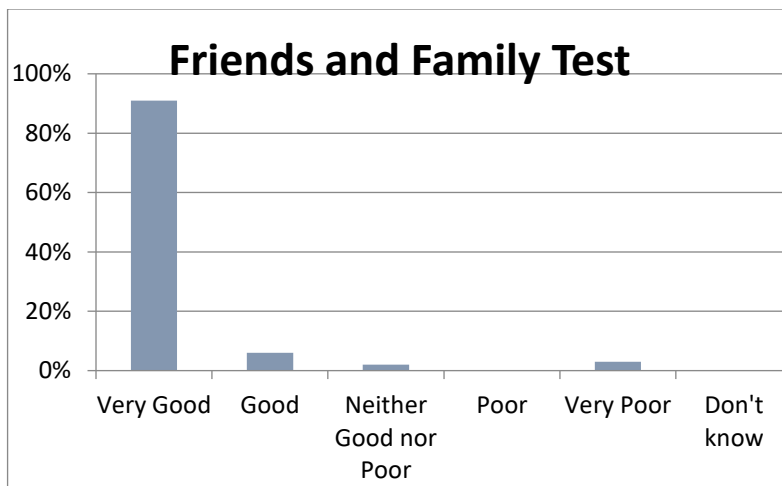


## Friends and Family Test December 2022 Summary

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

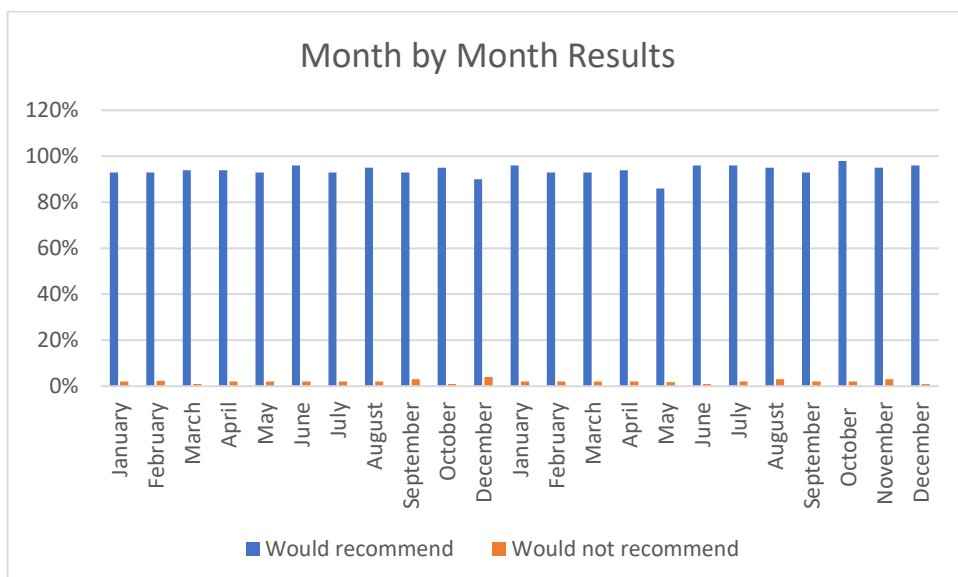
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
284	15	6	1	3	1
91%	6%	2%	0.2%	0.6%	0.2%



