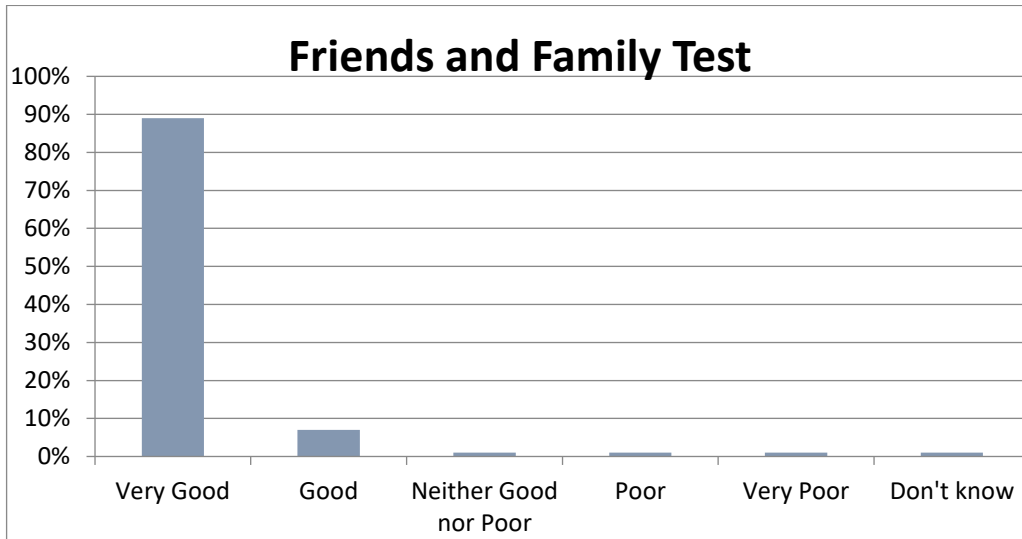


# Friends and Family Test February 2022 Summary

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

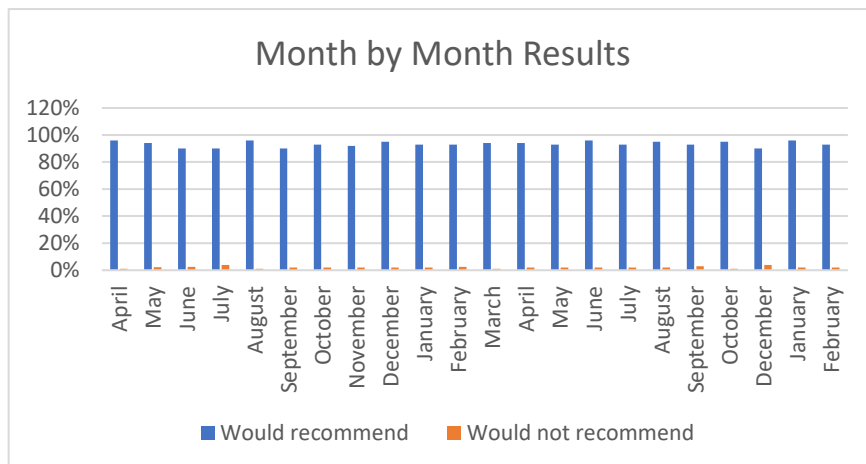
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
357	18	7	3	7	10
89%	4.5%	1.7%	0.8%	1.7%	2.3%



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

Would Recommend	Would not Recommend
375	10
93%	2.3%



## Friends and Family Test February 2022 Summary

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

Comments from Friends and Family responses February 2022 (Texts as sent)	Seen promptly, blood collection executed with due care & attention. Easy to communicate with. Followed Covid precautions.
	Very pleased with the overall service i received. thanking you
	Excellent polite on time service
	Patient centred relaxed explained clearly
	Very friendly efficient and professional
	Very quick and efficient service - no waiting
	Patient care, access to appointments, reception, all is fantastic, thank you for being so great, it is appreciated!
	Appointment on time and nurse efficient pleasant and very helpful
	I gave that because as always you try to do your best starting with reception and then on to the doctors it is without any hesitation the best doctors surgery
	Got to the surgery 10 mins early and was seen straight away and left the surgery 1 minute after my original appointment time. No hassle and felt very safe.
	Seen promptly, lovely doctor and thorough investigation and advice
	Informative and very pleasant experience. Thank you.
	Excellent session with Asthma nurse who is incredibly knowledgeable, helpful and reassuring. I came out feeling very well looked-after and happy about my care
	Friendly staff, lots of information about the procedure and women's health, making sure I was comfortable, nice and easy procedure with no issues.
	I am newly registered at the practice due to relocation. I am so impressed with the helpful and friendly staff and the professionalism in which my health problem was sorted
	Faultless
	Prompt, excellent and kind response to my first use of the Online Consult facility. Was examined and referred next day. Many thanks.
	A great quick service with informative feedback
	Well organised, polite staff
	Friendly, caring, professional and no waiting.
Very pleasant- good to see a health practitioner	
Good waiting time. I saw a lovely nurse, who was reassuring and kind.	
Looked after within timescales , very professional	
Dr Makava was very good, she listened and was very good at coming up with a plan.	

