

## Friends and Family Test September 2023 Summary

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

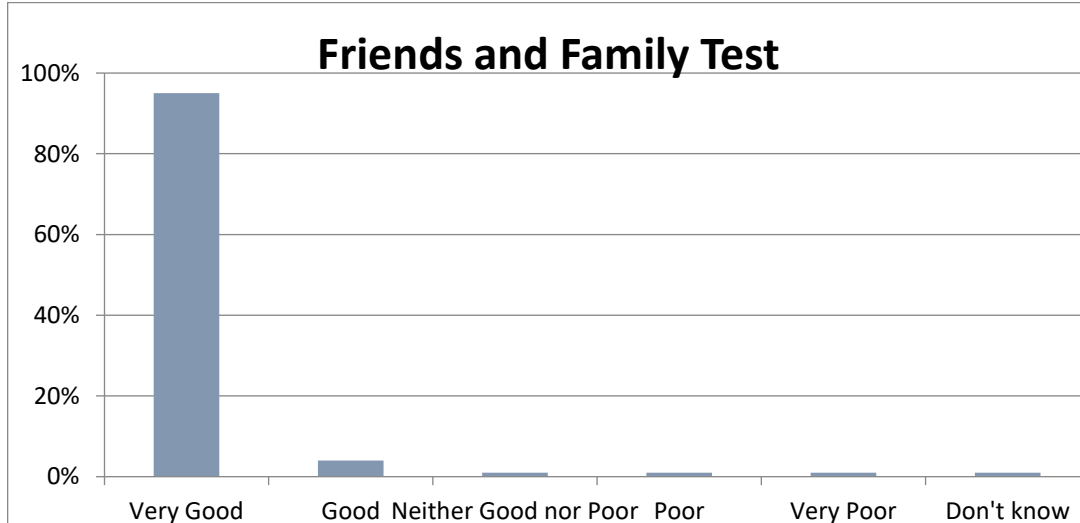
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
678	28	3	2	2	2
95%	4%	0.25%(approx.)	0.25%	0.25%	0.25%

This includes results from Over 65's Flu Clinics which are shown below

Very Good	Good
357	4
99%	1%

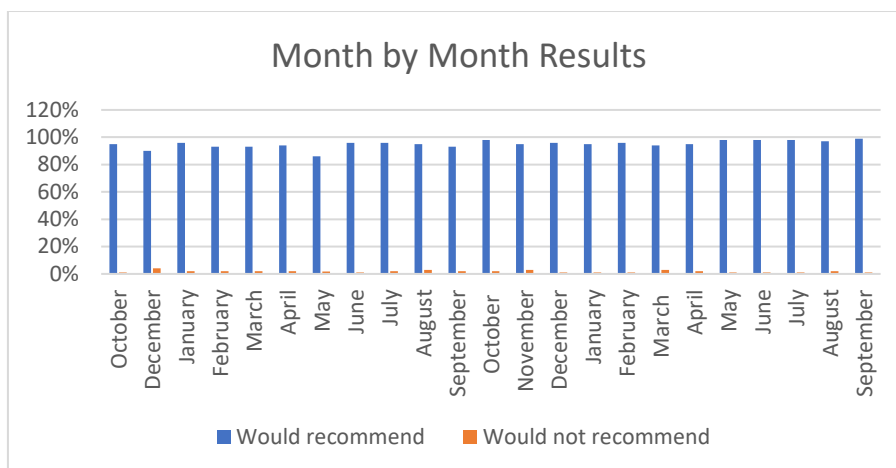
Taking out the flu clinic responses the very good response would have been 91%



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

Would Recommend	Would not Recommend
708	4
99%	1%

## Friends and Family Test September 2023 Summary



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

<p>September 2023: Text responses to question How likely are you to recommend our service to friends and family if they need similar care or treatment? Copied as sent</p>	Professional and friendly. Treatment couldn't have been better.
	Extremely helpful and friendly nurse, efficient processes, no long waiting time and a very pleasant premises to visit.
	Dr. Jackson was very thorough
	The nurse was very thorough going over my travel requirements for Africa. I didn't feel her giving me the tetanus injection at all!! Good visit!
	I was seen very quickly by the Doctor.
	The doctor understood my daughter's problem. He was kind and helpful and he will follow up in a month.
	The appointment was quick and efficient. The nurse kind and helpful. Thank you.
	Efficient and caring treatment from the doctor
	Could not fault Kim the diabetic nurse. Reception also excellent.
	Arrived 5 mins early, straight in for bloods, efficiently done with no bruising, straight on BP, weight etc machine and out. Perfect appointment.
	The doctor was extremely thorough and so very pleasant
	Because it was
	Was seen on time, few minutes early actually. Vaccination well explained, lovely nurse
	Fast efficient and desired outcome.
	Explained what the issue is in her opinion. Suggested a plan of action and solutions which were delivered by e mail promptly.
	100% Friendly, efficient, timely service.
	Dr Saunders was great with her advice.
	On time. Dr Saunders was caring, she listened and we talked about various options. I fear I was able to convey all of my concerns and they were addressed.
	Nurse was very good and gentle. I WAS NOT TOLD ABOUT A URINE SAMPLE so results will be delayed until I can get s sample tomorrow. Not pleased about that. Poor communication
	Phone answered quickly when rang to make appointment. Given appointment same day. GP friendly, kind, reassuring and helpful.

