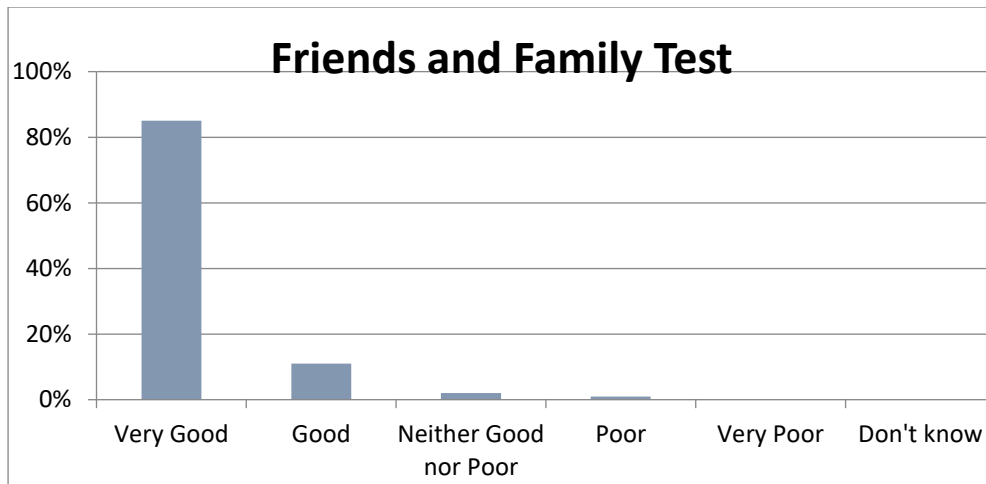


# Friends and Family Test February 2023 Summary

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

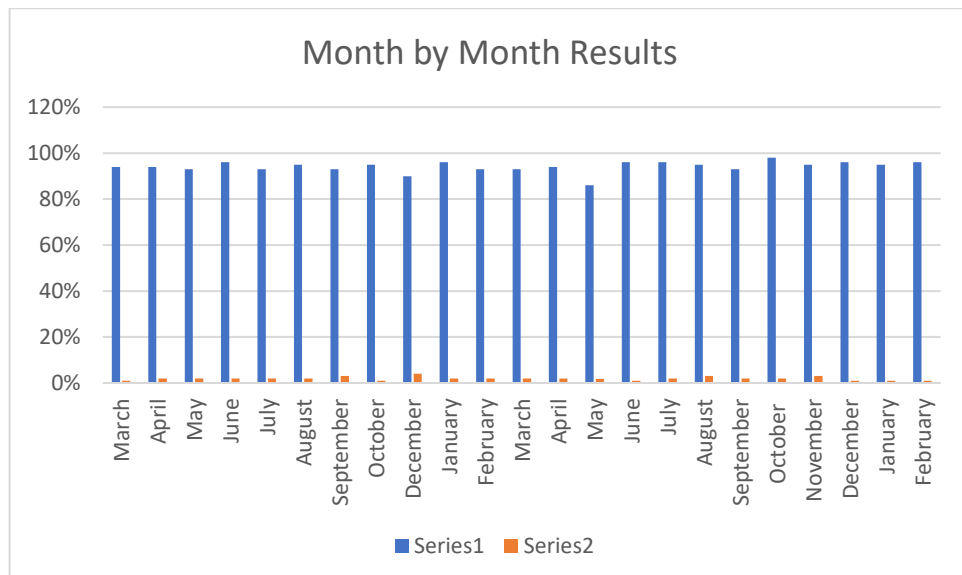
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
246	31	7	2	2	1
85%	11%	2.5%	.6%	.6%	.3%