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

Would Recommend	Would not Recommend
299	4
96%	1%



## Friends and Family Test December 2022 Summary

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

Comments from Friends and Family Responses (December) sent by text and recorded as sent	Very professional. Quick and efficient.
	Thorough & professional
	Wendy is always very pleasant and carries out procedures with great skill.
	Gave me time to fully explain my symptoms and how I felt
	Appointment on time Nurse very informative professional but friendly
	Dr took time to listen, felt reassured
	On time for my blood test.
	Today I had a meeting with a wonderful doctor, a true professional in his field! The meeting was held at the highest level and I received professional advice. Thank you very much
	Appointment was on time and the nurse was lovely.
	I am so well supported on my journey with Cancer. All the staff at Willington are so kind. I am very fortunate to be a patient there.
	Always good service. Always listened to and given appropriate medication
	Phoned, on hold for 45 minutes & then was cut off. Drove to surgery, receptionist really helpful. Automated machine gave high BP, Joanne called & organised same day appointment, result reassuring & prescription ordered. No point phoning!
	I think the. Drs and nurses are looking after me very well
	Brilliant
	Wendy is always professional, Gives you confidence.
	Appointment on time and very friendly staff.
	Quick and easy thanks
	On time and friendly, efficient service
	I needed antibiotics. Rang at 8 got an appointment at 9.20. Lovely doctor, listened, examined and away i went. Amazing service, prompt and perfect. Thank you
	Prompt appointment. Staff was lovely and dealt with my concerns
	receptionist was miserable but nurse was great
	Everyone at the surgery was very helpful and considerate Thank you
	Very helpful, needed to see dr as I was going away. Had one the next morning
	BECAUSE IT WENT WELL
	The staff were very helpful And had a good consultation with Doctor Marange who made sure I understood the change in my medication and why. Really appreciated.
	As usual an excellent service
	My appointment was 30 minutes late getting in but the doctor was very good
	The nurse that did my procedure was very pleasant and efficient and made me feel at ease
	Found answers to my questions very helpful.
	Dr Heidi Wright was brilliant
Total professional	

## Friends and Family Test December 2022 Summary

I attended for a fasting blood test. I told the nurse I had fasted for 14 hours and enquired why I needed a fasting test. She responded by saying she was unaware that it was a fasting test.
On time quick professional service
The nurse was lovely as usual. I see her each time I go for a blood test and it's nice seeing the same nurse who knows you
Quick turnaround and pleasant and efficient
Was seen on time and the nurse was very pleasant.
The appointment with Sharon Leggett was on time and sorted quickly. Thank you
Bit of a wait for doc but she was helpful when seen
Dr was very professional and very good indeed.
I was dealt with professionally and promptly by both members of staff at my blood test appointment. Thank you.
We got to the bottom of the problem and made a plan of care together. I felt I had made informed decisions about my care and been listened to.
Very informative and helpful appointment
I got seen right away!! And we're very kind.
Staff are friendly and professional. Seen before appointment time. Always satisfied with the service.
Anna listened to my request about my Claxane prescription, has noted the details in my medical record and passed it on to the GP for actioning.
Seen on time. Very pleasant doctor.
Nurse Julie was really approachable and listened to my concerns. She came up with a constructive plan to monitor my condition and gave reassuring advice on how to manage my health better.
Really quick to get us an appointment and treatment given . The dr was very good at checking all symptoms
Review for holiday vaccinations good knowledge of requirements good explanation and injections done straight away
Fantastic clean relaxed and professional vision throughout my appointment
They fitted me in as an extra appointment. The doctor, Doctor Farrow, is so understanding and did a thorougher check on me. Lovely Thankyou.
Every time I have attended for wound care dressings, every nurse I saw was exceptional, caring, and made me feel cared for
On time and looked after very well.
Excellent communication over the phone all questions answered
Telephoned in the morning, appointment pm.
My problem is being dealt with in an efficient, informative and friendly way
Very good service
Great service from the hca
Staff pleasant and helpful
Very prompt. Really considerate care
Lovely midwife and assistant. Very thorough and knowledgeable. Thank you.
Friendly and efficient.

## Friends and Family Test December 2022 Summary

Always caring and a real feeling of being cared for . Informative and professional Thank you
Seen on time, phlebotomist proficient, courteous and cheerful.
Appointment on time. Help given when asked for. Friendly efficient treatment by phlebotomist
Taken on time and the doctor was fab
I didn't have to wait after checking in, went straight into my appointment, The person who performed my ecg was very friendly, professional and accommodating. Was very happy with the experience.
Very quick on appointment and not waiting long time
Fast and efficient
Reception staff very welcome and helpful.
Seen that day.Medication and physio given. Great service.
Great one to one communication with a very good practitioner - treatment explained and follow up sorted. Could not be better -
Telephoned at 8 am got seen at 9.50 am same day and Dr Ohara was brilliant as usual Thankyou
As always the Doctor and staff looked after me as well as I expected they would.
Excellent service very pleased
Appointment was on time, staff were very professional and reassuring.
Friendly receptionist, friendly helpful informative Doctor. Gave lots of explanation about my issue, more than I've had from anyone else. Thankyou
Took time out of work to have my ears syringed, this wasn't done. Told to make an appointment with a doctor, but they wouldn't give me one saying I had to ring in the morning or go to a walk in centre. I work full time how do I get a resolution?
Perfect timing and attention.
Was seen quickly and given advice and medication very polite doctor.
I missed the appointment as had it down for tomorrow. I'm so sorry to have wasted the appointment.
My consultation was at the agreed time & was dealt with effectively. Many thanks
So professional cannot fault the service.
I was lucky enough to get an appointment and Dr Wright was very honest and thorough
Once I knew the system I got an appointment quickly and was dealt with to a satisfactory response
After seeing the pharmacist. Was able to book a doctors appointment quite quickly. The consultation was clear and the instructions given were also clear
Dr Wright was very patient and understanding with my 102 year old Mother and took her time without rushing.
Seen early. All staff helpful and friendly. Very approachable when asking for instructions.

