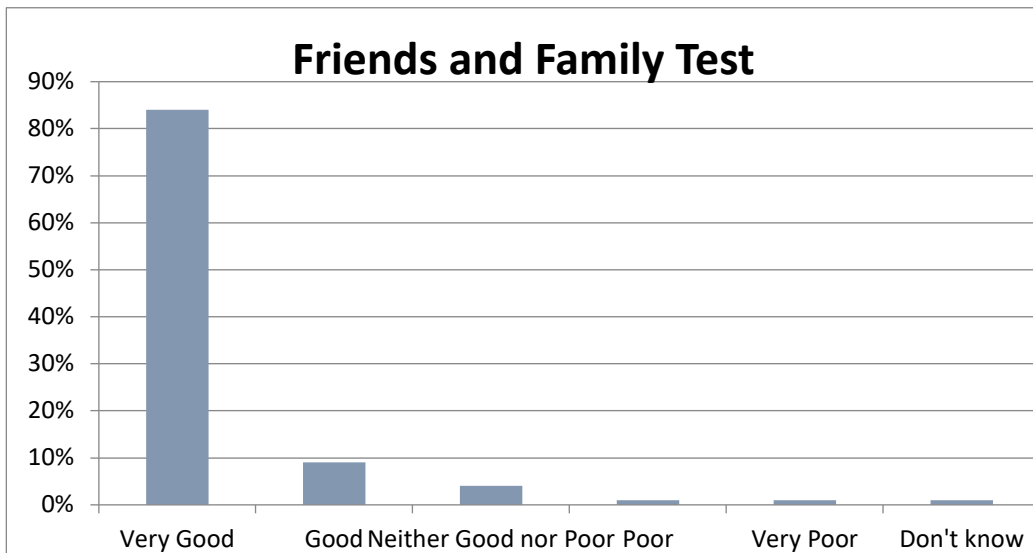


Friends and Family Test September 2022 Summary

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

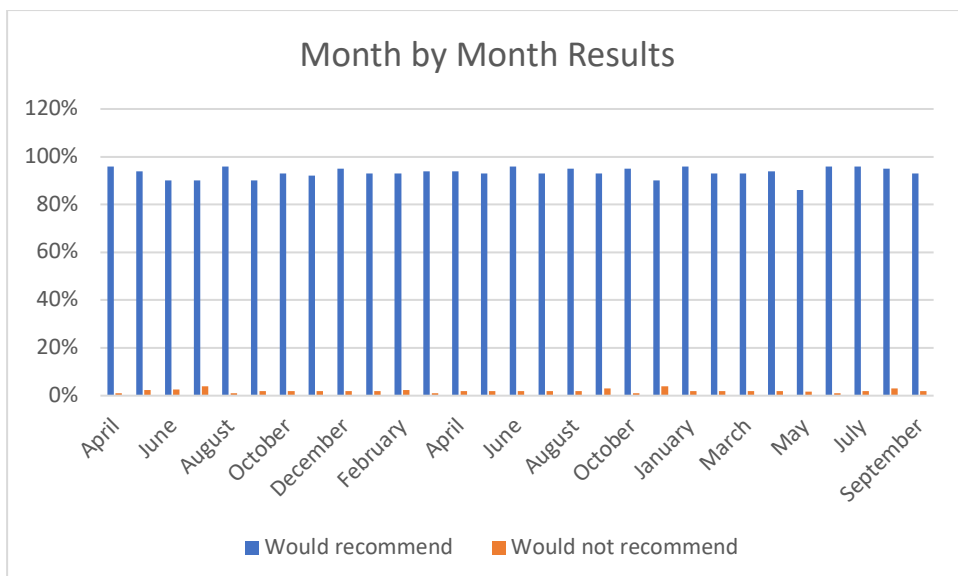
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
226	24	10	4	1	3
84%	9%	4%	1.4%	0.4%	1.2%