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

Would Recommend	Would not Recommend
277	4
96%	1%



## Friends and Family Test February 2023 Summary

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

Wendy was brilliant. My first smear experience and she was very understanding and clear with her explanation and instruction. I did not feel rushed but nor did it appear to take longer than necessary. Feel more open to future exams etc.
Doctor we spoke to was brilliant. Very informative and understanding.
I saw the nurse & as always she was lovely, very friendly but still professional
Dr morange , just brilliant every time. Thank you so much all.of you at willington for always making sure my boys sorted.
Prompt treatment from a friendly member of staff
Great practice Very helpful and friendly staff No problems Thank you
The conversation was good and to the point
Seen on time. Pleasant nurse and very efficient
Felt comfortable, calm nd well loojed afterunder the circumstances! Professional staff
I arrived 15 minutes early and was seen within minutes. The hca was very gentle when taking my blood and was kind to me when I told her that I had lost my dad the previous week.
Professional staff and made me feel at ease. Would like shorter waiting time
Clean and friendly environment and timely treatment.
It was a very pleasant & informative one on one.
Dr Fletcher was very nice and thorough
On time, thorough exam, efficient
The lady spoke to me in a lovely manner and explained everything to me. It made me feel at ease, and would definitely use this way of communication again.
Quick friendly and efficient staff
Doctor was very empathetic and put me at my ease. She explained everything very clearly.
Because it was good
I was seen within 2 minutes after booking in. The nurse was very pleasant and at the same time professional. This Surgery Practice always gives 100%.
Timely and highly efficient as usual
Short wait to see the doctor and helpful consultation.
Reception staff kind and helpful and the Gp visit was excellent. Professional approach with sound ?bedside? manner. Sensitive and understanding. Thank you
Appointment with Pharmacist was 15mins past appt time (10.30 appt, saw him at 10.45am) Good interaction with him. Very few patients waiting to see docs/nurse. Strange considering the surgery is supposed to be exceptionally busy!!
Efficient service

## Friends and Family Test February 2023 Summary

I seen a lady doctor today and she was very understanding listened to everything I said! I couldn't have asked for a better service. Best gp appointment I've had in my life so thank you
Had to wait 5 mins but not a problem. The pharmacist was very thorough and happy to talk. Overall very good experience, thank you.
My doctor was very helpful, listened to what I had to say and she did everything she possibly good to help me, i walked away feeling satisfied which is all you can ask for.
Your clinical team are first class. The difficulty is getting appointments. I know it?s a national problem but being told to ring at 10 doesn't work. Have you thought about operating wait lists? I'm always happy to wait for good clinical care.
Really helpful and great advice. Always a good experience when visiting the surgery.
On time, friendly, efficient staff. Had to make two more appointments. 100% Good Service
Because its true
Came to where I was seated to call me in.Prompt pleasant & relaxed atmosphere in the procedural room.Area clean & uncluttered.Overall good experience.
Doctor rang to check I was ok with being a carer.
Was seen on time.
Such a good sevice and excellent staff member
Having just moved to Willington surgery, I just want to thank you. Everyone is friendly and supportive
Quick and efficient and pleasant staff. Phlebotomist was very good. Hardly felt a thing.
Appointment was for a blood test which was expertly done and I was in and out in no time at all.
Midwife excellent
The nurse was a balance of informative, professional and caring. Thank you.
Quick
I didn?t wait long after my appointment time. The nurse and student nurse were efficient, thorough, friendly and professional.
Always professional always available
Saw pharmacist 1st he didn't seem to think it was that serious. (Not happy). Receptionist made a prompt apt for me. Dr realised the seriousness,examined, explained thoroughly the problem and how to sort it. Very happy with the treatment and advice.
My son saw Dr Okoroh, she spent time listening well to the problem and was very helpful. I felt very reassured by her. Thank you
I found the questions invasive and did not feel that that I gained anything at all from the session
Doc listened .. looked at my reaction to nicotine patches... Gave me good advise.

## Friends and Family Test February 2023 Summary

Excellent as usual. Been to the surgery a few times in the last month, the admin staff, nurses and doctors are extremely helpful and caring, a brilliant service from all ! Thankyou
Seen on time. Receptionist very helpful.
The service and doctors took the time to listen & treat well done
First class treatment by a very understanding Dr
I received the answers of all my questions.
Call was booked for 2pm. I didn't get a call until 2:30pm when I already had a meeting booked so couldn't take the call.
Efficient service
I made an appointment for the same day. Dr Cowley was very attentive & understanding.
Quick and convenient over the phone.
The nurse listened attentively. She had a very friendly and professional manner.
Prompt, caring and understanding.
Very efficient The nurse explained things very clearly Thankyou
Very efficient and timely
Nurse was wonderful and my appointment was on time
Prompt, everyone very pleasant, no problem at all !
I was seen promptly by the doctor. The examination I received was very thorough.
Bang on time. Quick and no fuss. Unfortunately the 'BP' machine gave very high reading It always seems to with me. Obviously doesn't like me. Got home, used my own machine and got a normal result. Am now completing a 7 day home chart.
Every time I go to the doctors they are very friendly and supportive in whatever it is that I have gone there for.
Short waiting period, friendly and helpful staff
Very friendly and made me feel at ease. Appointment on time
In with 5 mins to spare. Sat down for a couple of mins and was called straight in. Blood done and on my way in a total of 8 mins.
Very friendly
Because it was very helpful
I came into the surgery 10 minutes early as soon as I checked in on the self appointment screen. I walked into the seating area and my name was on the board to go straight through. I was very pleased with how quick it was
Clear helpful advice about my medication
Very happy with the service given throughout, the appointment booking and my appointment with the doctor, thank you.
All good
Friendly and helpful staff
Nurse was brilliant, very calming and put me at ease