## Friends and Family Test December 2022 Summary

Dr Makava is the most caring Dr I have ever had. She is so thorough, and always puts your mind at ease, in a loving way, nothing is a trouble to her. My family and I think the world of her. Bless?
Really attentive and kind GP
I had forgotten and the nurse used commonsense and did all by phone.
Excellent advice and timely treatment
Prompt service and very thorough doctor.
My appointment was on time. The person I saw was very professional and the receptionist very helpful
I had to wait 20 minutes but was told 2 mins on registration I had never used the BP machine before and relied on another patient to instruct me.
Nhs111 took 23 hrs for clinician call back who said baby really needs see a dr but they had t got capacity. In this time we had called GP reception as was now open, lovely and helpful, got an appointment that day. GP v thorough face to face
Quick efficient and friendly
Very prompt and efficient service. Called straight through - early, in fact - and out in a trice. Job done!
Helen, the receptionist, was extremely helpful to get me an appt the same morning so I could bring in a sample to be sent off on the same day. Dr Morange and his student listened attentively to all of my symptoms . An excellent service. Thank you.
Happy staff ,checkin easy ,appointment on time ,very pleasant nurse job done .
Medication regime for prostate & hypertension treatment satisfactorily addressed.
1st time at the practice as I'm a new patient. Very polite, very clean. Very welcoming. Really nice Doctor, pharmacy next door prescription within five minutes. Excellent service.
Quick and efficient to get appointment. Nice staff good care. Just appointment was 40 mins after appointment time.
Dr Wright is great she helped me understood me and answered all our questions without necessarily asking them she really helped me and gave great advice and different Chanel to explore if I need further help.
Very responsive, polite and thorough
No problem booking and excellent consultation
Call from pharmacist. Following up when I had forgotten! Very helpful; lovely manner & informed me of everything I needed to know
Just looked at my history and gave me same tablets! Still in bed with bad chest and cough !
The nurses are excellent at keeping to appointment times and giving treatments
Prompt service, in and out before my appointment time. Excellent.
Appointment on time and I saw a friendly member of staff (Phlebotomist).
Appointment on the day, appointment on time, Dr very professional and supportive
Totally down to the kind, caring and encouraging nurse who completed my diabetes review.
No waiting straight in and out. Out before my appointment.

## Friends and Family Test December 2022 Summary

Seen straight away
Very professional. The Doctor was to the point and culturally aware and sensitive and able to get to some of my concerns. Did not rush me at any point and took in my questions with patience and understanding
All excellent, seen on time. Thank you Doctor Cowley, and everyone else involved today.
Nice staff, I couldn't do everything required so rebooked without hassle
Lovely Doctor (Saunders) who was very understanding and knowledgeable- made my day so much better with her help
My appointment time was kept. The nurse was considerate, informative and very efficient.
Nurse was lovely
I was treated with kindness and respect and made to feel very comfortable through the whole procedure.
Thorough examination of baby to check she was ok and was understanding of my ?baby brain? moments. Thank you
Dr farrow identified my problem and prescribed a course of medication
Very good service, not a long waiting time
I've only just joined this surgery and everyone is polite and efficient and friendly
Appointment was on time.
My mind was put at rest
Friendly reception staff on arrival, able to use self book, seen on time. Staff all pleasant and professional, surgery clean and tidy
As always staff polite and friendly
Average service
All staff were Friendly and helpful.
The nurse, Josie, was so lovely with our son and with us. She showed so much care and made us feel really at ease. She was very professional and we couldn't speak more highly of her.
Thorough and informative.
I was seen on the day for an emergency appointment
Got an appointment, no waiting time.
No waiting the doctor was very helpful and understanding a very relaxing appointment
Lady was patient polite and very helpful.
Always excellent service for the last 21 years
Appointment was running on time. Even though very busy we were seen due to an assessment of her symptoms. The doctor was very friendly and approachable and did a thorough examination
Anna was lovely and very helpful
Very efficient, nice and comforting help provided
The Dr was quick to see me and help me, I'm very grateful thank you
Super efficient and friendly. Thank you!
Anna was lovely to talk to and also very helpful.
Very professional and quick I was in and out
Called on time and first class care.

