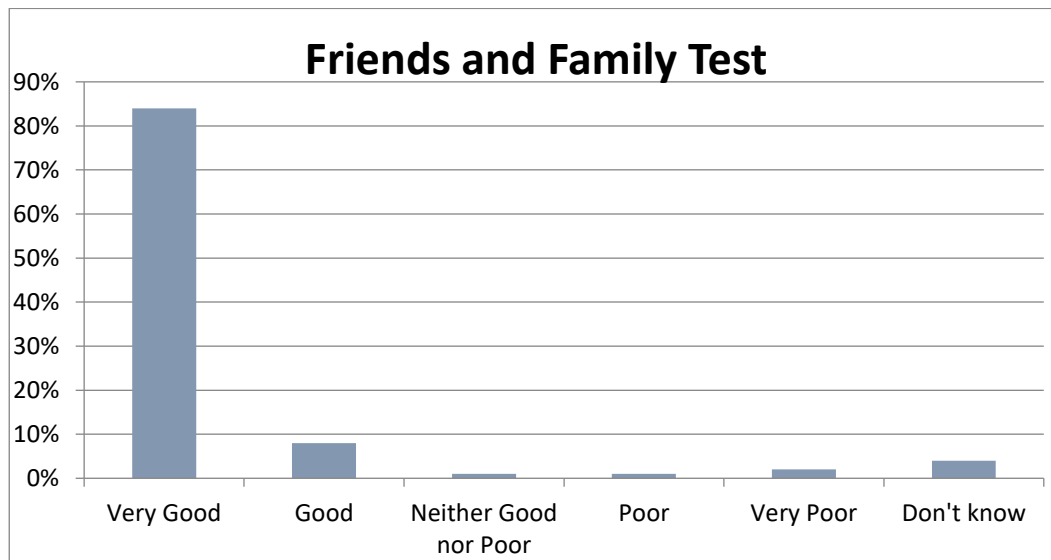


Friends and Family Test March 2022 Summary

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

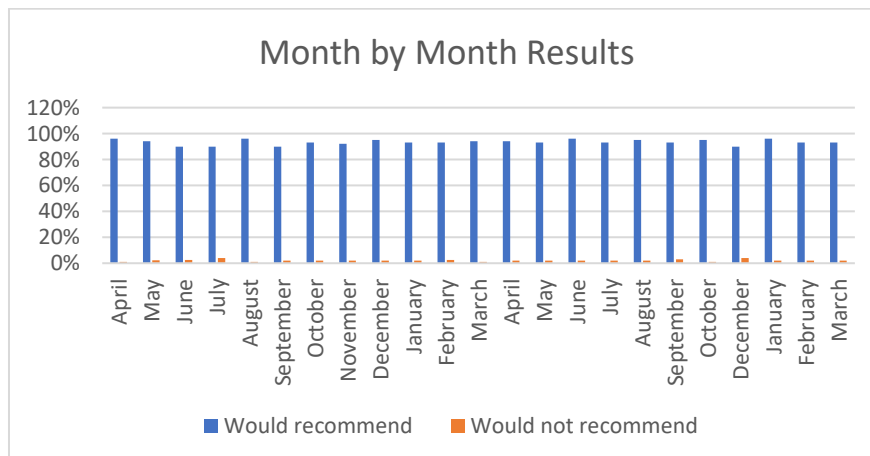
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
352	32	2	4	7	20
84%	8%	0.5%	1%	2%	4.5%



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

Would Recommend	Would not Recommend
384	11
93%	2.6%



Friends and Family Test March 2022 Summary

Can you tell us why you gave the feedback to our Service? (Text responses)