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

Would Recommend	Would not Recommend
250	6
93%	2.2%



Friends and Family Test September 2022 Summary

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

Comments from Friends and Family Responses (September) sent by text and recorded as sent	I find Willington surgery on whole very good I would certainly say if not I have been with them 65 plus years
	Very professional and caring service
	Quick straight to the point didn't wait long
	Efficient and polite
	The appointment with my GP was prompt and my symptoms thoroughly checked and acted on.
	Quick, efficient, always very professional
	Very quick appointment arranged, and the physio was excellent in treating me
	Nurse very pleasant and informative.
	Nice people to deal with.
	Julie is wonderful
	Prompt appointment given good communication from dr and pharmacist
	Lovely receptionist and speedy process.
	On time and completed quickly and without fuss
	Good meeting with the doctor and with the nurse
	This Doctor was first class unlike others in practice
	Always very pleased with the excellent service you <u>provide.no</u> matter what the nature of my appointments are you are all very prompt and efficient.pleasant members of staff at all times. repeat prescriptions a few problems but always" impressed"
	Doctor listened and understood my problem. Explained next steps clearly
	Very friendly and efficient
	At phlebotomist appointment, on just pointing out an odd black mark on my temple, it was suggested that I seek an appointment. This I did and was fortunate to be given one just an hour later. Dr. Inspected and removed. Appreciated swift action.
	Julie is an excellent nurse. She put my son and ease for his vaccinations and explained everything clearly. Reception staff were also very friendly and helpful on the phone previously.
	Quick and efficient
	Clear understanding, not judgmental
	Didn't wait long although it stated doctor was behind. Doctor listened intently and helped me with my problem
	I received excellent advice and made me understand 5 Star
From reception staff to doctors always treat you with respect they are always friendly	
I'm 91 rang and got appointment today and a blood test and didn't have to wait long	
Always good with Dr Makava	
An emergency appointment was made for this morning. Doctor Cowley was excellent and arranged for the ambulance to pick me up from the surgery.	

Friends and Family Test September 2022 Summary

Reception staff when making the appointment was so helpful and the doctor was very caring
Very helpful, friendly and informative
The nurse we saw was very friendly, helpful and thorough.
Very pleasant and helpful
I would have rather see a Doctor than a MSK, I feel I haven't achieved anything. She hasn't told me anything that I wasn't aware of before, to be honest I feel let down
Doctor was thorough and listened and was very kind. Thank you.
I didn't really think it was a positive nor negative experience, felt like my appointment was too quick given the serious subject and I felt like I wasn't looked at properly
The self check-in didn't work and the receptionist was overrun with a queue of people needed assistance. More resource needed.
I have not received the exercises promised by the physiotherapist yet
Dr Makava was excellent
I was listened to but never received an out come. I have SPMS and it's caused dyslexia amongst other problems?
Efficient and helpful staff
Quick and painless amazing service
My nurse is fantastic and always is. She should be recognised for the good work she does.
In and out in 5 minutes for a blood test Spot on service by friendly staff. Many thanks
Professional advice needed. Very helpful.
Very prompt and efficient service
The appointment was a little late but the nurse was very nice. Just a review.
Not just on this occasion whenever we call we are dealt with on the same day and everyone is helpful.
The appointment was for the same day, I was seen promptly and my issues were dealt with. However on visiting the surgery the day before I was told that I would have to ring at 8am the following day. When I did so I waited in a queue of 12.
Very nice , helpful lady on reception . Spoke with a pharmacist about current medication ? she kindly left things alone !
Joanne carried out my annual asthma review. She collected all the necessary information, explained about forthcoming changes and gave useful advice to manage my asthma effectively. A 20min appointment I left feeling well informed.
I had an informative diagnosis and help from the receptionist.
Received all the information I needed about my medication
I always feel very well looked after by the surgery, and find the speed with which I am contacted after I have used the surgeries online consultation to be fast.

Friends and Family Test September 2022 Summary

Ease of using the self check in. Clean tidy waiting room. I had arrived early but was seen shortly after my arrival rather than left waiting. The fact I didn't have to go elsewhere for my blood test and the results will be available in a few days.
Great people. Prompt service. All very efficient and personable.
Dr Laura and Wendy were so calm and understanding. I was seen on time, made to feel relaxed and listened to. Thank you very much.
Felt very comfortable with Hannah with her questions and answers excellent
The Pharmacist I saw today was excellent and very informative and caring. He was really interested in making sure I understood everything.
I was given an appointment within 2 hours of phoning and the doctor was very knowledgeable, reassuring and took time to explain things and examine all my other moles.
Fantastic as always, many thanks.
Still waiting on when I can get in for the toe surgery
Awaiting conversation with your CEO
I made progress with my problem
Dr Saunders was fantastic.. the problem is just getting an appointment with her!!!
The doctor i had was so lovely. She was also very comforting and made me feel much more relaxed.
On time brilliant one to one great service
The nurse is really lovely, patient and understanding.
Whether it be a telephone appointment or in person, Joanne (Nurse) always has a very professional and friendly manner.
My appointment was very person centred and professional. I felt listened to and did not feel rushed in any way.
Appointment was a little late but this was not a problem for me.
The doctor listened to the problem and dealt with it straight away, they always do it's a brilliant practice
I had meaningful conversation with Dr and hopefully I can move forward with my health plan.
Physio listened and suggested some exercises which would be emailed to me. Still have not received the email!
Very helpful pharmacist not rushed very happy
Although I was a little late for my appointment, I was seen quickly and efficiently by Karen the PN. Karen was kind and clear with her questions, which contributed to the good experience
Good Communication., listened to what I said. Gave good health promotion information.
The doctor did try and sort me out, but it will take a while, so I will try what she said and see if it works.
The nurse was very helpful and reassuring. She listened to my concerns and was accommodating
Very caring and professional

