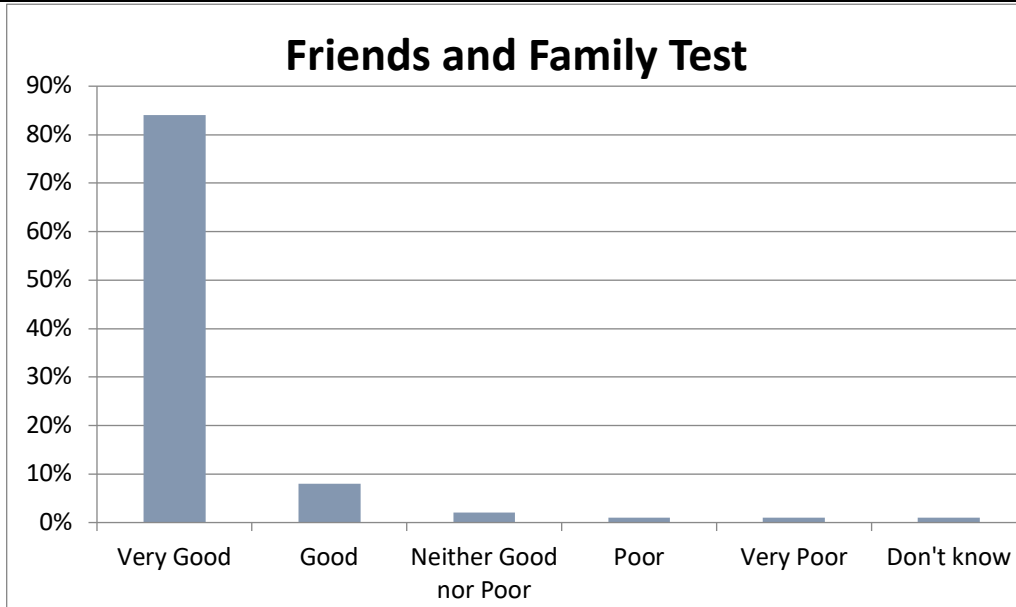


# Friends and Family Test August 2022 Summary

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

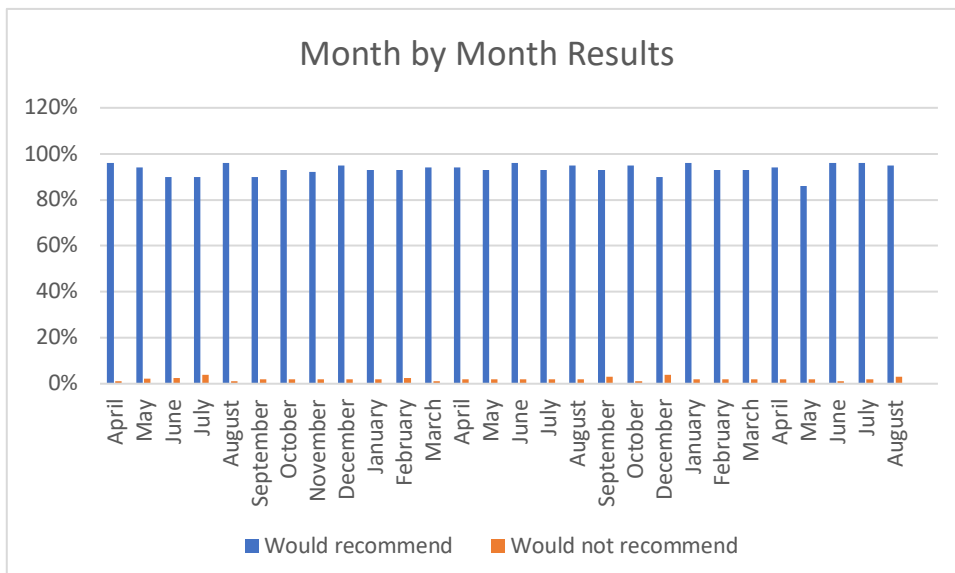
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
244	31	5	6	4	1
84%	11%	1.7%	1.8%	1.2%	0.3%