## Friends and Family Test February 2023 Summary

My midwife is always very friendly and helpful.
The staff at Reception were very helpful and friendly. I didn't want to use the Self Check in as i tend to avoid those kind of platforms, due to the perceived contamination risks. Sorry about that. Otherwise very positive experience
No wait. Excellent nurse
Very efficient straight in .
No wait, friendly, efficient and informative
From the phone call this morning to get an appointment and the service I was given seeing the doctor was excellent .Thank you
Service was quick, efficient and helpful. My thanks.
Wasn't rushed explained things well
Help with my illness
Efficient service
Seen on time. Quick and efficient
Anna was very patient with me and had alot of helpful advice for me to try. I also didn't feel rushed by Anna. Thank you.
Very efficient and caring as always.
Appointment was on time ( I did wait a while to get an appointment however) Also the doctor was approachable professional and efficient
On time and a great outcome, many thanks.
Physio excellent very thorough and reception very helpful
Staff very polite during difficult patient.
Very in depth discussion about my asthma and not rushed ?
Quick and efficient.
Consultation was very clear and considerate. Everything was concisely explained in plain English. I felt my needs were understood and catered for. Thank you
My appointment was for 14.20 and at 14.40 I had to go and ask if I had been registered as attending and was told I had then had another 15 min wait before being called through. Appointments are 10mins long but I waited the equivalent of three.
Reception great, couldn't see a doctor full up, got me to see a physio, only waited 7 minutes not the 9 minutes on the screen. Physio good went through everything gave me some exercises, forgot to ask how long to do them, rang receptionist sorted it
Nurse Harrington was very professional in dealing with my issues. Was thoroughly competent in the procedures carried out . Answered all my questions in a warm and friendly manner. Gave advice how to take care of myself Much appreciated.
The GP was polite and listened to my problem. Very thorough. Although after visiting I had to phone the surgery and pharmacy to find out where my prescription was, as I didn't have my prescription. This was organised by the reception at the surgery

## Friends and Family Test February 2023 Summary

Very friendly Doctor who took the time to listen to my problem and help find a solution. Very quick waiting time
Easy check in. On time. Friendly and efficient phlebotomist.
Excellent service
On time, pleasant manner
Effective pleasant
Nurse and doctor were very good
Saw the nurse early and looked after on the weighing and blood pressure machine all staff very polite
Always very efficient and helpful.
Very good
Very understanding and kind
Appointment on time swift blood test and out
Quick and efficient. Talked through reasons, and given a choice
Spoke with the pharmacist at willington surgery he discussed medication in a very helpful way, checking things out for me.
Pleasant, efficient staff
Very helpful over all..
GP very understanding and helpful. Some useful ways forward
Efficient and easy
Speedy response from app message . Please change my email address to correct one?
Listen well explained and discussed the situation. With a fall back plan.
Just okay. Not sure there was any resolution and finding it increasingly tiresome to have everything put down to stress or hormones but I guess that's the price of being a woman of that age and no I don't have any feelings of self harm either!
I rang the surgery on two occasions the first time I was in position 13 and made it to position 1 then got cut off this took 40 mins of waiting and second time joined At position 10 made it to one and got cut off again waiting a Further 30 mins
Very quick and easy check in using self check in machine .. waited couple of minutes and called in.. nurse fully prepared for my blood test so a couple of minutes I was all done... Great service
I was seen before my appointment time and was in and out in 5 minutes. Sharon was polite and friendly as always
Doctor very efficient with my problem
The receptionist was super helpful and although there were no appointments available she offered to speak with a doctor and relay my symptoms. The doctor then asked to see me and he was extremely thorough in his assessment. NHS at its best!
I gave that answer because I went to have a breathing test and when I got into the room I was asked a couple of questions one of which was do you have Glaucoma and when I answered yes I was told that the test could not be done.

