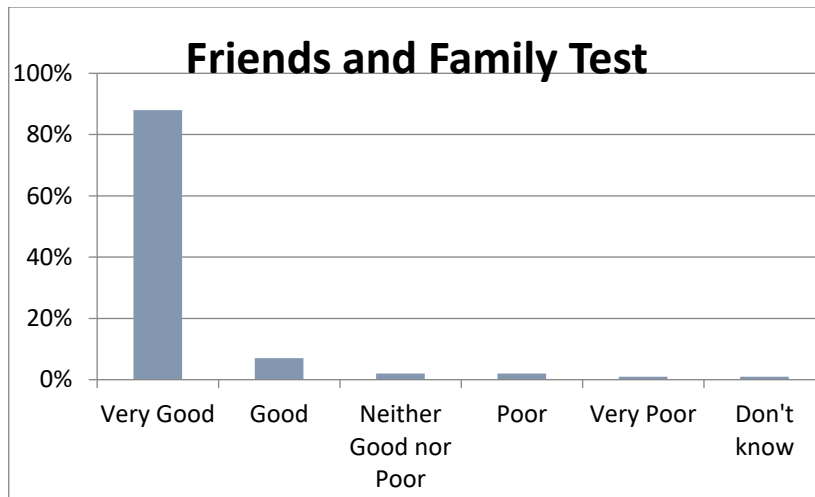


Friends and Family Test November 2022 Summary

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

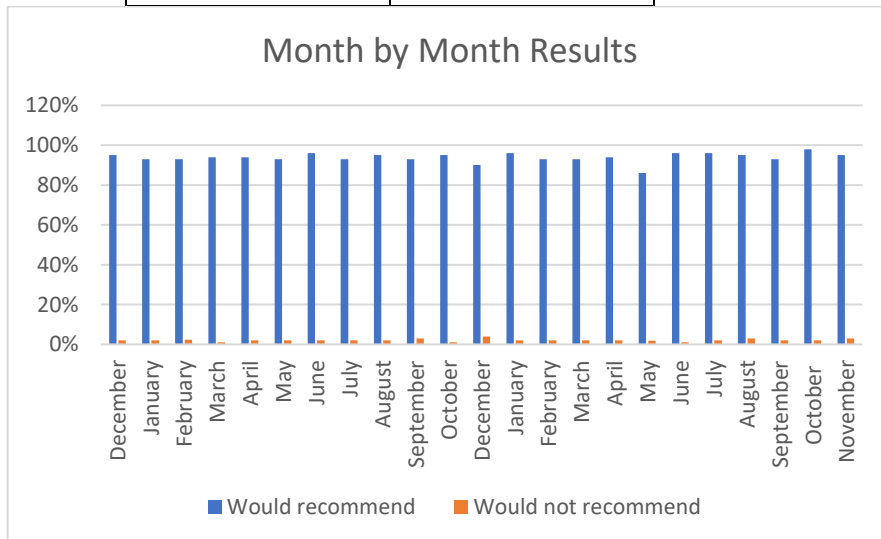
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
264	19	5	7	2	0
88%	7%	2%	2.4%	0.6%	0