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

Would Recommend	Would not Recommend
275	10
94.5%	3.4%



## Friends and Family Test August 2022 Summary

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

<b>Comments from Friends and Family Responses (August) sent by text and recorded as sent</b>	<p>All was on time and my appointment was made speedily. Staff are always friendly and polite and efficient. Well done Willington surgery</p>
	<p>Self checkin avoided unnecessary queuing. The waiting area didn't have too many people in. Important whilst Covid is still around. I was seen promptly.</p>
	<p>Excellent service</p>
	<p>As usual the staff were all very pleasant and helped me use the weighing machine for the first time which I thought was a marvellous idea. I always feel cared for.</p>
	<p>Nurse and receptionist very pleasant and efficient</p>
	<p>On time ... helpful in trying to sort out my problem... stressless visit.</p>
	<p>The doctor really listened to my problems. Great service again. Thank you.</p>
	<p>After explaining my problem to the receptionist, she suggested that I might be better to have an appointment with the physio initially and offered me an appointment time later in that day. The physio examined me and gave me an exercise sheet.</p>
	<p>Straight in and out no hanging about</p>
	<p>Seen on time. Friendly nurse and didn't feel the needle!</p>
	<p>On time. Efficient</p>
	<p>Prompt app't time, pleasant and reassuring staff.</p>
	<p>GPS listened carefully and came up with help.</p>
	<p>The nurse I saw was lovely. I was a bit nervous but she put me at ease. Reception were helpful too</p>
	<p>Had a 15-minute wait otherwise I would have said very good! Really happy with the way the dr dealt with me &amp; in a calm / considerate manner, she also listened to what I had to say. (Didn't make me feel like a nuisance)</p>
	<p>Because I was very satisfied with the attention given to me</p>
	<p>Very efficient and came away with next appointment</p>
	<p>I didn't feel like I was listened to and was rushed out of the door. I've left feeling a bit frustrated and not sure if I can get the medication that's been prescribed to me due to a shortage. It's worrying.</p>
	<p>I received good and kind service right from my phone call to make an appointment.</p>
	<p>Seen promptly</p>
<p>Very easy check in. Clean and lovely waiting area and wonderful Dr. Gave me so much time with my issue and arranged bloods and explained fully potential next steps. Feel so much better after speaking with Dr Saunders. Thank you</p>	

## Friends and Family Test August 2022 Summary

Very good listener and took time to explain how tablets work. And took time to ask if I needed someone to talk to!
Quick and helpful as always
Quick and appropriate treatment
Like the self-service check-in. Prompt appointment and happy with doctor.
Willington Surgery and the doctors there are awesome.
After a dog bite whilst being covid +ive, I needed a tetanus and prophylactic antibiotic cover. Dr Wright and the lovely nurse who administered my injection, came to see me in the car at the surgery, so I didn't have to go in the surgery. A+ thanks
Lovely doctor, made me feel really at ease.
Really efficient online consulting system Spoke to registrar and GP who were both kind and helpful
Care and doctor were fantastic as was the receptionist. I did have to call three times to get an appointment though, several weeks after having to cancel due to covid infection
Appt was on time, the procedure was conducted in a professional manner within a courteous & pleasant attitude.
Because the treatment was as usual very good
No issues experienced. Friendly. Not significantly late.
Seen before time allocated. Felt very safe in surgery not many people, most wearing mask. Very friendly staff. Excellent!
I got all the answers I needed? the doctor was very thorough
Excellent practice nurse. Quick and efficient. Professional manner
I felt patronised and not listened to. I also have to wait 2 weeks for a simple blood test, the wait is going to cause my anxiety while I carry on experiencing symptoms.
Fantastic service managed to get me an appointment despite it being mid-morning
Not rushed very professional easy to chat with Dr.
I received an appointment that was both on time and very helpful. A request for the desk staff was dealt with efficiently and politely.
Quick and on time
Quick and efficient.
Simply first rate. Explained everything perfectly.
On time and a quick and efficient service.