## Friends and Family Test December 2022 Summary

Having had an unsatisfactory chat with a pharmacist, I found the response from the Dr. very reassuring.
I was seen at short notice and the doctor was very kind and very pleasant
He was very thorough
Sharon the phlebotomist was very efficient
Appointment was exactly on time with Sharon (as it always is in my experience) and very pleasant service. First class.
Rang at 8 for an appointment, got through after 8 mins, on hold for about 10mins before speaking to a friendly receptionist who booked me in for an appointment. On arrival I didn't have to wait very long before being seen. Overall a good experience.
Excellent service excellent Dr
As usual an efficient on time appointment with a pleasant member of staff.
On time and efficient
Unable to book in on the automated system
Taken on time friendly nurse efficient
I've just experienced the loss of my father and the nurse was so understanding and has patience with me
You saw son very quickly and gave him a same day appointment, he now has antibiotics and ointment. He has non verbal autism and the staff were excellent with him.
Very helpful to book an appointment. Doctor listened well and talked through options available.
Very easy to book an appointment. Lovely manner with my son and listened to his problems and accessed
Seen very quickly.staff very pleasant.
Very prompt appointment and reception staff were extremely helpful
Appointment on time Nurse friendly, knowledgeable and efficient and kind
Reasonable waiting time Good train track to keep me occupied Friendly nurse Very clean and spacious waiting area
Very quick no waiting Explained everything
Able to get in to gp within same day. Gp doing fantastic job.
Helpful to have a chance to review my health in a proactive way against my family history.
Seen same day. Dr Wright is very good!
On time and everything explained including side affects.
I've always had excellent treatment from the surgery,such a great team.If it wasnt for them and the hospital I wouldnt be here now
Slightly longer waiting time than expected but other than that excellent!
My doctor was very thorough,she did plenty of tests which put my mind at rest . Nothing was too much trouble
I was given a full explanation of my results and recommendations for the next year. Professional and polite Pharmacist.

## Friends and Family Test December 2022 Summary

The receptionist and the doctor were very helpful And sympathetic
I was calling to cancel as I couldn't make it in. The doctor arranged to do the appointment over the phone instead.
The Doctor I saw was excellent and efficient and got me an immediate appointment at A & E. This was done in the most calming and reassuring way. I think I saw Doctor H Wright but I might be mistaken as I was feeling poorly and scared.
Wonderful support as always, very friendly & caring attitude. Many thanks for all the help & all the hard work you do.
On time staff very pleasant and professional
Due to my asthma they are always happy to see me when I phone.
fantastic service
Straight into see nurse. Always more than happy with service at Willington surgery. Long may this continue
Appointment on time, the practice nurse clearly explained to me about the vaccine I was to have with regard to possible side effects and also asked my permission for her to administer it. All in all a very good outcome. Thank you.
Pleasant and informative receptionist. Excellent GP. Didn't have to wait long at all. Clean and tidy surgery
The receptionist was very helpful, and managed to fit me in to see a Dr despite it being so busy. Appointment was on time and Dr did thorough examination, prescribed antibiotics, gave good advice and rang me back to discuss results. Thank you.
The pharmacist suggested cutting down one medication, which was something I'd been wondering if I could do.
More than helpful and put themselves out for me. Best dr surgery I've ever used. Thank you! Please pay them all more as they deserve so much more!
The doctor was extremely kind, took her time and listened.
Lady was very friendly and informative. Phoned me back when I couldn't take the first time called. Very positive. Thanks.
Appointment on time and painless blood test
Very helpful and supportive. Answered all my queries . Prompt and didn't take too long
I was late for my appointment and the receptionist and nurse were very accommodating and kind.
Lovely midwife. Excellent information provided and a reassuring visit.
It was very stressful and I had to leave the appointment
I got the treatment I was looking for
I get very good service because the practice is very well managed and people smile-unlike we hear from friends with other practices
Staff and doctor efficient and helpful. Was given appointment the day I rang. Could not ask for a better service. Very grateful to everyone at Willington surgery.
Phoned at lunchtime to ask for telephone appointment, receptionist asked what the case was, when told, gave an on the day appointment with the duty doctor.
Prompt, friendly and supportive
Lady was polite and efficient