## Friends and Family Test February 2023 Summary

Arrived for blood test 15 minutes early was seen within 5 minutes excellent service
Answered my questions ok
Efficient, friendly best surgery i have dealing with and I do care in the community and have to liaise with different surgeries willington is so on the ball
Was good welcome and support before attending appointment however in appointment room was a new staff member. There was no introduction to them , why they were there and during appointment another staff member walked in without even knocking.
Friendly service. Called early for appointment.
On time courteous and ft
Ease of recording arrival for appointment, saw phlebotomist before appointment time. Patient details confirmed before extracting blood sample.
Everyobw helpful
Very thorough and helpful.
I was seen the day I rang and the doctor who looked after me was very good and very professional.10 out of 10.
The receptionist was helpful and friendly when I telephoned to make an appointment. The nurse was on time. She was quick to deal with the issue. I was in and out within a few minutes. Extremely happy with the service I received today. Thank you
Quick and efficient
Arrived early,was seen immediately. Nurse was highly professional,extremely competent and resolved my hearing issue painlessly. Very relieved that I can now hear out of my right ear after 3 weeks of a roaring sound.
Phlebotomist excellent but would have been useful if I had been given notice that a urine sample was required as well as bloods.
Very efficient service, appointment time was spot on, couldn?t ask for more
Very efficient
I am so impressed with the level of service I have received since joining the surgery last year. Today, the level of care and humility I received from Dr Fletcher was outstanding. What a lovely person.
In and out of appointment very speedily
I was surprised by the response of the dr initially - I don?t think he understood why I was there - the use of masks makes it difficult to speak clearly and be understood. Eventually a mutual understanding was achievable
On time, very professional and caring. Treatment good and everything explained.
Was waiting awhile after my visit with the doctor to make an appointment with the nurse
Receptionist polite and helpful

## Friends and Family Test February 2023 Summary

<p>Doctor was very thorough and professional. Thank you Excellent service</p>
<p>Didn't ring until around 12noon today, a lady rang me back to say she had made me an appointment for 5pm due to my medical condition of low immunity</p>
<p>We weren't rushed and were able to ask and talk about any worries. The nurse ,Wendy, is very kind and understanding.</p>
<p>Always polite, professional and on time !</p>
<p>Very prompt and efficient.</p>
<p>This is a regular appointment and, up-to-date, the reception staff and person carrying out my blood tests are always polite, courteous and very professional.</p>
<p>Lovely staff member at reception made to feel welcome. Nurse who I saw was very accommodating and listened to me</p>
<p>Doctor very professional and was willing to listen to me</p>
<p>Was seen the same day, staff were thorough and friendly.</p>
<p>The doctor listened &amp; checked me physically. She told me what she could do &amp; what she couldn't. As well as timescales. That's as good as it gets at present, it seems.</p>
<p>Doctor was very helpful</p>
<p>Appointment on time, thorough examination. Good listener. Good advice. And good info on follow ups for any potential minor surgical procedures required.</p>
<p>The nurse was fantastic. She told me to book a telephone appointment with a doctor on the way out but, was told I can't, and I have to phone up at 8 on the day. I find this ridiculous. This is the sort of service that kills.people</p>
<p>I was able to make an appointment on the same day, Doctor listened and understood my illness and was very professional got my prescription same day all staff very friendly and understanding</p>
<p>Urgent appointment requested for an acute infection, fitted in within an hour of phoning and the dr was clear and decisive with antibiotics prescription.</p>
<p>Back to normal just going round in circles</p>
<p>Always very efficient and pleasant.</p>
<p>Very professional and friendly. Put me at ease, very thorough and explained everything to me</p>
<p>Delay in seeing the doctor, but overall service from doctor and reception very good.</p>
<p>Dr Cowley Explained very clearly about my concerns and was reassuring</p>
<p>Receptionist was pleasant and helpful . Kim the diabetes nurse was her usual informed self .</p>
<p>Very helpful, kind member of staff who listened and didn't rush the call. Thank you.</p>
<p>Doctor listened to what I said and explained everything clearly</p>
<p>A swift response to a very painful complaint</p>
<p>Called on time and was informative</p>