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The lady who I spoke to was extremely helpful, very caring and thorough. I felt very confident and grateful at the end of the telephone appointment that she wanted to help me if I had any questions, worries or explanations regarding my medications.
As always, all the staff and the procedures in place for booking etc are faultless. An example on how it should be done with so many other surgeries in the local area providing a shocking service!
Dr M is professional and polite. He also knows his stuff . He is consistently this way Staff at front desk are professional and polite .
Because it's what I felt
Answered all my questions, didn't feel rushed, excellent doctor
Phone review , efficient setvice
I found it very helpful to hopefully improve my condition.
Quick and efficient. Cheerful staff
Appt on time and efficient!
As appt-time is important to you, please inform patients that w/h/bp m/c can be used AFTER* rather than before appts just as can future appt dates. Was early, but made late by (my) ignorance* and being directed to make new appt at log-in.
Practice reception communication & updates regarding appointments was first class. Arrived at surgery & registered arrival 10mins early called in to fit the 24hr BP monitor a few minutes later.
Nurse Sue was very thorough explaining all my test results and answering any questions very professionally. She listened to my concerns advising that I should see a doctor and sorted out an appointment for me. I left feeling very assured.
Willington Surgery is a well organised, friendly surgery. I have been their a few times and I have always received a good quality, friendly service
A very professional and fully explained interview with suggestions to improve lifestyle
The appointment was given at very short notice, for which I am very grateful. The doctor, who I have never seen before, was excellent. She was very polite, kind and highly professional. She was also very thorough and understanding. Thank you.
No waiting and extremely helpful
Fast appointment and equally efficient blood test
Call was on time, Anna who called was friendly, professional and answered all my questions which was very reassuring.
I was as always seen and dealt with friendly and efficiently
Receptionist was really polite and helpful. The Dr was super helpful in giving advice regarding my trip away and what I needed to do if I wanted to cancel it or if I wanted to still go ahead. The Dr was really nice and empathetic
The doctor was thorough
Very thorough
I was seen promptly and the nurse explained everything in a way that was easy to understand.

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Joanne was professional and caring. We discussed symptoms and triggers and she gave me lots of useful information. She also took the time to listen to me about current issues and is helping with a change to my meds. She was absolutely wonderful.
On time. Lovely nurse. Clean. Knowledgeable. All very pleasant!
Quick on time friendly service
Efficient, approachable staff. Everything explained thoroughly and carried out well.
Really quick and easy appointments made Alot of advice given about my situation and sympathetic ear really appreciate at the minute Nothing is to much trouble and can tell all the staff are very friendly and genuinely care
Because I had a constructive consultation with the Dr and my appointment was on time.
Telephone pharmacy excellent and very helpful Professional help
Lovely to be able to talk through results
Great advice and follow up appointment. On time and great service, thanks.
Wendy was lovely and made me feel at ease at what can be an uncomfortable test!
Staff were friendly and professional
Getting an appointment was difficult. Nurse was fantastic
Dr Hiliary Wright is the best doctor I have seen down at Willington and I have seen her twice. Wish she was my allocated doctor who I don't think I have ever seen.
The doctor I saw was very kind and patient
Very polite . Did not have to wait long.
On time appointment Friendly, knowledgeable clinician
Spoke to Kim, she was very kind, helpful and very caring. She explained things clearly giving me information that helped me make my decisions on my care.
Staff are very caring and professional.
Rowena was efficient, professional and very informative.
Physiotherapist was thorough, professional and helpful.
Polite professional and personal. Really good feel after appt.
AFTER MANY YEARS COMING TO WILLINGTON DOCTORS MANY STAFF AND DOCTERS HAVE BEEN AMAZING ....WAY BACK TO DOCTOR FARRELL AND BEFORE... FEEL SO COMFORBLE EVEN I WAS VERY POOrly
Friendly service and prompt
The nurse was so helpful and reassuring
Sorted out my tablets quickly and efficiently. Very nice lady
Achieved my aim
Good advice provided
It all went well with no problems
Didn't seem to listen to what I was saying by saying we'll <b>think</b>
Timely professional and helpful
Had to wait for both appointments a while
Friendly reception staff and the clinician was very clear with her information
The doctor answered all the questions I had. examined me before a diagnosis. Gave me medication to relieve my symptoms

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Friendly, very informative and answered some of my questions which made me feel better
Dr Morangie was very clear in his advice. The Receptionist Heather was very pleasant and nice to talk to. Emily was very helpful. A well run and efficient surgery.
Phoned at 1.25, and got an appointment for my elderly mother in law at 3.20 that same afternoon, Receptionist very pleasant
The nurse was so so lovely and very friendly put you at ease
I didn't need to wait very long for my appointment. The Nurse was very patient and explained what she was doing . Very satisfied
All very fast and efficient!
The issue I had put my mind at rest.
Although running a little late. A thorough examination was made by Dr Wright, requesting blood tests & X-ray, to enable further investigation. Thankyou
Everyone very helpful especially the receptionist and even though the doctor was running late she gave me plenty of time for my appointment
Really efficient and friendly service.
Great help
Painless, lovely nurse , quick
Appointment on time clinician professional and friendly. Surgery clean
Timely appointment and clean environment with friendly staff.
Blood was taken at exact time 9.05am
Kept being disconnected at 8 this morning
Gp was really kind and helpful
Managed to get an appointment, the day I called after about a fifteen minute wait on the phone. Wasn't able to self check-in, so then had to queue at reception, which made me late. Receptionist was friendly and Doctor compassionate.
I was dealt with very efficiently and friendly. I would also like to say how much the pharmacy has changed. Improved layout etc and my drugs were sorted out so efficiently.
Helpful advice from nurse. Fully consulted before injection given and choice made by myself.
Just first class and very professional especially Julie one of your nurses
Short wait time, efficient appointment, lovely personable doctor
I wanted to see the doctor, and I did
Helpful staff with friendly and professional attitudes provided a satisfying experience.
Seen on time, welcome with hello Keith how are you, told what blood test were requested and how to access the results. Continue with the excellent service you provide, as I hear horrific stories regarding other practice
Streamlined service as soon as you enter the surgery, with the care and advice from doctor
Very impressed with the diabetes review nurse. Results explained clearly and effectively, as well as time to answer questions and concerns. Pity trying to get an appointment to see a doctor at this practice is no easy matter.
Quick friendly efficient