Comments from Friends and Family responses March 2022 (Texts as sent)	Had the pleasure of seeing Dr. Siva at Willington Surgery and I am very impressed
	Appt on time and efficient
	My appointment was due today at 1.40 ,due to an error on my part I got there at 2 35 . But the receptionist contacted the nurse and she fitted me in. Many thanks
	Because they go above and beyond to accommodate patients. Instead of resistance to get you a Dr appointment you are helped. The Dr are always happy to see you
	Doctor was very thorough & set up checks beyond my expectation
	Because the nurse was compassionate and reassuring when my child felt nervous
	Appointment was on time. Dr Makava was friendly and professional. She prescribed some drugs that will hopefully work
	Dr Cowley was great as always, helpful, understanding & thorough. My problem as always is trying to get an appointment. When receptionist didn't even want to listen
	Prompt attention and the Physiotherapist was extremely courteous and professional.
	Friendly, informative and felt I was listened to and had my needs met
	I was given an appointment when I needed it, and the doctor was very helpful
	The doctor was very caring understanding and listened to me and was very helpful
	Went in on time, only in 5 mins excellent service
	Didn't have to wait very long and answered any questions
	The doctor couldn't have been nicer thank you.
	The doctor made me feel really at ease and I appreciated his honesty
	Excellent service-and attention by dr Cowley
	The dr was so caring and understanding of my daughter who is ten years old. Thank you so much
	It was just the way I was dealt with.
	Lovely greeting when I saw the doctor then she listened, checked my problem and sorted what was to be done. No rush.
	As always the staff are very polite and professional. I saw a new doctor on my last visit and she was very helpful. Many thanks.
	Got an appointment same day and antibiotics to deal with illness. Very efficient
	As usual Wendy was pleasant and helpful
	Nurse was very understanding and made me feel at ease even though inside I was crying from relief of what has been a traumatic time
	As always this surgery has kind professional doctors doing an amazing job.
	As new patient, rec excellent response & service.
	Following a telephone conversation requesting advice I was asked to attend the surgery. The appointment was on time and Dr Farrow supportive with advice.
	Prompt efficient helpful male doctor
	Very pleasant and good staff
	Very happy with my appointment
As always the service and efficiency at the surgery is second to none	
Nurse Clare, who I had appointment with was very nice put me at ease, first time I've seen her after Wendy left and would be pleased to see her again	

Friends and Family Test March 2022 Summary

The doctor was really informative, made my daughter feel at ease, and he had a lovely calm manor.
Rarely visit but always kind and considerate when I do and helpful thank you all
All is good with our surgery I dont have any issues.
The doctor took me seriously & requested some blood tests to try to find a reason for my symptoms.
Short wait. Easy booking in system. Professional service.
The service was good and friendly thank you
Quick and very helpful
I was expecting a call to my mobile number, and only got a call to my landline, so I missed the appointment as I was out. Would have been even better if both numbers had been tried
Helen excellent
Excellent approachable staff. Excellent and competent service. Thank you
I have always had good and prompt service from the surgery.
Appointment was made for my 7 year old son an hour after calling in to the surgery. Dr Marange was amazing. He made my son feel really comfortable, chatty and professional
Because it was good I was in n out at the time you booked me no Hassel it's normally always like that, we're lucky to have such a good GP
Appointment was on time, nurse was efficient, very nice friendly.
Very long queue at check in and the automatic check in machine was not working. Meant I was nearly 10 mins late for my appointment.
Appointment on time and staff very efficient.
Every one is so nice
The service I got was very good
Receptionist was helpful
A very good doctor
The doctor was very nice and I didn't feel rushed. He was very thorough also
All was dealt with for me. Appointment for call back as required. Very helpful and efficient staff.
The staff are all caring, considerate & professional at all times
Always excellent service at this surgery
Seen on time and professionally dealt with
Because i was able to get the appointment with the doctor i requested
Professional efficient & friendly team I'm so glad I'm with Willington surgery it's by far the best!
When I arrived this morning I tried to sign in but apparently the sign in system wasn't working. This wasn't immediately obvious as it was scrolling me, then I had to queue at reception
Efficiency. Respect. Care.
Dr Saunders and the nurse I saw were both fantastic, very kind, knowledgeable and reassuring.
The doctor dealt with my concerns very efficiently.
The service I received was excellent from start to finish Thankyou
Really helpful physio appointment with Tarik. Good communication and a plan moving forward. Thanks.
There were no problems
Walked straight in to my appointment with the nurse
Excellent service from reception, the Nurse and Doctors that all dealt with me today