Friends and Family Test September 2022 Summary

On time being quick and efficient with the necessary procedure in a very friendly atmosphere.
Met with a very friendly doctor who quickly confirmed my issue and issued advise.
Everyone who I make contact with or need to talk with are extremely helpful very friendly and make you feel very welcome from talking with the receptionist seeing a nurse explaining my symptoms to our Doctors is always very reassuring. Thank you.
Dr. Farrow listened to me and we discussed what would help me
Dr Maronge was absolutely fantastic with my child; putting her at ease & managing to do a variety of tests/checks even though she felt very unwell. He is a very thorough doctor who really listens. Very friendly and helpful receptionist on phone too.
The pharmacist was helpful and very professional. It was good to have a review and she listened.
Addressed relevant issues.
I was given an appointment to see Dr Maronge at very short notice.Really appreciated.He clearly explained my problem.Many thanks to both Dr Morange and Gemma who handled the ca
Efficient and friendly staff
I got an appointment straight away. The Doctor was very professional and kind. I cannot fault the service I received. Thanks.
On time the Doctor explained everything and I was at ease.
At Willington surgery you feel like you are always being looked after.and the staff always have your best interests at heart.thanks to all the team
Quick appointment as realised the anxiety the issue was causing, dr was kind, clear and checked for child's Understanding of the issue
Never feel rushed and the doctors are always there to listen. The staff try there best to get you an appointment and are always friendly.
Dr Saunders listened to my concerns and supported me to confidently make a decision about my health and talked me through some additional solutions. I feel so much better already just from having the conversation! Thank you. ?
So nice to see a GP who has time to listen and offer caring support. Thank you Dr Marange.
Dr Morange was both thorough, clear and extremely kind to my 10 year old son. The care provided at Willington surgery has always been fantastic. Thank you very much
Nurse Gregory gave me time to explain my heath history and my present issues. She was very good at explaining my results and making arrangements for the relevant test. An excellent first appointment in my new Surgery!
Wasn't waiting too long, doctor kind and professional ? answered all questions and diagnosis provided
Pharmacist was brilliant and very helpful

Friends and Family Test September 2022 Summary

Doctor was very thorough and clear in advice etc, super efficient plan in put in place going forward , very reassured
GP friendly and knowledgeable
Went in on time, nurse very pleasant.?
Didn't have to wait, which is helpful, as i had to get to work. Painless blood test. Many thanks.
The receptionist were friendly, I went in on time the doctor was very understanding as my problem was very delicate to me .
Keep up the good work! The nurse i saw was brilliant. Thankyou .
Lack of continuity
Very good to day but your booking system in below what it should be
Very helpful.
I found it very helpful to able talk and listen to a pharmacist about the medication I?m taking and it?s effects.
Great service, helpful and friendly. Took action where needed.
In there about 3 minutes!
Dr was very nice
No waiting happy staff ???
Long wait time
Thanks for your help doctor, you listened and I think understood my distress.
Doctor was brilliant. My treatment was pain free
Didn't have to wait long. The nurse was lovely, so was in & out.
It was ok for a phone call but not as thorough as a face to face appointment. But for me it'll have to do because of mobility problem's.
Very good doctor
Asthma nurse was friendly and had time for me, also informative.
Could not fault the service and I was not kept waiting.
Not much appointment choice. Experience at appointment excellent.
Professional & caring staff. My appointment was a very helpful experience.
Very quick
Very thorough chat and review
Urgent appointment
Excellent service from check in to the nurse doing her job excellently.
It was a great after not seeing a doctor for a long time
Cheerful welcome. A full explanation on my pneumonia vaccine today including a blood pressure check, much appreciated. Also answered questions on flu vaccine booking me in there and then for next clinic. Thank you.
Appointment on time nurse kind, efficient and knowledgable- all went really well