## Friends and Family Test August 2022 Summary

I rang this morning for an appointment, and got in at 9.50. Doctor sorted different medication and gave me a number to ring for an X-ray. Rang and got an appointment for 6.30 tonight. Absolutely brilliant thanks.
Saw the doctor on time. Everything went like clock work
Very little time waiting and the nurse took care to explain what was going to happen
On time, polite friendly phlebotomist. Thanks Sharon.
Very professional, explained everything and injection was ok, thank you
Discussed allergy testing and was told to find out what it was and avoid. Lips and mouth swells up and she had a real pain in stomach and blotchy rash, threw up and all resolved. Will be in touch when she has anaphylaxis
Couldn't fault the interaction
Was seen on time and was treated in a professional, courteous and friendly manner.
The nurse gave me full information about my appointment and made me feel very relaxed
Appointment on time
Appointment on time, lovely bright, efficient and friendly student nurse Jenny. In and out quickly, couldn't ask for more.
On time, lovely nurse. In & out in less than 5 minutes. Thank you.
I felt at ease throughout. The appointment gave me the opportunity to ask necessary questions and receive reassuring replies.
Pleasant staff and on time. Safe environment
This was my first ever appointment at the surgery having only recently registered. The receptionist and the student nurse I saw were both pleasant, helpful and competent.
Was listened to and appropriate action taken.
Informative, professional 10/10
On time, covid provisions in place for those who wanted them Understood my appointment and successful outcome
Ease of appointment, appointment was on time. Great manner.
On time very good
Seen promptly and dealt with efficiently.
The service itself is very good but dialing in for an appointment at 8am is stressful and very time consuming
Appointment on time and nurse very pleasant
Seen on time and rapidly & pleasantly dealt with - as is always the case for my blood tests.

## Friends and Family Test August 2022 Summary

I was seen quite promptly, the doctor listened to all my concerns and has suggested that some should be checked which has put my mind to rest
arrived 10 mins before our time booked in on screen ok 10.15 went to desk did it say we had o yes she said just take your seat they call you soon 10.30 phlebotomy nurse comes round the corner and sees me and said you're here ! get your systems sorted
Knowledgeable and friendly nurse.
Didn't have to wait and very pleasant as usual
The nurse who did my annual review explained everything well and had time to answer questions.
Computer was not working and no receptionist at desk to notify we were on time for our appointments
The nurse was lovely. (always is) Really friendly and professional.
Quick, efficient service, Very caring and polite.
Always helpful and efficient.
Got appointments quicker than usual
Wendy was a friendly person, who explained, why she was giving me a particular vaccine, and the possible side effects following the injection. She was very informative and I felt completely at ease with her, and able to join in the conversation.
On time, no fuss appointment. Wendy was very friendly and helpful answering all my questions prior to the injection Thank you
Tariq took time to explain and talk through my concerns. He was reassuring.
First time seeing Dr Cowley very professional and thorough. Understanding approach which helped me greatly
Easy to book in on self-service screen, minimal wait in waiting area, together with quick and efficient taking of blood sample. In and out within 5 mins.
I was seen very quickly and looked after very well.
I went straight in and was treated very professionally.
Gp gave me time to explain problems. Good advice received. Excellent communication skills.
Very nice, friendly doctor. Unfortunately the mental health services across the UK are poor partly to do with funding / staffing and services being over stretched.
told I had to book non urgent appt because there were only phone appts left which were no good for swollen ankle, booked non urgent, told I could only have a phone appt, doc rebooked for face to face appt. A bit drawn out and unnecessary
Long wait at the reception (twice!) but GP was v good.

## Friends and Family Test August 2022 Summary

Very helpful, caring and listened well.
Same day appointment, and hadn't rung the surgery till lunchtime , which is really good! Minimal waiting time, I particularly like Dr.Wright, as she has a really pleasant manner. Examination and discussion around the nature of my concerns, offered.
Receptionist was very helpful cheerful and kind sorted everything out I asked
Pleasant receptionist and efficient service
The nurse I saw was lovely. She was very accommodating when I said I was nervous and kept me talking the whole way through.
Check in is automated and seating well-spaced. The phlebotomist who took my sample was very profficient and pleasant.
Out 10 minutes before appointment nurse very good
Excellent service. Very understanding receptionist and helpful staff.
I rang at 9am concerning a worrying mole & was seen at 11.10am the same day.
Always prompt service
Polite and professional staff, excellent Doctors.
I consider that I am polite to them then there response is the same.
I work away in Somerset was trying to get back in time for my appointment but was held up in traffic sorry
Amazing service! Same-day phone consultation from GP, who could not have been more helpful. Referral for x-ray sent immediately (already booked for Sun am!), face-to-face appt for Mon am, and advice on what to do over the weekend if needed.
Every person at Willington (inc of course the GP) seemed to want to help and did so.
On time, friendly and efficient.
Everything was excellent
Efficient and did not have to wait an excessive time
Very friendly staff member Listened to my queries and very positive with resolving them. Overall pleasant experience
Appointment was a little bit late but the doctor was very helpful and reassuring
No fuss booked in seen the nurse. very helpful
Courteous, professional call and through discussion regarding my medication
My appointment was by telephone at 10.15am. The telephone call came approximately 2 hours later and I was driving my car and couldn't answer the phone.
Friendly and professional nurse
It was thorough and settled a few queries.