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Following my online request I had a face to face with Dr Cowley who was very thorough understanding and charming.
On time and Dr was very understanding and reassuring
Booked for my wife and I to have ears syringed, mine not req'd my wife's was. Is it worth reconsidering a brief appt beforehand to see if treatment needed. Successful treatment and we had flu jabs as booked for the next day.
Appointment 30 minutes late Otherwise very good
Very quick and welcoming staff
Felt very reassured by GP. Very thankful.
Helpful
Doctor and nurse were excellent Caring, informative, patient, and very helpful I felt very comfortable and relaxed Thank you
Saw nice friendly nurse,punctual. Is always a delight.
I was booked for a telephone call, this never happened.
Fantastic GP sorted out my medical issues.
Was listened to and treated to satisfaction.
Doctor Farrow deserves an answer, she was thorough,she took the time to talk to me ,to find out what was wrong and she examined me, thank you.
On time, good overall experience
Always timely Helpful staff
Very professional nurse.
Easy to book in on the day, waiting time was 4 minutes & I was called spot on that time. Nurse was welcoming & very efficient explaining what she was doing. Afterwards member of PPG explained the process of the blood pressure/height / weight machine
Nurse Joanne was polite and informative.
All the staff are lovely at willington, every single member of staff/ dr/ nurse I have come into contact with has been so understanding and caring, they go above and beyond to help you and never seem in a rush they take time to listen and help!
The doctor was very understanding and was given the medication to help me. Hopefully I will start feeling better. It's always helpful when you know your doctor is understanding.
Appointment was at 10:50am and I didn't get seen till 11:15am booked that this time as I start work at 11:20 so I was late to work because you were late to see me
Very helpful and resolved all the questions
The nurse realised I had a problem and alerted the doctor. He was excellent and referred me to the hospital immediately.
The surgery made adaptations to communication due to my deafness seamlessly and the whole process from booking to attending appointments to aftercare have been very smooth and person centred
Because Kim was very helpful.
Quick , friendly and efficient
Lovely doctor didn't have to wait too long
Very informative , easy to talk to

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Rang this morning about a water being handed in within 5 minutes had an appointment to my GP exelant service. Thank you.
efficient service with a competent doctor.
To actually be number 1 in the que, get to be seen by a GP this afternoon. Great service
Friendly call
Appointment was exactly on time, I felt I was listened too and I didn't feel rushed. Thank you.
Everything you would expect from your Dr. She was patient when you spoke about the issue, listened, discussed, suggested, concluded. Happy with everything
Had to wait an extra 45 mins past my appointment time.
The pharmacist -Anna - was very helpful and listened to my answers and queries.
I was in and out in moments. The nurse was lovely and friendly too.
Pharmacist was very helpful friendly and explained, or answered all my questions with understanding.
Attended asap, very good chat with nurse!!came away happy.
Always very caring and thoughtful. Always try and help if you phone with a problem. The best practice we have ever been too, very knowledgeable and excellent communication
Willington surgery is the best in the universe. Dr Farrow is an angel.
Great support as usual, many thanks for all your help.
Very professional service
Very thorough appointment every thing well explained
Very understanding doctor and helpful
DR Saunders is really helpful and I feel safe that my care is in her hands
Seen on time. Good clear consultation
Staff were excellent
Very prompt service, seen on time. Receptionist very helpful
Very personable and explained all the blood results
Clear and understandable advice. Very professional and polite.
Dr Farrow gave me her usual excellent advice.
Can't fault how everything is taken care of from ringing me and organising appointments to finding it easy to ring or message the surgery and get a good response
More than happy with the member of staff that I had my appointment with, she was very pleasant and approachable, and made me feel at ease. Over all very good service
I was very concerned I had blood clots in my leg therefore grateful for this appointment. Dr Maronge diagnosed a problem and arranged an urgent scan appointment at Derby royal. He listens and is a excellent doctor and a credit to Willington surgery.
Nurse is so lovely and puts you at ease
Staff I spoke with were friendly and responsive.
Didn't have to Wait..MORE THAN a few minutes and the nurse was very pleasant and professional thNk you
Because there was no Messing about just got on with the b12 injection
My GP was very understanding of my concerns. She explained some complicated instructions on my new medication.