Friends and Family Test March 2022 Summary

Excellent service and customer care, no waiting time on the phone and extremely caring professional doctors who have called me over the phone I would like to be seen
Blood test appointment at 8.30 in and straight out in few minutes.
This morning was very efficient, the nurse whom took my staples out was very kind and helpful, gave good advice , helped me to sort out with the help of reception team
I wanted to see a GP at Willington Surgery on Tuesday and I got an appointment for Thursday morning. Under present circumstances I feel that the Surgery does well
The way Doctor explained to me that's why?
Nurse Wendy was very professional and a nice lady made the appointment stress free.
Joanne could not have been more professional, she went through all aspects of my asthma and other things as well. She was friendly and helpful throughout
Again really great service from start to finish. The Dr really listened to my issues and did positive actions.
The Doctor was very caring and immediately instigated further investigation.
I got there on time and I was seen on time what more could I say but thank you all Grate service .
Nurse was excellent; professional and pleasant. 10 minute delay before being seen.
In on time, speedy efficient appointment with Julie
Was waiting for 40 minutes to be seen
Because the service was good and efficient
good service, lovely surgery, professional, clean and my appointment was prompt. Very friendly staff
Always receive excellent care from the nurse.
I felt completely listened to. The doctor was kind and listened to my issues, then referred me to an expert. Couldn't have asked for more.
Very little waiting time, doctor was very good at explaining things
Appointment was on time and the doctor was very caring and dealt with my medical issue
Quick simple service, no problems
I was seen quickly, and she was very nice.
Excellent service
Excellent service from Wendy Cardon
On time and very helpful
Dr Makava was so lovely, she made me feel very valued as a patient & not rushed. She was very kind & caring, thank you
Prompt efficient service
The person doing the procedure was warm and friendly and conducted the procedure with due attention to my ongoing needs. The receptionist was helpful
Always a friendly welcome from the phlebotomist which puts you immediately at ease for the forthcoming withdrawal of blood!
Excellent service, Sharon very good plebotomist.
Wendy is an excellent nurse. Always friendly and efficient
positive consult.. new information.
Excellent care and advice given. Perfect service. Appointment on time. 10/10. Thank you.

Friends and Family Test March 2022 Summary

The Doctor i saw was very professional and though I had never met him before gave me confidence in his assessment of my problem. He also referred me on for hospital appointment
Felt so relaxed and at ease. she looked caring and wanted to help me.. wish all doctors are like her.
Got a prompt appointment and doctor understood my problem.
Appt was bang on time even though the booking in screen told me to expect a 17 minute wait!
Nurse was kind and caring
Julie Harrington was excellent this morning and helped with other queries I had.. She's a credit to your team..
Dr Makava was amazing. Rebecca receptionist was kind and professional
Always receive good care when attending appointments-very informative and helpful.
The doctor I saw is lovely
Very friendly nurse who made my young daughter feel very comfortable while having her jabs.
First response was good and appointment made same day. Consultation very good and further treatment quickly made.
Friendly ,prompt and professional service .
Swift efficient painless and got bloods first time. Highly unusual for me veins rubbish
Because there was no waiting and I was treated well.
The Dr understood my problem and reacted positively with understanding.
My problem was dealt with and sorted quickly
I was able to get a face to face appointment and Dr Makava followed up a secondary question which resulted in a dermatology appointment this Friday.
Brilliant service , got me in for blood test at very short notice, all the staff are excellent, you should be very proud
The service was quick and efficient
The Nurse who took my blood was chatty and as usual really nice and knew who I was
It was very good service from telephone to seeing the doctor
I had a little wait but no problem
I was seen on-time and the clinician dealing with me put me at ease and explained everything to me very well.
Friendly service. Taken within expected timescales
Excellent service on arrival. Although, after calling ahead to state I was on my period and may need to alter my smear test appointment, I was told over phone to still come in
Because I was so pleased to have appointment which was very easy process today and so pleased to see Dr Saunders as she knows me well. Appointment was fine
The on line check in to avoid queue at reception is very efficient and dr Saunders was so nice and lovely and saw me straight away. I am new to the practice and very impressed
I could not check in on the screen. Waited nearly 15 mins to check in reception due to Q. Told by nurse that I had been checked in earlier as arrived
The doctor was great but due to the ridiculous NHS system rather than send me for an MRI I have to have blood tests, x-Ray first before that can happen.
Calm efficient atmosphere , pleasant helpful staff
On time very friendly & efficient