## Friends and Family Test August 2022 Summary

The appointment was very informative and helpful
I got to see someone straight away, I filled out the online consult form which is easy and quick to do, and easier than hanging on the phone.
Very helpful pharmacist review of my repeat medication, including discussing those not yet on repeat and how to proceed.
Got same day, appointment, no waiting at the surgery, felt listened to, had an examination and treatment options were offered appropriately
Doctor very good, kind and listened. Good exam and good outcome with follow up Positive feeling for me
Good service calm atmosphere staff helpful at all times Thank you
service was brilliant and doctors were very informative
Very helpful receptionist
Because the nurse I saw was brilliant....
Very efficient service
Nurse was extremely thorough and shared valuable information and tips to assist with our trip to South Africa.
Prompt, friendly, professional, clean
Seen at appointment time very pleasant helpful consultation went surgery early to make appointment
Good service went through fast dealt with nicely thank you all.
Receptionist was friendly and helpful when I requested a same day appointment. The doctor was friendly and thorough in examining Wilfred and listened to my concerns. Very satisfied with our experience at Willington Surgery. Thank you.
Emma the midwife is great - really appreciate all of her advice and experience. Very reassuring and helpful. Thanks!
Arrived for appointment but was turned away because of incorrect paperwork. Really unhappy with this.
Very helpful full understanding of the request and explanation was a real pleasure to have someone who helps resolve prescription issues. Fully recommended this person be retained by the practice.
Prompt, friendly and efficient service
Very polite and thorough
Receptionist listened to me and organised an appointment for the same day. I was pretty desperate coping with my pain. The Doctor was patient and let me take my time to explain things. I was upset and she was very patient, listened to me .
GP listened, was open and honest and answered my questions.
When I eventually got an appointment, everything was fine

## Friends and Family Test August 2022 Summary

<p>Excellent well-run surgery and informative staff Joanne was so reassuring as always.</p>
<p>Professional and punctual</p>
<p>My booking in did not register but was sorted when I enquired, blood pressure, weight machine impressed me, Nurse pleasant, overall good.</p>
<p>On time, pleasant staff, effective</p>
<p>Lovely, informative doctor. Difficult process to book appointment - was told after initial phone call to get an appointment you had to ring back in a few days - which I did.</p>
<p>Pleasant, helpful</p>
<p>Had a lovely chat about everything the nurse was very helpful nothing was too much trouble</p>
<p>Appointment time spot on. Consultation VG move forward. Hope to resolve my problem soon.</p>
<p>As always at Willington, from the receptionist to the nurse I was treated in a friendly efficient professional manner</p>
<p>All of the staff and Dr Marange have gone above and beyond with their support and understanding throughout my long term illness</p>
<p>Willington surgery always helpful service. Thank you</p>
<p>Superb GP consultation as always.</p>
<p>Very professional and appointment was in time specified</p>
<p>Joanne was knowledgeable and took time to explain the information</p>
<p>Attentive care and assistance provided.</p>
<p>Friendly helpful nurse and doctor</p>
<p>Efficient, on time and professional in all aspects of my visit</p>
<p>Seen same day</p>
<p>Managed to get an early morning appointment, the service was very efficient and the Doctor was very personable and helpful.</p>
<p>Given pathway to sort problem</p>
<p>Appointment given ASAP with GP rang within 2 hours</p>
<p>Straight in and out. Lovely nurse.</p>
<p>Although my appointment was delayed owing to a complication with another patient, I was efficiently dealt with by both the phlebotomist and receptionist.</p>
<p>Bang on time. No fuss on screen check in. Dr. Maroge BRILLIANT, as usual. Thank you.</p>
<p>On time Thorough and out my mind at rest</p>
<p>Friendly staff very efficient and informative</p>
<p>Good because I received the medication I wanted, but poor because I waited over half an hour in the surgery for my appointment. Also, information that was supposed to be sent to my phone was not sent.</p>