## Friends and Family Test December 2022 Summary

<p>Only quibble is that one has to phone on the dot of 8am to have any chance of getting an appt for that day .(there were 20 in front of me when I phoned at 8am!!) However I was very satisfied with efficiency of doctor's consultation.</p>
<p>I was told no appointments thought I was going to have to cancel a lot of clients to go to derby but reception rang back to say doctor will see my daughter at 4pm thankyou</p>
<p>Anna was extremely helpful and understanding and reassuring. As a new patient with your practice this was very welcoming. Thank you.</p>
<p>Made me feel like I was being understood when it came to my health and how I'm feeling</p>
<p>Nice nurse good advice</p>
<p>I was able to see doctor within same day and he quickly diagnosed my issue</p>
<p>Very thorough and kind.</p>
<p>Friendly personal support</p>
<p>Appointment time keeping excellent. Staff pleasant. And extremely helpful as always.</p>
<p>10 month old baby - this is being completed by his mother. I was able to get an appointment at 10am after being very concerned about health. At the appointment the doctor gave a thorough examination, advice &amp; reassurance.</p>
<p>Clean, bright and friendly environment &amp; staff.</p>
<p>I was seen on time. Very pleasant waiting room. Nurse was polite and friendly.</p>
<p>The appointment was carried out on time</p>
<p>Everything was explained so Geoff could understand it.</p>
<p>Because I actually saw a REAL doctor and not a video call as promoted by the atrocious Matt Hancock....and she was excellent....thankyou</p>
<p>Phoned and explained my symptoms and the context. Was given an appointment on the same day and left with the appropriate medication and advice at the end of the day. Effecient and friendly !</p>
<p>Today was my first visit to the surgery and I was treated with kindness by a lovely lady who did my blood test Thank you</p>
<p>Was given a same day appointment after being advised by the pharmacist that my issue needed looking at . The receptionist and doctor I saw were both really kind . Thank you so much</p>
<p>Got an appointment on the day, GP was friendly and listened, scheduled another appointment to deal with a separate issue for tomorrow, couldn?t have asked for better</p>
<p>Prompt and efficient service</p>
<p>Trainee gp has very pleasant attitude and was not afraid to seek second opinion. I think she?ll make a very professional GP</p>
<p>I had my procedure done by a nurse in training. She explained she was new to the role and was supervised by Dr and another nurse. She did a brilliant job and I have every confidence in her going forward.</p>

## Friends and Family Test December 2022 Summary

Appointment on time and very helpful.
I went in straight away 10 minutes early
Everything explained very well
Appointment on time. Phlebotomist took my blood sample well. Mission accomplished. Thank you NHS. PS I support the nurses/ paramedics on strike!
Professional and helpful advice seen quickly
Friendly helpful staff on reception, as was the doctor. Minimal wait time too
Answering for Mam ?. We were looked after very well. Felt cared for. Wendy C is simply the best. Always very professional. Thank you.
Efficient and friendly
Needed to see a doctor
Very friendly, efficient service. Answered my queries and hopefully solved my problems
Different dr 's and staff giving me different information. Regarding controlled drugs that I need regularly. Helen on reception has helped me and is always understanding and caring
Usual excellent service from you guys.
Excellent service
Easy to sign in upon arrival, went in to see the nurse on time.
Fast, polite and friendly service
Excellent. Prompt, friendly and efficient service
Seen promptly by a pleasant, knowledgeable GP who seemed very caring
No waiting time and a lovely, caring and informative nurse . Thank you
The service I received was friendly and efficient as it is on all visits to the surgery.
Quick , no waiting and no fuss
I called at 8 am and although 26th in the queue, I still got an appointment with the lovely doctor Saunders. Very good
Like the call back service better than in a queue listening to music playing over and over. Very prompt appointment. Like that Dr Maronge calls you in in person. Didn't feel rush in the consultation. Dr M kindly booked the follow up appointment.
I have been unwell for a few weeks, after having 2 phone remedies at last I saw a doctor. Thanks to the receptionist I have seen Dr Saunders , THANK-YOU
The appointment was on time, the pharmacist was informative and answered all my questions in a way that I understood.
Dr gave me phone no to ring for X-ray appointment. Within 2 hours, (before I had had chance to do so), I received a call to make an appointment and a choice of two hospitals I could attend. I was impressed the doctor had set the appt in motion.
Very clear explanation delivered with expertise, experience and confidence. I felt I was being listened to. Diagnosis was swift and solution to it provided.
Clear explanations given and reassurance with advice if symptoms return.
Was very impressed. I got an appointment to see a GP face to face on the day.
Pleasant and responsive when I managed to get an appt.
I hear people moan about not getting appointments, I didn't ring until +- 12:30 pm and had an appointment at 4:30 pm. Doctor was excellent, very understanding of my feelings.