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Timely and effective
Appointment was on time and the nurse was very knowledgeable and efficient.
The lady in reception was very helpful, as was dr Makava.
Great advice from nurse and friendly help from receptionist
Seen on time Very helpful ? ?
Honest, sympathetic practical approach
Able to book an appointment on the day, short wait time, professional doctor and helpful receptionist
Excellent surgery
Helpful and friendly doctor but was seen 15 mins late
Joanne was as lovely as ever. Very understanding of my condition. Super nurse
Very happy with my appointment. It was on time and the doctor was really nice and clear whilst explaining my procedure.
My 7 year old was a little nervous and feeling poorly, she was not very talkative. GP, Dr Makava was wonderful and kind. Explaining things very clearly to my daughter. She was very empathetic and made my daughter feel at ease. Thank you
I felt the Dr seen me as being a paranoid parent but it was more for advice for a 3 day temperature following his vaccines. I knew my son was a "well child" but also felt dismissed with any concerns I did have.
polite receptive staff
From the very kind and welcoming receptionist to the warm and reassuring phlebotomist and then the welcoming and professional lady in the pharmacy. Easy, professional and kind.
The nurse was kind and compassionate throughout my appointment. She explained everything well. Couldn't fault the service. Thank you
The nurse fully understood the reason for my visit, offered appropriate advice and booked future appointments.
The doctor listened to my concerns and is dealing with problem. The receptionist was very helpful and very pleasant.
The pharmacist I had my appointment with was first class. He was very thorough, friendly, polite and very professional. Many thanks.
Appointment on time.
Excellent doctor - very caring and supportive.
Saw the nurse, on time, and as always efficient and professional.
Always enjoy meeting the pharmacist. Both knowledgeable and encouraging.
Very helpful and understanding was kim
Couldn't fault the doctor we saw today. She listened to everything myself and daughter were telling her. Explained everything really clearly answered all the questions my daughter had which really put her at ease will be returning to her
I was well treated and examined properly
I was just in for a blood test. Appointment was on time and blood taken by nurse easily with no pain and a friendly smile.
Got straight through to reception, appointment booked for an hour later, arrived at the surgery & was seen pretty much straight away. Kind & very understanding doctor.
Excellent doctor.



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I was seen early by and treated very well
Midwife was so lovely and warming. Very informative and thorough!
Friendly doctor who was good with William. He felt comfortable with her.
I had 2 vaccinations and she was ever so helpful when I felt nauseous afterwards even got me biscuits!
Anna was thorough in her approach to my medication review. She talked through all my medications and asked me questions and offered advice and I felt listened to.
Fabulous doctor, very helpful. Not a ?very good? as had to wait a while.
Dr was lovely, very kind, easy to understand, and put me at ease.
Excellent GP. Listened and advised and reassured. Wellington surgery appointment system is excellent and the reception staff are excellent too.
Yes very good service.
Only a short wait to see nurse, very thorough and really pleasant
15 mins late calling, but able to do appointment over the phone with no problems.
Friendly, professional nurse made my cervical screening as relaxing as possible. Put me at ease during an intimate, uncomfortable and stressful experience.
The nurse was very thorough and professional and informative .
Everything really well explained, nurse had a lovely manor, very reassuring. Thank you
The doctor was very clear in her response to my X-ray and how to progress as and when I feel the need.Thank you.
Dr Morange was very good, he listened well and asked questions, I was given very strong meds. It would have been better to be seen in person, but I can't walk, stand or sit due to pain. I don't agree with the policy of no home visits, it is not good.
Seen promptly and in friendly environment.
On time. Full explanation and discussion of problem. Sympathetic nurse prepared to listen and discuss matters. Well done Kim.
Called back in a good time Frame. Advised me
Rowena who I saw was lovely! Made me feel relaxed and was very friendly. A great addition to the surgery! Hope to see her again if I need another blood test in the future.
Appointment punctual. Covered every aspect of my blood test, and offered a chance to ask any questions I may have.
Easy to self register .
The Dr was very friendly and showed concern for my symptoms.
Friendly and went into detail, very helpful
Dr Fletcher appears to have compassion and empathy and of course, a plan of action. Thank you
The nurse knew what she was doing ...and she did it!
The pharmacist I saw was very efficient and friendly
just great service
Receptionist very helpful. Dr excellent
V/good due to the fact got through very quick at 8am ?got an appointment.. excellent doctor?.

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<p>Straight forward self check in, only sat down a few seconds before being called in. I was greeted by Rowena who was very welcoming and friendly. My blood test was completed very swiftly and professionally ... an overall pleasant experience.</p>
<p>On time. Clear thorough and professional discussion</p>
<p>Excellent advice</p>
<p>Very informative and useful chat about my medication.</p>
<p>Doctor very professional also helpful</p>
<p>Positive and helpful conversation regarding my needs</p>
<p>Dr listened and was great with my daughter</p>
<p>Very informative and helpful</p>
<p>Nurse Julie gave me an update on my general health after blood test results. Explained everything and asked if I had questions. Very clear and informative.</p>
<p>Friendly and efficient</p>
<p>No waiting nice people</p>
<p>All Willington staff are just wonderful. Everyone goes the extra mile and the ethos it's proactive. Thank you all</p>
<p>He listened and remembered what I said. His advice was good and I genuinely believed that he cared and was taking the time to help me</p>
<p>Because the appointment was on time( telephone call) I felt the Doctor listened to what I said and gave me some useful information and advice.</p>
<p>Got an appointment quickly on the same day</p>
<p>I was seen a couple of minutes before the actual appointment time, which is a bonus. The person dealing with me was welcoming, upbeat and positive. Can't ask for better than that.</p>
<p>Always happy that my Dr is going to work with me.</p>
<p>Always helpfull carnt fault anything</p>
<p>Very pleasant and professional.Easy to talk to and informative.</p>
<p>Responsible, kind,friendly,professional .</p>
<p>Was very thorough and informative, explained everything we discussed expertly but so I understood</p>
<p>V helpful nurse</p>
<p>Very helpful and knowledgeable</p>
<p>Friendly reception staff and good appointment service</p>
<p>Excellent service</p>
<p>Lovely polite staff who go the extra mile for you.</p>
<p>Appointment on time, dealt with efficiently.</p>
<p>Delt with every thing with professional that I asked of him .however his printer wasn't working .</p>
<p>Receptionist was very helpful and polite.</p>
<p>A Doctor who finally listened to me &amp; has a few alternative things to try to help me. I came out feeling a lot more positive - Thank you Dr</p>
<p>Everyone very helpful and friendly and on time</p>
<p>Because you asked.</p>
<p>I was made very welcome by the phlebotomist who kindly came out and helped me into the room. Very kind and patient.The only downside was I did have to wait quite a while for a receptionist to come to the desk. I need crutches so not an ideal wait.</p>