## Friends and Family Test February 2022 Summary

Call back from GP, She listened to my concerns about my child, advised what she thought best route to be, booked my child in for face to face assessment
Booked in, seen on time. Took 2 minutes then away.
Very friendly and efficient throughout my flu jab today. There was an error on the system and this was sorted out efficiently.
Very efficient and pleasant
Good to be seen, but don't feel that immediate issue has been resolved. Requested advice on supports I could use, but vague suggestions made
Friendly helpful staff
Call back on time. Discussed my issue. Appointment made.
Speed from checking in to being seen
Very kind understanding. I did not feel rushed
Nurse Clare was on time with her call, very friendly, professional and helpful. Please give her my thanks.
Usual service just a too long wait in between appointments, it could have been a bit quicker
The doctor was thorough, courteous and kind. He listened. Very grateful.
No problems nice polite people.
Just a good efficient service whenever I visit.
You were running a little late but still a excellent service by nurse Wendy
Dr Cowley was very clear in her diagnosis and explained what medicines she was prescribing it was all reassuring there was no rush excellent
My appointment was very close to the time stated
Easy to get appointment. Seen on time by Dr helping colleague who was running late. Good doctor. Thorough examination.
Everything was good but the waiting time it was over half hour before I was seen
I have several work meetings that I couldn't miss this morning
Nurse was very caring and supportive.
Nurse was very caring and went above and beyond the remit of the booked appointment.
Very efficient and everyone very helpful and kind.
Doctor was nice, patient, thorough, listened and answered etc. I didn't feel rushed.
I sent a 1 because we phoned the Surgery at 8 am and instantly got an appointment at 10. 20 , amazing . Also saw Doctor Crowley who was very helpful

## Friends and Family Test February 2022 Summary

Easy to check-in. Good to have info on waiting time. Excellent consultation - no sense of being rushed, despite taking my time;
Good service and care package offered.
Quick service. Excellent treatment.
Good service
Very helpful and sensible approach and advice.
Absolutely brilliant quick response and I spoke to a helpful receptionist a lovely doctor on the phone and another lovely doctor in person for the appointment
Once you get a face to face appointment the service is excellent.
Rang for an appointment this morning, was prioritised and was able to see the doctor who checked me over, did routine checks and obs, gave me reassurance,
Minimal waiting time and very good health advice given. Good to be face to face.
Quick to complete, polite and friendly staff .
Nurse Wendy was kind and professional. Friendly and approachable.
Dr Saunders never hurried me even though appointments are 5 mins long
The appointment was not rushed plenty of time to talk to the doctor
Doc was good. 8am phone call abysmal. Rang Tues & Weds at 8am still couldn't get appt. After complaining rang me back and fitted me in.
Everything went smoothly.
The dr we saw was very thorough and kind!
The appointment was on time, friendly staff, waiting room is spacious.
My concerns were dealt with efficiently and with clear concise answers.
Very efficient and professional No waiting seen on time Excellent service and care
Could not help me so advice given to go for a hearing test
Although it is sometimes difficult to get through on the telephone once that has been achieved I have always been dealt with courteously and professional
Superb service! Straight in for my job on time and a great nurse too
Only 25min wait on phone to get appointment on the same day. This a much better service than I previously had when I was with Mickleover Surgery