## Friends and Family Test August 2022 Summary

Very helpful and kind Doctor
Everyone was polite helpful and patient very good service
I phoned for results of an X-ray, received a call back a few hours later and the doctor also had my blood test results from two days ago. Very efficient and Dr Morange was lovely explained everything. Great service.
So grateful got to see a super doctor.
The service is second to none
Helped at reception with a replacement mask, short wait to see Doctor
Listened and good suggestion for revised treatment
Phoned about 10 am and the appointment was made for 11.20 brilliant
I was able to get an appointment using the surgery's call back service, the doctor listened to my concerns and referred me
Seen promptly for blood test and despite having difficult veins and Dr M being drafted in sufficient blood was obtained for required tests, I am sure the bruises will fade eventually!!
I was left with a concerning lump and a nasty bruise.
Parked easily, booking in easy, seen promptly, nurse very pleasant
Easy to book in. Appointment was on time. Very pleasant nurse.
Polite quick
Your present receptionist has been extremely helpful to me recently under extremely difficult circumstances. I just wish it was easier to obtain an appointment with a doctor, especially they appear to be there on a part-time basis.
Dr makava was very clear in her explanation and reassured me in looking forward
Seen on time, dr very understanding
Appointment on time. Everyone very pleasant.
I was seen on time by a very pleasant nurse.
The receptionist was rude to me as I was a few minutes late.
As usual a very efficient service
As always 100% Good service, by everyone at the centre.
Blood with nurse. On time. Efficient.
Speedy and got what I was after
Very helpful as I been diagnosed a short time ago will read the booklets to help me come to terms with my condition much appreciated
Nurse very helpful and friendly

## Friends and Family Test August 2022 Summary

Clear understandable information given. I felt unrushed and listened to.
The gentleman was extremely kind and supportive giving me advice.
Appointment on time very efficient staff polite
Efficient friendly without time wasting In out job done
Good and speedy appointment.
Nurse Joanne was so helpful- gave good advice and guidance, asked thorough questions really put Lucy at ease to answer them all herself. Really great manner made the visit to the surgery a pleasurable experience- thank you so much
First visit for an appointment at the practice advice of where to go needed to be clearer . But other than that very pleased blood nurse very helpful
Receptionist was able to answer my queries satisfactorily and my appointment with the nurse was on time. The nurse was also able to perform tests for my annual review, saving me from booking another appointment.
Good consultation with the GP. However it took several weeks from receiving the consultant letter to . I was told to book a carpal tunnel injection on way out. Reception unable to book and told me to ring at 10 tomorrow, I can't so no follow up.
My appointment was dealt with quickly, efficiently and with politeness
All staff were very helpful today.
Appt on time and a friendly Nurse
Went in and out very quickly. The nurse was very informative re the shingles have.
Rang at 8am. Appointment 9.20am. Medication obtained 9.40am. That's brilliant
Very caring person
Had checked in on screen. Stood at reception for 3 minutes to ask a question, however, no one came despite several of the staff saw me! Doctor was very thorough and was happy with her.
Joanne the nurse was brilliant with Jack, made a shy boy feel comfortable and happy to discuss his health. Thank you.
I always get respect and have my health problems attended to with care. I know that I will get sorted out.
Rang at 8am was 20th in queue. On hold 20 minutes. Offered appointment same day 4pm
Blood taken by injection caused bruising at entry point & further bruising all the way up the arm towards armpit. The cotton wool & bandage supplied did fill with blood but no further pressure was necessary after a few hours.
Prompt attention, great Doctor!
Excellent doctor who listens!!!
Rang at 8am and got an appointment same day