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

Would Recommend	Would not Recommend
283	9
95%	3%



Friends and Family Test November 2022 Summary

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

Comments from Friends and Family Responses (November) sent by text and recorded as sent	Very kind in the surgery
	Very patient and explained well an action plan. Very good thro 8am visit to book same day appointment. Wish more doctors surgeries could give service like Willington in Derbyshire. Well done.
	So impressed with the Doctor thank you so much
	Cos you asked me to!! Seriously though, everyone at Willington surgery are so nice, polite and caring.
	Managed to get (maybe by luck!) same day appointment. Friendly, professional, 10 minute delay only!
	Joanne the nurse was very friendly and explained everything about my wound on my leg and changed my dressing Thank you Joanne
	Good patient communication and time spent on solving problem
	Easy to book in and appointment on time
	All ways very helpful and kind
	Pharmacist was very supportive and helpful
	On time (in fact a bit early), Quick and efficient.
	Appt was 20 minutes late however the doctor gave me all the time I needed and didn't make me feel rushed which I appreciated. There doesn't seem to be anyone on reception, just one lady going backwards and forwards. This caused a large queue.
	Very professional and reassuring
	Dr Saunders has been extremely supportive and caring.
	The caller was very polite and gave me a thorough explanation of my
	I got an appointment the same day the doctor was efficient and reassuring he recommend further treatment
	Very understanding caring nurse
	Informative consultation with dr Saunders, all options discussed and a clear plan agreed
	The whole process from booking via call back, attending and using the computer to sign in, the well-lit and comfortable waiting room, the Dr listening and asking relevant questions and coming to the conclusion desired was all bang on. Thank you.
	All staff involved were very helpful
	Very reassuring interview at my Review this morning.
	Very straightforward, the auto check in works well, the appointment was on time. And conducted in a professional and friendly manner
	Always on time, polite and professional.
	Asthma clinic ? I need a new in haler but couldn't get repeat drugs so need to go back maybe tomorrow to collect a new prescription?. Two trips for one check up a little time consuming.
	Informative diagnosis with follow up organised there and then
	It's true

Friends and Family Test November 2022 Summary

	My wife was in need of medical help so I called into Willington Surgery. I explained to the receptionist and she arranged for a doctor to call me. I received the call during the afternoon and got the advice I needed, Thank you to everyone.
	Nurse went through my results thoroughly & offered me additional information on various aspects of health if I needed it.
	The nurse was on time for my appointment. She was very nice.
	Immediate appointment for UTI
	On time. Very helpful and friendly
	Very fast, no waiting, nurse was as always very efficient.
	Dr Vivian Makova is excellent
	A nice lady on phone really helpful and polite thank you all.
	All excellent thank you
	Short wait for appointment Dr Ohara was good at listening and consulting.
	Nice staff
	From reception to hca and on to the doctor all staff we're superb. Kind, compassionate and highly professional.
	Appointment was on time and our doctor was lovely and put us all at ease. She was very clear and I was able to understand what was explained to me.
	Doctor was very thorough and helpful
	Because very clear reasons were given for the consultation and a clear path forward
	The nurse was very nice and friendly, the atmosphere was relaxed.
	Nice staff quickly seen to
	Very efficient
	On time, friendly and helpful polite staff
	I felt listened to
	Problem referred deficiently
	Malik was welcoming and effective.
	On time, friendly and helpful polite staff
	Dr Okoroh was really helpful and understanding. Was very quick to refer me. Felt much better after seeing her. Medication she gave me seems to be working.
	Same day Gp face to face appt. Same day blood test. Excellent consultation with Gp .
	Doctor was excellent, self-check in and reception not so great
	Very pleasant lady who was prepared to explain the questions I asked
	I didn't attend due to possible floods
	Doctor was clear and had a great way of explaining things.
	Informative, put me at ease, knowledgeable and friendly
	Able to get an appointment, fabulous ladies on reception really lovely doctor so pleased to have them as my surgery
	I had a very informative chat with Hannah at my appointment on Thursday afternoon. I found her advice very useful and will be putting it into practice. I found the experience very helpful and positive.
	Very efficient, didn't wait long.
	Straight in and out no fuss