Friends and Family Test March 2022 Summary

The appointment was excellent. The doctor was running quite late which I appreciate is unavoidable. This is the only reason it was a 2 and not 1.
Appointment on time nurse kind helpful and knowledgeable and efficient
Pleasant & polite efficient staff
I text Good because the surgery was quiet and parking was easy. The lady giving the vaccination was polite friendly and interested in her job.
It was safe. This was my first visit for an appointment. I really liked the self check in. The doctor I saw was so reassuring. He listened to me and explained things carefully
Nurse was friendly at put my daughter at ease
Se right was very helpful
GP checked out my concerns and because of my medical history has sent me for an x-ray treatment
Absolutely amazing service from both the reception team and the Dr. This is the most friendly and understanding surgery I have ever been registered with.
Because I rang up at 1.30 and got to see Dr Farrow at 4.10 very much appreciated ...and can I say the young lady on reception was just wonderful .
I spoke to Clare who was polite and very professional and thorough. Great service and advice. Thanks again
Advised by person I saw that the wrong appointment duration for required tests had been booked by reception staff. Planned tests couldn't be carried out,
No wait and well organised.
Quick service at short notice was seen and patched up well with.Good advice and follow up appointment .
The self check in worked the Blood nurse was kind and sensitive and the young girl on reception was calm and very helpful when I was using the blood pressure machine
Very competent and professional
Appt on time very good information with ms goss highly recommend her
Always so helpful thank you
had to wait at reception
I was booked for 930 and was seen on time the practitioner taking my bloods listened to what I said. Blood was taken even though I didn't have a form
Appointment on time good information from your member of staff
Blood test great wait at reception too long no one there 5 people waiting
Quick, painless and pleasant chat.
Very professional and efficient, explained everything really well.
Went in exactly at the time of the appointment, bloods nurse was friendly efficient and checked all the details of what/why the bloods were being taken
On time and thorough...you are all amazing
Incredibly efficient
Doctor explained all her actions in a very understanding way. Made me feel very relaxed. All done in a professional manner. Excellent service.
Was seen promptly, needed anti viral treatment and advice.
Polite and timely appointment and I was shown genuine interest in my condition and not just a box ticking exercise for QoF points. Nurse was very thorough
Efficient friendly service
Excellent and thorough examination by GP
The nurse was caring and understanding
On time, as usual. Nurse was well organised, efficient, knowledgeable and courteous.