## Friends and Family Test August 2022 Summary

Phoned on time great service
Easy checking in service and extremely friendly and professional staff
On time appointment, pleasant nurse, fast and efficient service
On time very experienced professional service
Professional, thorough and efficient.
The Pharmacist was extremely helpful with his questions regarding my wife's prescription. He was very thorough and clear with the reasoning behind each response.
Short wait time and very pleasant staff
I had 2 appointments, Medication Review & Mole Issue with the Doctor, both good, thank you
The young lady who saw me, Anna, was friendly, polite and very professional. She put me at my ease and understood my symptoms clearly. She gave me confidence in her analysis of my present state of health and in which direction we need to go next.
Lady physio was very informative. Not received the exercises via email yet though. Waited nearly 40 mins to be called. Glad to get appointment though.
I had an appointment with the physiotherapist at 3-30. I was still waiting at 4 o'clock. When I enquired why, I was then told she was running late. I think it would have been polite to let me know on arrival.
Prompt visit from both Doctor and Nurse
First time I've been to this surgery since registering. The Doctor I saw, made me feel very relaxed and quickly diagnosed the problem.
The doctor who spoke to me today made me feel very at ease and asked me questions I hadn't thought about before: I left the surgery feeling motivated and more sure about how to become healthier
Pleasant, informative and professional. Thank you.
I have always been happy with my treatment at willington surgery all reception staff, Dr's and nurses have always been helpful
As a follow up appointment, the process was simple from call to reception and conversation all helpful and I thank you
Very professional
This practice is excellent. No waiting and experienced staff
I was seen recently and was dealt with understanding and thoroughly by Dr Farrow. I always find the receptionists friendly and helpful. Very happy to be a patient at Willington
Ran to time (actually early!), very friendly and the appointment had been easy to arrange from a previous one
Given the same advice as previous appointment, have done the exercises but problem still exists.
I was seen on the same day and the doctor was very good in her explanation of my problem.

## Friends and Family Test August 2022 Summary

As I had forgotten about my appointment
On time complete understanding with problem questioned thank you.
Doctor answered all my questions and the appointment didn't feel rushed .
Good apart from long wait to see doctor.
The doctor listened, was kind, and understood me.
Telephone appointment was on time and matters discussed satisfactorily
The desk could have done with another person to deal with customers queries, but apart from that all good
Very fast and easy to have an appointment.
On booking the appointment I asked if a water sample was required and was told no. On arriving I was asked for a water sample so I now have to make another journey, which is not easy for me. This is not the first time this has happened
Friendly, helpful
Good service
It was a very interesting and informative consultation, held in a relaxed and friendly way.
Very pleased seen very quickly.
The doctor established the relevant facts of my appointment with me, listened to my concerns, identified and discussed options for moving forward.
The automatic sign in is great,I was seen without waiting at my appointed time and out the door again in less than 10 minutes.The service was a great credit to the surgery.
Constructive chat with competent pharmacist who explained some possible variances and potential long-term problems. Very interesting first-time meeting which seems to be a positive for future general medical practice
Was seen same day, and although in pain and no actual cause known she put my mind at rest
All questions answered which made me very happy because I was concerned that I had no idea where this. Started but all explanations made everything clear thankyou
Good.
I was afforded the time with the doctor who clearly explained the resits of my tests
I was seen pretty quickly, however when the nurse took the blood sample no alcohol wipe was used and have been left with a black bruise and pain in my arm. I was barely in the chair for 30 seconds. Nothing against the woman, just be a bit less rough
Doctor was very patient with my being unable to hear properly
Appointment was given that morning and diagnosis was quick and efficient. All well now, thank you!

## Friends and Family Test August 2022 Summary

Clean and well-presented surgery Never have to wait long for appointment time Friendly and helpful staff always
On time and easily booked follow up appointment...perfect!
Efficient booking in surgery, appointment on time, no nonsense consultation with doctor. Impressed.
The approach from the doctor was professional but caring and supportive of me.
Dealt with all my needs clearly and quickly
DR was very thorough and pleasant and explanatory In what he was doing very satisfied
Excellent service from Dr Maronge from telephone appt last Friday, through referral to hospital and face-to-face appt today. Thank you.
Neutral
Everything went in a very friendly and professional way
It is difficult to get blood out of me after my treatment This nurse had a lot of patience and we got there in the end
Dr Saunders is great
Dr Ian maronge I believe was his surname, was extremely interested and showed a very caring attitude. Made me feel at ease.
Always good service, lovely informative patient nurse
Dr very good took time to explain everything and thorough check up
Good open discussion with the Doctor issues clearly explained.
A very in-depth appointment from a lovely doctor
Excellent consultation and patient experience
I managed to drop in a sample and get it dipped the same day and also get a doctor to prescribed some antibiotics before end of play for a water infection.
Arrived before my appointment time and called in straight away Bloods taken brilliantly
Great front desk reception, very kind, helpful & smiley. I was called in almost immediately & the woman who took my bloods was so quick, it was painless. Reception helped me again on the way out to book another appt. We were in and out in 10 mins!