Friends and Family Test November 2022 Summary

I spoke with receptionist to book an appointment with a doctor as I've just had a quadruple bypass. I told them what happened they said go to the walking centre what is the point of having a doctors at all if you cannot see one
I am on a lot of pain and wanted to see a doctor for pain relief. I was offered an appointment with the physio with the assurance that she would also see the doctor to get pain relief. She didn't so I'm still in a lot of pain and very anxious
As usual an excellent service
Warm welcoming staff. Self check in is easy to use and waiting area is clean and tidy
Very efficient. Seen on time. The nurse doing blood test was friendly, gentle and quick. I was pleasantly surprised to have a phone call from the surgery soon after returning home, discussing my blood pressure results and making another appointment
An appointment was available when I needed one.
Very quick and efficient. Worked very smoothly. Very well organised
very helpful and pleasant staff working under difficult conditions
Information was good, nice manor
However, I rang today at within half a minute past 8.00am this morning, I got through but was told I was 23 in the queue. How can that be?
The GP was fantastic, trying to get a appointment is nearly impossible
Immediate help with my problem
Just a blood test, was in and out in minutes.
I went to get an appointment at 8.00 and was given a same day appointment. Check in said short wait but was longer. Fair enough, someone needed more time. Dr completed a referral as expected.
From calling reception through to the doctor's appointment, everyone is very helpful, friendly, efficient and professional - thank you.
Excellent service felt really looked after and my health issue had been fully investigated the pharmacist I saw was really lovely, informative and helpful and I came away really happy thank you
Julie was great and well organised
The doctor was caring and listened to my concerns. She then set about addressing them.
Went into appointment on time and was dealt with very sympathically by the Doctor . Given a prescription to hopefully sort my issue
Very prompt and efficient
Because it was very good!!
The Doctor listened and acted well as I had thought
Reception well organised and nurse very pleasant
The doctor I spoke with was gentle, warm kind and helpful ..
Nobody called at 12 as that was when the appointment was booked for so waited and I still didn't have a call by 1 o'clock
The dr was really helpful and kind and caring.
The nurse was really helpful. But when I tried to book a drs appt relevant to my apptment I just had - I couldn't. Frustrating.
The Dr we saw was really helpful.
Easy to make the appointment, felt at ease and comfortable throughout
Clear and concise explanations and answers
I was pleased with the support help and understanding of my condition
Prompt and Joanne was very informative and friendly.
Helpful & knowledgeable doctor who was friendly and understanding
The young lady that called was friendly, knowledgeable and professional. Thank you.

Friends and Family Test November 2022 Summary

<p>Although we had an appointment, we were not on list when we arrived...had to wait to get appointment and vaccine sorted ...once this was done nurse was pleasant and professional</p>
<p>On time phone call clear understanding what he was talking to me about asked what I thought too</p>
<p>Didn't have to wait long to be seen, Joanne the Nurse was very informative and explained everything very clearly</p>
<p>Both appoints were on time and done effately</p>
<p>I was able to get an appointment to see the Dr the same day I needed one. The Dr was very thorough, kind, listened and explained everything. Making a follow up appointment for blood test was quick and easy and I managed to get one for the next day!</p>
<p>It was a very busy surgery but everything was running smoothly, my treatment as usual was excellent.</p>
<p>In and out for blood test, less than 10mins.</p>
<p>I'm not really sure what the purpose of this call was . I was surprised that the gP thought I'd already had my surgery . I'm awaiting surgery to have extra tissue plus lymph nodes removed following removal of cancerous melanoma .</p>
<p>I'm happy that I got an appointment after trying since last Tuesday in vain. It was a good yuck and easy process but not sure what's happened to the practice?.it used to be much easier to ring and not be no 32 in a queue</p>
<p>Fast, polite, efficient service</p>
<p>I was seen on time. Had no sense that the nurse was in a hurry. I was able to ask questions in a very relaxed unhurried way. And the nurse I saw answered my questions in a professional, knowledgeable, easy to understand way. And she was lovely.</p>
<p>I knew what to expect. All went according to those expectation plus my concerns were listened to and acted upon</p>
<p>Considerate caring made me feel at ease</p>
<p>because i managed to get a appointment and Doctor i saw was very polite and explained all about my problem and looked through my notes as well. told me results of past tests so overall 10/10.</p>
<p>Good to talk to a health professional who was able to offer useful professional advice</p>
<p>Booking was a bit of a nightmare however the Gp was incredible. Listened to my problem intently and made sure all the stops were made to ensure nothing was missed.</p>
<p>I didn't have to wait to check in and I was seen by the doctor within 5 minutes.</p>
<p>Very professional and showed lots of empathy to my problem</p>
<p>Today, for the first time in 8 years of being with your surgery, I've had to file a complaint against the receptionist who I dealt with this morning trying to get my baby an appointment. Rude, told me nastily to do a covid test</p>
<p>Sharon is always so friendly and does her job so efficiently.</p>
<p>Would have been very good except for the length of time it took for a receptionist to answer to book an appointment</p>
<p>Everyone at this centre is excellent thank you</p>
<p>My telephone consultation was professionally conducted, politely and thoroughly</p>
<p>Appointment on time and fitted my flu jab in to save me returning later...fabulous service</p>
<p>Appointment on time and treatment carried out very efficiently</p>
<p>The appointment was on time, the staff were pleasant and efficient</p>
<p>Very informative and in-depth appointment</p>
<p>Physio was helpful and thorough but having struggled to see anyone for two weeks I hoped for more than exercises and come back if no improvement. Also on call Doctor advised looking at NHS website and come back if no better for post covid breathing</p>
<p>Appointment was easily available. Doctor gave me time to explain my symptoms, I didn't feel I was being rushed but more importantly, she listened</p>
<p>Attended to almost straightaway, with no waiting time. Practitioner was very friendly and helpful and answered questions well.</p>