Friends and Family Test March 2022 Summary

Very friendly and safe.
Managed to get an appointment with a Doctor within 2 hrs. Please keep up this excellent service
Quick telephone appointment and follow up face to face same day
Dr. Makava is a lovely person
Quick service, lots of hand sanitiser, the nurse was very friendly and reassuring, answering all my questions in a very professional and friendly way.
The nurse was lovely
Julie was knowledgeable, kind, caring, excellent manner
Brilliant doctor that listened .and her treatment for Epplie manipulation is brilliant thank you!!
Dr Saunders is a very good, thorough, caring doctor, and i have confidence in her on the occasions I have to visit. That goes for all members of the surgery.
I signed in and before I sat down I was called in by the nurse for my appointment and dealt with quickly and efficiently.
All round good service from making the appointment to coming in to the surgery. Thank you.
The doctor was really understanding and patient.
I got through relatively quickly this morning, got an appointment at lunchtime with the nurse. She assessed and treated me. No follow or waiting for me
Great delivery of service by reception, Dr. Saunders and the pharmacy. Thankyou so much .
Very prompt attention & personal consult with Dr. Doctor very pleasant, helpful & kind. Thank you to all Staff
Because i had very good treatment.
Fast service. But pity screen not working telling you which room to go to to make even more efficient
Great, friendly service.
Appointment ran late
Both doctors Moronge and Saunders were so through and After one day I feel 100 per cent better
Prompt, efficient and friendly
Dr Wright showed extremely good patient care. She was concerned to ensure I received a proper diagnosis from a consultant instead of being fed with different advice
Called for a check up, had an appointment an hour later, fast and efficient
Quick response to a prescription asked for and after speaking
The doctor helped as much as she could: frustrated with long waiting list
Very easy to talk to doctor, did not feel rushed and felt that she listened to what I had to say
On time appointment. Very pleasant doctor who listened to my problem. Gave me assurances about my condition and offered to see me in 2 weeks if it had no improvement
Very helpful and professional. Much appreciated
Friendly reception staff, appointment booked for the day of ringing, never have to wait long once at the surgery, have always seen friendly helpful
Very quick.
Appointment punctual. HCA very caring, professional and efficient thank you
Good service from nurse as usual
Because the nurse who I had was lovely and professional!
Very efficient. Pleasant and courteous staff.

Friends and Family Test March 2022 Summary

The doctor I saw was friendly, helpful and empathetic. Really happy with the service.
My appointment was on time and the nurse was very thorough on the procedure I was having.Thanks.
The nurse was very good and explained everything very clearly that is why I scored her high
I came for a smear test, the nurse was so nice
Appropriate use of meds
Easy check in. Minimal wait. Smiling staff.
Straight in, no waiting, masks on + sanitizer available, always friendly. Thank you!
No waiting and fantastic support and care from Julie the nurse
Prompt, professional, friendly and answered questions
I had no problem getting an appointment
Lovely midwife, app on time
I saw the doctor at the time I was given and he was very helpful and thorough
I was seen by Dr Maronge who was very good with advice and showed a knowledgeable and caring side
Very helpful advice
Very efficient service the doctor I spoke to listened well and addressed all my concerns. Thank you.
I received excellent help using the measurement machine (9:20 appt)
What a shambles at reception. Had to use machine for my blood pressure, result totally wrong. Why can't the nurse do everything as usual, she took bloods
Seen by health support worker, had a blood test and was seen straight away and was in and out within 10 minutes, very efficient service
I felt like I was really listened to. I was seen on time. The prescription was sent to my pharmacy of choice straight away. The dr and the reception team were excellent
Dr farrow Gave a good examination and explained everything clearly, she made me feel comfortable and she was extremely reassuring
Although there was a small wait to check-in I understand the pressures on staff in these difficult times. My blood test was conducted very professionally
Absolutely fantastic really pleased with the Doctor she was very kind and made me feel very good would recommend anyone to have an appointment with her
Able to get appt on the day I called. Pleasant receptionist GP very good and helpful.
Run well brilliant staff
Dr Saunders was so pleasant and really very helpful. It was a pleasure to see her again after so long.
Dr rang in allotted time and arranged medication and an appointment for in the morning
Phoned and managed to get an appointment within 1hour
Appointment with the doctor 2 hours later, fantastic service thank you for the print and efficient response
Very quick and efficient.
Efficient and friendly.