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Helpful and responsive. Very knowledgeable clinician
Professional approach and interested in talking through in detail why I was there
The pharmacist review was a helpful opportunity to ask questions about my long term medication. It was insightful and will definitely help with how and when I take them. Thank you
Doctor listened and understood why I was there. Formed a plan with me that made me feel we could sort what was wrong.
Was kept waiting for longer than expected, but was treated well once I got to see someone.
No one called me that day, or at least I never reached a call. It is the second time it has happened. Please can this be rearranged. Many thanks
Doctor was really good and the surgery was very efficient .
Excellent service thanks
Doctor was really nice and took us seriously and got our daughter sorted out very quickly.
In and out within 5 mins, self check in used as there was 3 others waiting for reception check in, bloods taken and out again while the same 3 people were still waiting in reception to check in !!
Seen on time.
Excellent blood taking service with Wendy
Problem was rectified
It was an excellent experience and I'm really grateful as doctors visits can cause stress. Easy sign in and clear about when to go in to the consultation and where. The prescription was sent immed so could stater treatment immediately. So friendly
Dr very helpful
Had an appointment with the medical pharmacist, ended up being with a nurse, was very pleasant but unable to help. As usual, very difficult to make any progress with willington surgery or chemist.
GP called exactly at the time the receptionist recommended (because I was driving prior to this). The GP listened carefully and offered excellent advice as always
Always friendly and professional. Always feel relaxed due to bedside manner, etc . Thank you..
Calm atmosphere in the surgery and waiting room. Appointments seem to be always on time. Plenty of staff. Able to discuss more than one concern. Happy with your practice. Thank you.
Swift appointment. GP very friendly and discussed issues. Staff friendly at reception.
My appointment was on time. Everything was explained thoroughly about vaccinations for my cruise Julie is very professional, smiley and friendly.
Everything was very straightforward from making my appointment to seeing the doctor
Needed attention & got it straight away
Everything was efficient and completed quickly.
Dr Saunders had a very pleasant manner, answered my questions and will follow through with issue ?
Good service and informative
The GP who rang myself had clearly looked into my file and was very helpful.

## Friends and Family Test September 2023 Summary

Organisation very good and quick
Prompt, on time. Very friendly and professional. Told me exactly what the blood test was for and when the results would be back.
Very efficient
The nurse was very professional and engaged quickly in conversation
Always have been happy with the service from the Willington surgery
Gave me lots of detailed information so I could understand the reason for the advice
Seen promptly on time, was a very easy experience. Nurse was friendly and made me feel at ease
All the staff are friendly and helpfully genuine
A very easy experience
Appointment was with Wendy, very friendly and efficient.
Informative, and reassuring And answered my concerns politely and straight forward
My appointment was as I arrived which was early and very quick.
The lady I spoke to at the pharmacy was friendly and efficient without being unprofessional. She also seemed genuinely interested.
dr Wright was excellent, sorted numerous issues and gave plenty of time to discuss issues following my stroke
Very quick, provision of self assess blood pressure kit etc to use while waiting makes sure appointments run as efficiently as possible. Appointment was on time, friendly and efficient
Excellent service, excellent staff.
On time appointment, Very pleasant nurse who did my flu jab, Excellent
My appointment was with one of the nurses ? she was organised , professional , very kind . I was given all the information I needed and was seen exactly at my appointment time ? great
I cancelled my appointment and it is rescheduled to next Friday. You can improve to know about your patients.
Everyone at the Surgery was so friendly and efficient
Appointment on time . Friendly c a & efficient
Very satisfied and pleased with visit. Very helpful and good advice. Thanks
I have given you a good for my appointment it was very fast
Professional and caring as usual
Doctor explained results and what was the next step in treatment.
I am so thankful to the doctor for his/ her quick response to my message on Monday and for the nurse appointment on Thursday! The nurse was lovely, professional and reassuring. Did a great job at taking my bloods. Admin staff great too!!
Always supported me and been there for me with my medication etc.. I'm very pleased to have a understanding surgery.
Excellent service