Friends and Family Test November 2022 Summary

I found nurse helpful and friendly
Clear feedback and questions answered politely.
On time, very approachable and knowledgeable, made me feel that she really cared for my health.
Quick, efficient, helpful. A follow-up medication call was also helpful and timely.
Everything went well
It's never a problem to see the Doctors and they give you the time you need. Excellent again thank you.
Dr Wright is a breath of fresh air, love her approach to new tech medicine
Quick and pleasant service
Seen 8 mins early. Very professional friendly nurse. Keep it going as my last 4 visits here have been excellent re time and efficiency. Thanks to a much maligned and in this case totally unjustified medical practice.
My sister just been diagnosed with bowel cancer and in view of our family history her oncologist insisted I get checked out. Receptionist was very sympathetic and arranged for dr to phone me today and she put the wheels in motion. Very understanding
On time did not have to wait
Dr Maronge was excellent
Efficient kind and informative
Physiotherapist was very pleasant and helpful.
I arrived early at the surgery and was seen within 10 minutes
Lots of help and advise
Dr Cowley has been brilliant and very empathetic with my problems which I have been very grateful for. She took time to help me with no pressure.
Quick and informative
I was able to get an appointment within a few days, and my GP helped me in a caring and positive way
Staff as lovely as always! Such a great service we get we are lucky to have such a great GP service
Polite and extremely helpful.
Quick and efficient. Friendly staff.
Explained everything very clearly
Had clearly read my notes before calling. He was well informed and this gave me confidence in the advice he offered
Mr Jhaveri is very professional and really listens to your feelings and concerns about medication. He was concerned enough to look up the manufacturer's information regarding a particular drug, change what he had first suggested and give clear advice
On time and very efficient. Very friendly and helpful staff. I couldn't help but hear difficult conversations with reception staff, made me uncomfortable. I have always had a great experience with the practice but some recent rule changes are poor.
Very efficient and speedy service, kept to appointment time. Lucky to have such a good GP surgery.
Always feel well looked after &, after hearing from friends who attend (if they are lucky) other practices, I cannot fault the Willing surgery. ALL Staff are kind & attentive. The rñ½oms are always spotlessly clean
Helpful advice
As always, your reception staff were excellent and the medical staff were really great and very knowledgeable thanks very much?
Absolutely brilliant they sent prescription to County Durham where I was staying after I had to go hospital in Durham. Well done willington doctors I say
The doctor listened and provided me with my request. She also sent some information as promised
Great doctor listened and helped
Quick response to 111 referrals. Excellent GP who was caring and efficient.