## Friends and Family Test February 2023 Summary

Generally I don't find this surgery very good, but the lady I spoke to today was very thorough and helpful.
Anna was very knowledgeable, helpful and handled my questions sensitivity and to my satisfaction. Thank you.
Dr Makava is always knowledgeable and has a great chair side manner ? as a first time Mum, this is super appreciated
Very welcoming Gave explanation of procedure Privacy given Asked if there was anything I would like to ask
Some useful contacts given to help with my problem.
I felt reassured by the doctor and wasn't rushed
I had excellent appointment with the Doctor and no problems
No waiting, friendly staff
Quick and efficient procedure with lovely friendly attitude
I rang up quite late on a Monday. I was called back with a face to face appointment the same day. Staff were helpful and friendly.
Seen on time and very pleasant staff and very helpful receptionist.
Phlebotomy section is excellent.
I got seen straight away and the staff were very friendly and helpful
I was listened to lovely doctor
I went with 2 issues. One was dealt with clearly. The other I felt a bit worried about and thinking back it maybe could have been explained better. I was told to stop medication but no information about the possible affects of doing so were given.
Informative Helpful friendly service.
I was given an appointment for an ecg at 12.50 on 20th February. When I turned up for it I was told there wasn't an appointment even though I had the proof of it on a message on my phone. I was then given another appointment for the day after 21st Fe
Always pleased with Dr Farrow.
Because you are very good.
The nurse I had today is always so lovely
Seen just a little after my appointment time but that's not a problem. My medical issues were explained and discussed and as always Dr Cowley was extremely helpful.
The practitioner listened to me and explained his reasoning. Our conversation was informative and touched at the right level. The appointment was almost on time
Didn't have to wait, and Sharon is always a pleasure to see
Pharmacist was very thorough & helpful & very pleasant
Delay in appointment time sad to say we have lost our manners no one said sorry for the delay. Apart from that excellent experience.Keep up the good work in these difficult times.

## Friends and Family Test February 2023 Summary

Worthwhile. Great service.
Nurse very efficient and nice. Appointment on time.
Always find the staff very friendly and helpful
It was a follow up appointment and the doctor was very helpful
Routine blood tests no problems apart from the congested car parking
The Phlebotomist who took my blood sample was very polite and friendly.
Appointment on time and quickly done. Nurse very friendly
The clinical pharmacist took time to talk and I didn't feel as though I was rushed
Very good and quick
Dr Fletcher is always kind, thorough and approachable.
Once you get an appointment it's great ? I rang on Tuesday bang on 8am ? I was 27 in a queue it took me 40 mins to get through .. to which no appointments.left . hence been today where my condition got worse ????
On a whole great surgery
Chemist seems to know his stuff
Very thorough check over for my little girl who has a persistent cough. Dr Fletcher was lovely and considerate.
V efficient and on time
Very helpful and really reassured me. Listened and spent plenty of time with us! Thanks so much
Quick response to enquiry - same day appointment given with compassionate GP
Lovely staff very thoughtful and understanding of our needs. Thank you
Dr Fletcher was lovely and took her time during the appointment.
The staff at the Surgery are so understanding. Clearly they have multiple calls to field and they went out of their way to find solutions. They said multiple apologies for mild delays which were not needed. Thanks to the team.
Fantastic professional service as usual
Satisfactory conversation and result
Dr was great and no other issues. Was hard to get through but totally understand Receptionist was great once I had got through
Dr Woods was very caring and kind. Has really helped me alot. I am very grateful.
All went very well,just like it always does!
Efficient and professional as ever.
Fast efficient and caring
Always had an excellent service at this surgery. Maybe the staff are overworked? Hope they are valued
Prompt, helpful and friendly staff
Got prescription needed but do still have concerns need a referral to dermatologist
Appointment cancelled due to illness

## Friends and Family Test February 2023 Summary

	Telephone appointments are the easiest method in connection with the surgery
	The doctor was very helpful and put my mind at ease
	Prompt appointment and blood test and physio appointment all in one day
	Good discussion which had time to address the issues and agree a plan
	Short waiting time. Gp was kind and a good listener
	Wait time excellent and to make an appointment to see physio therapist great. However, after seeing her, and movements done on knee to ascertain problem as escalated
	Had two face to face appointments today with Kim Davenport and Dr Maronje to sort out use of new diabetic medication. Both very professional, helpful and happy to answer my queries . I felt supported and was assured that my care is in good hands.
	No waiting
	On time and very welcome
	Saw both the nurse and the dr and both appointments were on time and very efficient.
	Good, fast & service
	Dr was polite, very informative about my procedure and professional. 1st time in years, I felt listened to. Thank you
	Very helpful consultation, not rushed and covered the issue thoroughly
	Accessible to communicate with deaf people by email, rather than using phone. And gave reminder via SMS. Doctor/staff are patient with me, I thank you. I'm happy with this service
	Staff very efficient and helpful.
	Clear concise plan arranged.
	Knowledgeable person gave good clear information
	Got an appointment the same day, excellent doctor who was on time and prepared, polite and excellent all round. Good work by everyone at the surgery
	Anna was lovely, very professional. Told me what may happen with my new tablets and to get in touch if I had any problems. Thank you

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