## Friends and Family Test September 2023 Summary

<b>Flu Clinic Responses to question How likely are you to recommend our service to friends and family if they need similar care or treatment? Copied as sent</b>	Well organised with precision timing as always. Thank you so much ??
	Excellent organisation meant there was practically no waiting and all done very efficiently.
	Very organised quick and efficient
	Vaccination really well organised
	Flu jab
	Quick efficient & polite
	Well organised and timely
	Very organised, with people guiding me in, and through the surgery.
	Fast and efficient
	Very efficient
	Exceptional service and so efficient
	So organised, efficient and friendly. The surgery was packed but I was in, jabbed and out in a few minutes. Congratulations wonderful effort, I think there were at least four doctors/nurses administering injections.
	Efficient
	everyone very polite and friendly and also very efficient
	Excellent organisation. Could not get a better service anywhere.
	Polite staff, pleasant, extremely well organised!
	Quick efficient service.
	Very helpful and courteous staff. Efficient system to administer injection. First class. Thank you Willington Surgery.
	When I Arrived it was well organised and I was dealt with straight away. And was in and out literally within 4/5 minutes. Thanks.
	Very quick and efficient Really pleased with how it was organised
	Quickly register in and very short wait for flu jab.
	Very quick and efficient
	Efficient fast and thorough
	Superbly organised flu vaccine clinic. Staff all cheerful and welcoming. No waiting around. Exemplary professionalism.
	Fast friendly service
	Easy reception, quick and friendly service. Well done!
	It was the flu vaccination, and many people attending, it was well planned and was quickly vaccinated and out.
	Very well organised, excellent.
	Quick and organised
	It was all done within 5 minutes of my arrival professionally, competently and friendly thank you
	Parking good straight in no waiting staff very nice and helpful
	We were in and out again in moments. Well organised and everyone pleasant. Thanks very much . Also didn't feel a thing ?
Very quick and efficient.	
Excellent process very efficient	
Appy dayz	
Very Efficient and knowledgeable	

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Arrived 10 mins early was directed to a cue and 5 mins later I said goodbye to the nurse all completed in no time at all. Well done to all and well organised Thankyou
Flu jab appointment . No waiting in and out in a few minutes very impressed
Booked for my wife and I to have ears syringed, mine not req'd my wife's was. Is it worth reconsidering a brief appt beforehand to see if treatment needed. Successful treatment and we had flu jabs as booked for the next day.
Very efficiently organised from the front door to the back!
Fast efficient service from entry through and out the door
Lots of staff so a very quick efficient service
I had my flu vaccination, didn't wait long. Very efficient service.
Prompt attention.
I was early But straight through. So fast brilliant
Attended for my flu jab. Very well organised, no waiting and even a disabled parking spot.
Fast and efficient process, polite and informative people, I'm happy.
Very efficient. Staff very helpful.
Went for flu jab, very quick and efficient, lots of staff involved in it. Didn't have to wait even though I was very early for time slot.
Excellent service
Very efficient and well organised
All done very efficiently
Everything was so efficiently done, there was no queuing and the staff were lovely and friendly.
Well organised straight in and out and I was early but didn't have to wait
No queues and efficient
Was seen and promptly jabbed, despite the large number 65+ present. Text reminder service works well.
Very efficient, no queuing.
Always very professional friendly the best practice there is we are very fortunate to have such a lovely practice. Thank you
The Flu Jab process was extremely well organised . A huge undertaking but we were all processed quickly and efficiently and with a smile . Thanks to all at the Surgery ! Just waiting for Covid jabs now ?
Very professional and courteous.
Excellent, straight in and straight out an excellent service
Well organised and quickly through the process of getting my flu jab
Very well organised and pleasant atmosphere thanks
Flu vaccine! As usual so well organised and everyone so friendly.
The system in place was very efficient, we were in and out in minutes.
Speedy and no fuss. Job done!
Brilliant organisation of flu jabs - great team work and everyone so pleasant and helpful.
Very quick and efficient
I arrived early for my flu jab appointment but was processed straight away and given the injection within a couple of minutes. Impressive organisation!
Well organised, friendly , quick easy ,no waiting .
Very well said organised.

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It is always first class. Quick. EFFICIENT. professional
In and out no problem
So quick in and out in no time well done to all of you.
So quick in and out in no time well done to all of you
Very organised flu jab service & ver quick.
Walked in so polite on the desk! and walked straightforward to have vaccine .Great service!
Well organised only took a few minutes
Very quick and efficient
Flu jab. Was well organised and quick.
Very well organised
Quick and well organised
Efficiency personified! PPG on the door directing us to the correct desk, efficient lady identifying me, no queue, straight in to lovely lady who gave me the vaccine. Well done all.
Very smooth well organised operation.
Very efficient check in. Very little wait for injection which was administered with care.
The doctor took the time to have a quick chat over my recently deceased Mum showing great care and concern even when very busy. Always an excellent service, I've never had cause to complain and in fact the surgery have been a life saver for me.
Efficient when I attended for my flu jab.
The appointment went very smoothly and efficiently.
Very well organised. My wife and I were in the surgery for less than five minutes.
Efficient logistical operation and very friendly staff
Quick and efficient. Time from arriving to time of leaving the surgery was barely 5 mins if that.
Fast friendly painless experience from start to finish?
Not a long wait, and very efficient.
Friendly and efficient service
The organisers were very efficient enabling me to be able to receive my flu jab very quickly.
Friendly efficient and polite
Because it was
Very well organised from booking in, the actual flu jab and then the exit.
No waiting for flu jab well done to you all
It was very quick and organised
In and out in less than 5mins very good nurse cheerful and painless      Thank all of the people who helped this quick and painless visit
Very quick and efficient.
Very efficient
Very organised
Well organised, no queue , could even park the car
So well organised No waiting, in and out in a flash Friendly courteous staff Couldn't have gone better ??
Very efficient