Friends and Family Test November 2022 Summary

Registration was efficient as I was directed to reception to use the heart monitor, weight, height, machine Blood Appointment was on-time
The GP doctor, they are all nice, making it sure that I am alright that no need to worries. Cos I just don't like being ill, but the fact I'm just a human there's no exceptions from it. As long it's not life threatening. I'm thankful always ..
Was seen quickly and the doctor was kind and helpful. He's arranged for me to have an endoscopy before Christmas.
The midwife, Laura, was absolutely incredible. It is unfortunate, disappointing and inconvenient that we aren't able to see our midwife anywhere in our immediate area and have to travel to do so. Bad that this will not be an option going forward.
I have never had an issue with any appointments always very good
Prompt appointment; GP listened offered advice & took action
The receptionist was so friendly and helpful The nurse I saw was so lovely and explained everything to me Thank you so much
The questions were clear and I understood them fully
The Dr was very nice and really listened
Always polite and professional.
Good to have a face to face with a professional person. Treated with respect and good advice given.
Had blood taken quickly and efficiently within one minute of arrival. Nurse very pleasant.
Prompt appointment availability despite needing to try on the day, and very helpful staff.
Prompt call-back from Dr Saunders and request dealt with in a timely manner
Hi I am very pleased with your response today since I have moved here, they have been so good I have not had any trouble with them so keep up with the good work. And let's see where can go from there so thank you very much.
Very friendly efficient service pleasant staff.

Flu Clinic 5/11/22

131responses

Comments 119

Very Good	Good
130	1

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

Comments from Friends and Family Responses (November) sent by text and recorded	Used the self login
	Was seen at the time of my appointment
	Nurse was informative and efficient and friendly
	Help with flu
	Friendly staff and very quickly dealt with
	Very quick, efficient and friendly courteous staff. Thank you.
	All staff were polite, professional, and very efficient
Straight in and out no waiting and well organised.	

Friends and Family Test November 2022 Summary

as sent following flu clinics	Very friendly and efficient
	Quick and efficient
	Flu clinic extremely well organised, staff lovely and friendly, shame the general public can no longer be forced to wear masks inside the building All staff were wearing them which is very important to me.
	Super efficient and kindly natured
	Well organised and efficient as well as friendly.
	Well organised, efficient and quick
	The set up today for flu vaccinations was faultless. Everyone had a role and a smile when we arrived. The whole process was faultless and again I say, compared to other local surgeries we are very very fortunate to be part of the Willington family.
	Well organized and quick
	Very little queuing, efficient
	It was for a flu jab and the place was set up like a well organised team
	Polite, friendly quick and efficient!
	Very quick in and out. I got confused with floor markings briefly. Staff excellent.
	Very quickly seen & vaccine was totally painless. Friendly staff
	Very polite and professional staff, excellent service.
	It was very organised and I was only in te appointment for a few minutes. Great team well done.
	No queuing, straight in & out. Organised brilliantly with very helpful, cheerful staff in every department
	Well done to all of you
	Flu jab, very organized, so many people can be vaccinated .
	The operation was well thought out fast and efficient. Everyone was polite and respectful- excellent job
	I had my flu jab today. The whole procedure was excellently organised and I was in the building less than 10 minutes! I hardly felt the injection and members of staff were very friendly and helpful.
	Thank you all for your excellent service ?????
	Queue managed well. Very speedy process. Everyone really friendly and kind. Thank you for providing this service. Much appreciated.
	Exceptionally efficient
	Very organised ??
	Well organised, friendly staff.
	Organisation was excellent with military precision. All staff were absolutely wonderful. This surgery really should be the benchmark for all others. I hear nothing but negative feedback about most of the other surgerys in the local Area.
	Very well organised as usual.
	Well organized, great staff
	Well organised and seen quickly
	Very well organised service, from reception to the nurses administering
	Excellent team work
	Very efficient, well organised. Thank you to all the professional friendly staff.
	Quick , efficient and friendly service
	Really well organised and good communication in place to ensure no waiting and a good process flow ensured no waiting at todays flu vaccination clinic - thanks !
Quick friendly efficient service.	
Very efficient service , seen quickly and vaccine administered without too much discomfort .	
Friendly staff	