## Friends and Family Test December 2022 Summary

<p>I was flabbergasted to phone for a telephone appointment and get one the same day, then in the phone call to be asked to come into the surgery the same day! Expected to wait weeks! Very pleased and feeling lucky.</p>
<p>No waiting time.</p>
<p>I was booked in for a b12 injection today, I even checked with reception when it was due, its 9 days early and I was refused it, which I totally understand but it was a waste of one and the nurses time, not to mention waste of medicine!!!</p>
<p>I was actually expecting to see a GP but that was my mistake. Mr Jaufri was very helpful, with good suggestions to support me trying to stop taking an addictive medication. He listens carefully and overall I couldn't ask for more.Excellent.</p>
<p>Very polite and efficient as usual.</p>
<p>As usual a very efficient &amp; professional service thank you</p>
<p>Called in early, dealt with quickly and efficiently</p>
<p>All staff pleasant , attentive and helpful</p>
<p>The reception staff were helpful, friendly and polite and were able to offer me a same day appointment. The doctor was very supportive which was very much appreciated. Thank you for being there - my experience was excellent</p>
<p>My experience with Willington this time was ok. It's generally quite difficult to get an appointment.</p>
<p>Efficient Informed Friendly</p>
<p>Everything was how is should be.</p>
<p>Everything went according to plan ( perhaps I might rephrase that when I receive the results!!) . The nurse was very helpful &amp; considerate. The only suggestion is that a chair adjacent to the blood pressure machine would be helpful. Removing shoes</p>
<p>Got an appointment at short notice and Dr O'Hara was excellent. Proper old school Dr who listened and showed concern</p>
<p>I didn't have to wait long for my appointment. The nurse made me feel very at ease and spoke to me about the whole experience before we began. She made sure I felt comfortable and overall one of the best experiences I've had at the surgery</p>
<p>Nurse should have enabled privacy when changing for smear tests. Whilst I appreciate she will see it all doing the test, some dignity whilst changing should be available.</p>
<p>Every thing went as well as it should</p>
<p>Nurse was very friendly at put me at ease.</p>
<p>I am amazed by the outstanding care I have received from the willington staff. They have been very efficient right from the reception team booking my appointment, to the Gp who was incredible and the hca who went out of her way to take my bloods.</p>
<p>Appt time was punctual, the nurse was friendly &amp; my injection was quickly carried out.</p>
<p>Treated with respect.. A good examination and prompt medical treatment given.</p>
<p>I only rang early this morning and the receptionist managed to give me a time for me to come over to. Even though they were busy. Which I was grateful for!!!!</p>

## Friends and Family Test December 2022 Summary

	Usual very good service
	In n out in 3 mins was just for injection
	Seen on time, dr was efficient, caring, and given prescription
	Overall good experience approximately 25 to 30 minute delay Doctors running late apart from that very good
	The doctor is very thorough and knowledgeable. Great care!
	Staff always friendly and efficient
	Dr Ohara takes the time to actually listen, he makes you feel like you're not wasting his time
	Got a same day apt which I needed, waited a while on phone but not a problem, no waiting at doctors - got medication required & straight to chemist. I rarely come & am scared of trying to get an apt usually, but all went smoothly.