## Friends and Family Test February 2022 Summary

	It was easy to access the surgery. No locked doors etc. A very professional interview but felt comfortable and that I was listened to.
	friendly and efficient, especially under circumstances!
	The doctor we saw was very helpful considerate
	Very happy with the service received especially as you are so busy.
	Staff are polite and efficient and was seen on time. Well done.
	Not long to wait for the appointment, and the nurse was very friendly.
	I felt the doctor understood my problem and offered me some comfort
	I had a wait of at least 20 minutes before I saw the doctor. Not a problem really but maybe worth mentioning
	Hi gave you my feedback because I have never had a good doctor but Willington is a very good one.
	A cautious problem resolved to perfection by phoning Royal Derby, texting my GP, swiftly arranged by two very pleasant chatty staff. Following the advice
	I have 2 have a B12 injection every 8wks And it can be painful But Nurse Harrington Makes it painless she's always welcoming and puts me at ease
	Efficient and on time
	I came for my booster and the nurse was very good telling me all I needed to know about having a booster.
	I was seen promptly and pleased with the advice I received. Thank you
	Because the service is efficient, and I enjoy meeting with the staff.
	I went in early and he gave very good advice
	Dr Wright really good, took time to listen and then explain everything in a face to face appointment . The online system work well .
	Because I always have a lovely experience at each visit due to the staff being very friendly and helpful
	Efficient appointment booking and check in. Friendly and helpful staff. On time appointment. Great service. Thanks :)
	Went in on time and Wendy was her usual efficient and friendly self.
	I gave that response because response at the reception desk was slow, everything else went smoothly.
	Seen very quickly. Receptionist and HCA friendly
	Appointment was on time and very efficiently carried out.

## Friends and Family Test February 2022 Summary

<p>On time Very pleasant staff Efficient as always Thank you</p>
<p>Friendly, professional, showed good medical understanding and was thorough. Gave time, didn't feel rushed.</p>
<p>Lovely nurse made you feel comfortable</p>
<p>I was early for my appointment but I was seen straight away. When I saw the nurse for my blood test she was very professional.</p>
<p>I was looked after very well by a very professional team.</p>
<p>Very in-depth consultation and the GP gained further information after the appointment to ensure patient could carry out sporting activities safely.</p>
<p>On time and friendly</p>
<p>I came for a blood test for my annual yearly review, it was quite painful, this I have never experienced before. The lady who made my appointment failed</p>
<p>Compassionate, efficient service</p>
<p>Doctors call was first class all my concerns were answered</p>
<p>pleasant and helpful staff</p>
<p>Willington is an amazing surgery. ALL the staff are brilliant, so helpful. The best there is.</p>
<p>Explanation as above. Considering all the pressures ALL the staff have been (&amp;still are) under during the past 2 years, they still smile , go that extra mile</p>
<p>Very helpful and patient.</p>
<p>Dr Cowley was really thorough. And nice!!!</p>
<p>Had to wait over time but I was given adequate time myself.</p>
<p>it was ok</p>
<p>Well organized surgery, courteous and professional nurse. Very informative meeting and esp good advice on controlling cholesterol.</p>
<p>Well organised and felt safe. Very good doctor.</p>
<p>Do not need it to be anonymous!, every time i use the surgery , The receptionist , staff , Drs , and nurses are Always spot on</p>
<p>Because the service was excellent- no hassle- excellent result</p>
<p>Because it was the same as normal very efficient and friendly</p>
<p>Very efficient, attended to immediately on arrival and in line with appointment.</p>
<p>No waiting about friendly staff</p>
<p>Staff friendly and seen very quickly</p>
<p>Effective, prompt and polite service.</p>

## Friends and Family Test February 2022 Summary

The Practice nurse (Jo) was lovely. Gave me all the details required for the procedure and follow up. Very professional
Dr Saunders was so helpful and reassuring. She talked me through every question that I asked and made me feel like she had all the time in the world for me
A friendly, efficient and swift session when taking required blood test.
Excellent, thorough, helpful and friendly. Totally satisfied.
Excellent care. Thorough explanation. Thanks
Polite and helpful staff.
Excellent service, on time, understanding Dr ,
Always manage to find a way of speaking to someone quickly even when appointments are not available. Flexible and accommodating
Dr Saunders is amazing
Dr very patient with my daughter who has special needs
Efficient, professional service from Nurse Cardon as usual!
Very efficient and polite
Blood test today seen quickly and always feel at ease.
Lovely staff, very caring.
Very good nurse!
Helpful receptionists, nice doctors and nurses everyone does their very best to help you best surgery in the area
I'm a new patient and delighted with your practice, prompt thorough and happy attention , thank you
I arrived shortly before my appointment and waited only a couple of minutes before going in. The hca was very pleasant and professional.
I arrived and had no waiting time, The staff member who took my blood was nice and well mannered.
Saw Dr. O'Hara who I find very thorough and 'tells it as it is'.
Fast, efficient and friendly
Fast timely efficient service
Only because I had a 45 minute wait . I'm not complaining, but you asked !
Because I was asked
Appointment was booked for the day requested. Reception staff were friendly. Dr Macava was very good, listened and a referral made
20min wait then unable to get my prescription as changing over computers at the pharmacy so couldn't see what was sent. Doctor who saw me was nice .