Friends and Family Test November 2022 Summary

Very swish process for a flu jab, in and out in a couple of minutes. UNLIKE the process at this surgery for getting a routine GP appointment, which is not at all patient centred.
Friendly and efficient
Efficient process and nice to see Dr Saunders again
Staff are always amazing, well organised and professional
Very quick and efficient
Very simple to book the appointment, received reminders and car park information, very pleasant staff and the appointment was very quick - thank you!
Quick and efficient
Friendly and efficient
Very efficient and friendly
Quick efficient service
Excellent organisation. Clear instructions. Quick friendly service
Very well organised and a very smooth process
Quick and efficient
We went to a flu vaccination clinic. The process was dealt with very efficiently.
Polite staff, swift brilliantly organisation!
As usual, the organisation of the event (flu vaccs) was very well organised and executed. All staff are polite, friendly, professional and very good at what they do. Best surgery in South Derbyshire
They were very efficient at the surgery
Very well organised. Efficient, friendly and speedy service for flu vaccination. Many thanks.
Organised fast professional service
Really well organised, never had a bad experience at this surgery. Took no more than a couple of minutes from registration to being seen.
They were very good !
Very quick and easy process. All the staff were friendly and professional.
Very organised and therefore very quick service. In and out in less than five minutes.
Very well organised, didn't have to wait long at all.
Exceptionally organised from start to finish. Thank you to everyone who supported the clinic
Efficient, caring staff
Staff are outstanding
Very quick - well organised.
Well organised staff all professional and friendly
So well organised, everyone very pleasant, thank you
The flu vaccination was handled efficiently and quickly
Very quick and efficient. Friendly staff
Pleasant staff. Quick and easy process
Well organised. Quick. Friendly.
Very good organisation thankyou
Very well organised and everyone was very helpful.
Very well organised as always
Very well organised
Very efficient flu clinic, friendly service
Well organised
No waiting
Nice staff
Went for flu jab very organised and friendly
All went as planned, thankyou
Very very well organised. Staff lovely

Friends and Family Test November 2022 Summary

Quick and friendly
Very organised and efficient
Very efficiently run with lots of staff who organised the checking in and queues perfectly. Lots of welcoming smiles from all too.
No queues. Seen early. Directed where I needed to be. Very quick
Well organised, welcoming and efficient.
Very efficient service
Very quick and friendly efficient explanations
Very efficient and prompt
Brilliant so well organised thank you very much.
Very quick efficient treatment
Efficient process and really polite staff with friendly smiles. Perfect!
Attended for a flu vaccination and the process was friendly and very efficient. No complaints at all.
Better than a recent call where I overheard the receptionist telling her colleagues I was argumentative! I simply wanted to check facts! V unhappy!
I was seen promptly
Well organised and very speedy.
Excellent timing, flu jabs delivered with military precision, no waiting. Very impressed.
All smooth
Very much appreciate receiving a prompt service within a busy schedule.
Received my flu vaccine. Efficient, quick and friendly.
Very smooth, organised, flu inoculation day
Quick, friendly & extremely smooth service for my flu jab. Many thanks
Efficient, professional and friendly.
The staff made sure I had the correct injection as I have an egg allergy. The whole process was efficient, promptly executed and the staff were very friendly. I was very happy with my flu jab experience.
Extremely well organised and the staff polite and knew exactly what they were there to do. Well done!!!
They were so organized at the surgery I appreciate everyone.
So well organised
Dealt with quickly
Really well organised and lovely friendly staff
Very efficient processor
Fast, nice nurse and receptionist.
Quick, efficient and safe with friendly staff, what more could you ask for?
Well organised, no queuing at surgery.
Excellent organisation in and out swiftly with expert care
I found my visit well organised and efficient. Everyone was extremely polite whilst putting you at ease.
Very well-run flu vaccine clinic.
In and out in five minutes.
Easy to follow yellow arrows. Doctor Makava very welcoming, a lovely 1st experience to Olivia's new doctors' surgery.
Really quick, I was in and out. No queue. Organisation was good had there been a queue.
Friendly staff.
Efficient and good vibe
Polite & helpful
The appointment was on time and the staff friendly and efficient.

Friends and Family Test November 2022 Summary

	Went in a couple of minutes before appointment so no delay woes. Staff friendly, knowledgeable and helpful
	The nurse is so friendly and lovely and to be working extra to get everyone vaccinated true angel
	Very friendly and explained things well
	Booked in and Dr did flu jab and out so quickly
	On time and friendly
	Kept informed and the nurse was calm and genuinely interested
	Flu vaccine- dealt with very quickly by reception staff. Straight in to have vaccine. Staff friendly and helpful.