## Friends and Family Test September 2023 Summary

Very good ?crowd control?. Slick operation to get everyone vaccinated quickly with the minimum of fuss.
Quick and efficient
I was having a flu jab I was seen Straight away and was out and away in 4 minutes
I couldn't fault it
Very quick and efficient with friendly staff. Seen almost instantly even though I was early.
Everything was done very professionally and very well organised thank you
Very well organised & the staff were very pleasant.?
The Flu Clinic was very efficiently run and I was in and out in a couple of minutes.
Well planned efficient and fast and streamlined
Useful review of my medical experience.
Very well organised
Speedy and efficient
As always, the flu vaccine Saturday morning on mass was well organized and slick. Others could learn from Wellington Surgery
Flu vaccination, in and out in a couple of minutes. Very efficient organisation. Many thanks.
Very efficient and friendly staff. The queue moved quickly but with a light touch. Thank you Wellington. We are very lucky to have this great surgery.
Efficient, prompt service
No significant wait on arrival, very quick injection, one way system to leave. Very efficient.
Very quickly done not much pain.
Very well organised, I was in and out within 5 minutes
Very organised, was in and out in 2 minutes, excellent.
Super efficient. Flu jab in and out in less than 3 minutes.
It was quick and no waiting and the staff very good good manners great service
Very good service great staff and made welcome
Organised and friendly
Very well organised flu clinic. I am so grateful to be with this GP practice. Heartfelt thanks to everyone.
Flu jab - in and out in less than 3 minutes.
Very efficient today, straight in & out. I was a bit concerned about the parking today as it is sometimes very busy but not today thankfully.
At 11.00 there was plenty of parking. There were no queues. Staff very pleasant.
Well organised.
I went for my flu jab, and even though it was very busy the practice was very well organised - in and out in no time.
Sorted my problem in an efficient way and answered my questions
Welcoming and seamless process
Efficient and friendly. Greeted with smiles and caring attitude
Because I was in and out very quickly and it was well organised
Fast, efficient, friendly and welcoming.
The vaccination program was very well organised and speedy. But I still felt cared for and respected during the process.
Quick, slick and very efficient



## Friends and Family Test September 2023 Summary

Well organised and very quick to see nurse
Nurse kind, efficient and very helpful- appointment on time
Very efficient service and friendly staff. Thank you.
Very smooth in and out in a few minutes
Quick and efficient thanks
It was quick and easy and the staff were extremely pleasant and helpful to all .
Excellent organisation as always for the flu jab. Straight in and straight through.
Went for a routine flu jab. Very well organised and efficient and happy smiling practice staff. Couldn't have asked for a better experience, and it was a Saturday.
The surgery was quick, efficient and friendly as always. Could not wish for a better surgery staffed by lovely people.
Well organised, helpful and pleasant professional staff. No time wasting all good thank you.
Very efficient, friendly staff
Very organised and friendly
Excellent service, first class.
Very well organised.
Very well organised, no wait and pleasant staff.
I've only been with Willington surgery for just over a year and I've only seen two doctors ,but both treated me with more concern and respect than I or my late husband had received from our previous doctor's in years. They also are more efficient.
Slick and organised
Came for flu jab. Well organised soon seen too. Made to feel at ease.
Well organised. Helpfull with all the potential stress removed
Friendly reception.Queue efficiently handled. Jab done in seconds. Didn't feel it either. Thank you team.
Very efficient and all very helpful, thank you
In and out in a few minutes, and everyone very welcoming
Very organized, in and out quickly with no delays. Very profession set up.
Excellent in every way.
Quick and efficient.
Well organised. Straight in and out.
Very quick and organised. Came early for my appointment but was let in anyway.
Very well organised mass inoculation in and out In minutes ??
Very well organised and efficient. All staff very pleasant. Thank you for an excellent service throughout!
Flu vaccination was very well organised, no waiting around just straight in and out.
All the stuff was excellent
Well organised
Well organised.
Flu clinic very efficient and well organised. I was in and out very quickly. Thank you to everyone concerned
Efficient as ever
Surgery was quickly in touch and arranged for tests.
Wonderful run like clockwork ,very friendly and helpful staff

## Friends and Family Test September 2023 Summary

	Well planned and efficient service. On time . All staff were friendly. Well done.
	First class service as usual, thank you very much to all of the Willington Surgery staff
	Very speedy service as usual.
	Efficient
	Very efficient, very well organised and everything clearly explained. All the team both medical and administrative were very friendly and extremely helpful.
	Went for flue jab. Very well organised & efficient service. Thankyou very much.
	Quick and efficient
	Brilliant system, getting patients through quickly for jabs. Helpful staff ? all very efficient.
	No waiting, efficient service, no pain.
	I came early hoping to get in the car park but it was half full. I was booked in, had my jab and out in no time. Excellent treatment.
	Always very professional as was this time and helpful thanks great service ?
	No waiting or hol ups
	Quick and efficient
	Very efficient and friendly staff, it took 3 minutes from entering the surgery to leaving the building.
	Very quick and efficient.
	Very organised in every way
	Very efficient set up from checking in to having the injection and out the one way system really works.
	Very helpful quick and well organised everything went very smoothly
	Very well organised, through before our time slot and very friendly staff.
	No problems with anything, very helpful.
	Friendly and efficient service
	Very well organised Rapid turnaround
	The slickest flu jab clinic I've ever attended - well done to all the staff and PPG members.
	Professional and well organised as always. Thank you
	Flu jab carried out in quick time, very smooth and well thought out flu clinic. Well done all.
	Efficient well organised
	Seemless ??
	Well organised brilliant and staff very friendly
	Very well organised, in and out in a few in no time
	Because you asked
	Very well organised, in and out in a few minutes. With being so quick the car park didn?t get blocked.
	The flu clinic this morning was run very efficiently well happy
	Very good service
	Thank you. Very efficient service.
	Well organised and very quick
	Very efficient and well organised
	Well organised, very quick with no delays
	Very well organised no delays couldn't fault it. Well done to everyone!!