## Friends and Family Test February 2022 Summary

Professional service from the Doctor I saw, helpful and reassuring.
Very professional, efficient & caring doctor. Thank you.
Very efficient service, was able to get a next day appointment. Friendly GP and overall positive experience.
Good morning the reason for my response is because I rang the surgery at 12.27 very concerned about my 18 month old son with breathing problems and it was sorted with appointment
Easy to book appt. Good social dist and masks in waiting area. Short waiting time. Easy to book in with touch screen. Pleasant staff.
Very friendly & polite staff
Appointment was on time doctor very informative and injection done quickly
Pleasant staff and doctor Write was very helpful. Gave me a little tip on something else
I will be making a formal complaint.
I managed to get an appointment when I needed it, with the doctor I needed to see. He understood my needs and gave me the information and help for my condition
Friendly, patient-focussed, professional
Seen on time by friendly efficient staff.
The doctor I spoke to was very caring, listen to my concerns.. and so book me the available appointment...
Accommodating, polite understanding staff.
Got an appointment the day I rang. Smoothly through reception on arrival and doctor was excellent.
Willington surgery is the best nothing but praise for the practice well done keep doing what ur doing
We couldn't be looked after better
Impressed with the way they handled my appointment
We didn't have a long wait to be seen and the nurse was so welcoming, my daughter wasn't nervous or upset at any point. She really explained well what she was going to do
Very quick efficient and dr was very good with my daughter
After 5 months it finally feels like im going to get to the route of the problem.
Polite and clean
Efficient and thorough examination and conclusion.
Clear two way conversation with Dr with treatment plan and way forward defined.
No waiting, on time and out very quickly
Gave a 1 as Willington Surgery are always there for me. Always feel very looked after as a patient.



## Friends and Family Test February 2022 Summary

As usual I was was treated with care by Dr Farrow, she reassured me about a couple of issues that had been worrying me. Everyone I see at the surgery are excellent
Sharon is excellent
I was dealt with promptly and efficiently by Dr Maronge.
Because today's appointment was cancelled last night
Because it was very good
Very friendly and excellent service
The doctor was thorough.
I'm treated like a person not an NHS number. Staff are always very helpful and kind.
Very good quick and caring practice
The nurse who I saw was very good at removing my clips from my knee making me feel at ease
Smooth process with good communication. I utilised the photo sharing of a wound and had a further call back with care plan clearly made.
Prompt and quality service via the nurse.
Polite efficient friendly service
Usual efficient friendly and punctual service.
Excellent service all round. Quick phone answering, appointment same day and helpful engaged dr
It was quick and easy
Doctor was very kind and very thorough.
I was able to get an appointment on the day I rang. The GP discussed my condition with me, probable causes, suggested treatment/care and asked me what I needed
Because in all the years I've been with the surgery going back to 1967 i have never had a problem always very kind and friendly thank you
Receptionist was very helpful and the doctor was brilliant to getting things sorted out so thankyou
[1/2] Doctor was brilliant but score reduced by difficulty securing appointment owing to over-zealous gate keeping. (Had to use 111 as initial phone request to
Staff efficient and friendly
[1/2] The nurse was empathic kind and caring and did not rush . She was thorough and listened to Kevin's voice . But also explained why he had symptoms and exp
I didn't have to wait long
Prompt service thanks
Appt on time. Listened to and given appropriate prescription. Happy !

## Friends and Family Test February 2022 Summary

[1/2] Had to wait 15 mins and was getting anxious as friend in car park had brought me and she had to be elsewhere. I was in and out in 5 mins which was very e
Felt safe environment. Seen on time. Dr was understanding and helpful.
Staff are always very helpfull ,caring and friendly will always be greatfull for all there help
Wendy Kendrick is lovely as always. Just the right amount of professionalism/friendliness.
A very helpful conversation with the doctor.
Really caring attitude and care
Pleasant helpful doctor
Doctor was sympathetic and really helpful, I also found out that a physiotherapist was available to help me with a problem I have had for a considerable time
I always find the surgery and Pharmacy very clean and tidy. I would prefer to see a receptionist at the desk as I enter. As with being in pain don't like to stand for long
Punctual and effective.
All arranged yesterday. Dr Makava phoned me ~ 2.30pm as arranged, and agreed to see me ~ 4.30, prescribed medication, and I collected from pharmacy
Very efficient, friendly service .
The doctor examined me we had a talk and he settled my mind and referred me for a ultrasound
Efficient service from reception to health care assistant
They were quick and competent!!
All very helpful
Blood test didn't feel a thing - in and out in 5 mins
Felt listened to with clear indication of onward referral
Told to come in for BP machine -which I had to book time for – requested follow up appointment on phone but told to make it when came in. No appointments avaiable
Appointment on time
Very pleasant experience
See previous reply
Dr took notice