## Friends and Family Test September 2023 Summary

Very efficient, well organised and very quick.
Queuing could have been better
Excellent and very efficient
We did not have to wait long,you were in the queue, and out the other door. Really good.
Quick, polite and fuss-free
Excellent organisation + friendly staff. Thanks!
Excellent. Lovely welcome, no waiting, couldn't have been better. Great atmosphere as well
Very organised - kept queues flowing. I didn't feel a thing thanks to Dr Meronge.
Very well organised
Pleasant staff ,quick efficient
Very smooth well organised
Well organised, as usual. Thank you.
Slick, streamlined, professionally organised. Perfect, no improvements required. An exemplary model. Thank you
Quick and efficient ,in and out in 5min .
Problem free visit.
Because it was quick and orderly done.
Nice and quick
It was well organised and ran very smoothly. Well done everyone.
Polite and efficient staff, no faff.Thank you.
I was in and out in about 5 minutes.which was brilliant.also spoken to 2 others who say how brilliant and quick i
Flu jabs: Efficient and speedy service. Friendly and helpful staff .
Very well organised
The team were very helpful and efficient as always.
Quick efficient service no wait
On time and very efficient
Efficient caring service
Efficient
Very well organised. Well done!
Quick, efficient, very friendly and supportive
The flu clinic was super well organised and quick. Excellent service. Thank you
I was so impressed with the military efficiency of the operation
Organisation of giving out flu jabs was perfect
I was a little late, my fault, but everyone was very kind and I was seen immediately and had my flu jab. All well.
Fast and efficient ?
Very well organised
Extremely efficient and well organised.
Very efficient process.
This was for my flu jab, ran like clockwork
Very efficient
No waiting and helpful staff
Very well organised
Because it was so quick no waiting just in and out great.

## Friends and Family Test September 2023 Summary

Flu jab, well organised with no or minimum delay
Quick and easy
Very organised
Very efficient
The organisation was excellent, smooth and professional , and friendly
Good service as usual
Seen on time. No problem.
Straight in and out what more could I ask for
Flu clinic was well-signposted, organised, friendly, efficient & fast
No queue well organised
Efficient, friendly, professional and flexible with our early arrival.
Well organised, no queuing
It was very well organised and everyone was very efficient and friendly I was in and out within minutes no waiting
Very well organised indeed. Straight in, quick jab, straight out!
Nice pleasant Dr.
The flu clinic was expertly organised and I think, I was in jabbed and out again in a couple of minutes! Fabulous thank you ?
In and out within a minute
Excellent! Everyone was so helpful, organized and efficient. Couldn't have been better.
Well organised so I was in and out within a couple of minutes.
Very quick friendly efficient.
Quick and efficient. A good and clear system to follow.
Very well organised and quick
Quick and very efficient
Very well organised and very quick
Very pleasant staff inc volunteers
Speedy service
Lovely nurse practitioner who administered jab
Well organised and friendly
Flu jab, Very slick operation, very well organised.
Speedy and efficient with very pleasant staff.
Quick booking in, streamlined walking route, willing to aspirate the needle.
Very efficient and friendly
Excellent service
Well organised and efficient
Quick and efficient
Very slick process. Flexible on time and I was pleased to be in and out before the actual time of my appointment
On time really well done
Lots of help from staff
I don't walk very easily
Flu jab. Fast and efficient.
Well organised and staff very friendly and helpful
Thank you

## Friends and Family Test September 2023 Summary

	The organisation of the patients was very well thought out so I was through in just a few minutes, staff and doctor were well organised and polite.
	As always a smooth well run flu clinic,
	Efficient ,quick process with a friendly face
	The service was well organised and delivered in an extremely friendly way. Very impressive
	Excellent very efficient and professional
	Very professional - a slick vaccination all done with a smile
	In and out for flu jab in about 2 minutes.
	Flu jab, in and out in 2 minutes
	Slick and smooth operation as usual. Was out within a few minutes.
	Excellent first class service.
	No hanging around
	Highly efficient process. Excellent.
	Excellent organisation, prompt timing. All was so efficient. Thank you & well done.
	It was very quick and efficient, very well organised
	It was my flu vaccine, very well organised.
	Efficient friendly effective.
	Well organised and quickly through despite the number of people
	Well organised and very friendly welcoming staff
	Well organised and quick.
	The whole visit was very efficient and all the Staff were very helpful.
	Very efficiently run. No waiting. Staff cheerful and polite.
	Well organised system from start to finish.
	Quick and well organised
	Very well organised and friendly I was in and out no waiting around
	Very well organized with smiling faces.
	Absolutely no delay. In and out quickly.
	On time, good nurse
	Flujab clinic. All went very smoothly and quickly
	On entering the surgery for my flu jab I was immediately asked for my date of birth and name and told who to see next. The nurse who administered my flu vaccine asked a couple of questions and then I was given the jab. A very efficient service.
	There was no waiting around. We went in almost immediately and received our flu jab. Everyone was friendly and helpful.
	Was very quick.
	In and out in less than 5 minutes
	As always the service was excellent
	Quick, efficient and painless.
	Had Flu Jab, very well organised, very quick and efficient.
	Very efficient and friendly
	Efficient confident approach
	Excellent logistics
	Quickness
	Went for flu jab and it was very quick and organised
	Slick system. Coped well with person coming at a time different from original appt