Friends and Family Test September 2022 Summary

I was seen by a very nice person who took great care and covered all my concerns
I didn't ask for an appt but was told I had to have it due to my age. I've been plagued with cystitis since I was 16 yrs old. I know what it is so took a sample to the surgery this morning hoping for a test & a script, not to waste a busy GPs time.
Doctor made me feel at ease and like I was ok to take up an appointment even though I'm young. The reception staff were helpful and I felt looked after by everyone. The Dr has put my mind at rest by sending me for some tests
My problem was diagnosed and treatment given.
Interview was to the point and helpful.
Wished I had booked a longer appointment as had more questions than required an answer
Great service
My advice and treatment was excellent it was only the wait of 35 mins over my appointment time made me late for work It was a cancellation appointment but I felt it sufficient time to get to work and normally would be
NHS made my appointment at my Doctors for today and I was seen on time right away
My problem sorted and all explained
Excellent service from the phlebotomist. She kept me informed of what was happening and was excellent at her job.
Seen at appointment time. Dr as always polite and helpful.
On time and lovely nurse.
Very kind and helpful
Called when agreed, understood issue without too much information from myself, obviously prepared. Called back with outcome.
Friendly and helpful
Wonderful service as usual !
On time. Efficient. Helpful.
?? Didn't have appointment at Willington surgery.
On time and very pleasant and efficient nurse. Thank you.
It was lovely to talk to someone simply about medication and the way to manage my medical situation going forward. I feel like there definitely is a plan in place to minimise the effects of both high blood pressure and high cholesterol.
Quick appointment and good treatment
Very prompt and polite
Dr Saunders was her normal welcoming self. She listens she is so thorough and is professional , reassuring and informative. How can you come out of the surgery without without a prescription but already feel much better! Thank you to everyone there.
I have always found everyone at the surgery to be very helpful and caring

Friends and Family Test September 2022 Summary

I was seen very quickly and the Dr was very nice. I had to go back again because I was still not well and was given more antibiotics and sent for an x ray which I had today all within a few hours so very good thankyou
Joanne was prompt, welcoming, very interactive, thorough and very professional. Providing us with information which was over and above what we expected. Very helpful and friendly consultation. Thank you ?
Very kind, very helpful and on time .
The doctor I saw yesterday was brilliant very professional spent time with me trying to get down to the problem I went to see her about, she got me appointment straight away at the hospital to have things checked out there and then. Thank
Helpful on time and pleasant
Takes far too long to answer the phone and the ring at 0800 for an appointment is massively inconvenient and inflexible
Appointment on time very friendly staff
Quick service brilliant
The nurse was very helpful and thorough.
Made to feel so comfortable and at ease with Wendy. Surgery itself was very organised and clean.
The nurse was efficient, friendly and helpful
Dr Wright listened very carefully and worked through my concerns thoughtfully and with care. She wanted to ensure no stone was left unturned and wanted to reassure me that my worries were heard and dealt with. Thank you
I was seen at the time of my appointment and the lady was very professional and pleasant.
The nurse was personable, caring and informative.
Because it was good.
It was a very sensitive subject. I felt listen to and understood. I had things explained to me very professionally. I left the appointment feeling a lot better and as if a weight had been took of my shoulders.
Seen v quickly. Very competent dr
Absolutely fab service and great with my granddaughter
Dr Farrow gave me my mri results and explained it. She referring me to the hospital for specialist to decide what to do.
Appointment was late
Arrived for my appointment, waited 5 minutes before seeing nurse who took my blood sample. In and out of the surgery in 15 minutes.
Doctor put forward a number of self help options that are achievable?if I give up everything I enjoy.?
I was given great help and understanding for my problem and had my confidence restored

Friends and Family Test September 2022 Summary

<p>Anna was very pleasant and easy to talk to. Didn't feel rushed. Very informative about the medication I was using and advised me of additional things I could try. Thank you. ?</p>
<p>Staff were polite and most helpful.</p>
<p>Like always I get the best medical care anyone could ask for. Always happy thoughtful staff. I know when I've got a medical problem it's just the place to go.???</p>
<p>Just very confused. I believed the phone call at 4pm was to have been from a doctor, to discuss blood test results and MRI results. What I did have was a call from a pharmacist wanting to talk about meds I am taking. Extremely confused</p>
<p>Salaha assessed my condition in a professional manner and gave me some good excercises to try.</p>
<p>The doctor I saw was brilliant, but the appointment was around 45 minutes late.</p>
<p>I was very pleased with my visit there was no waiting and I had very good service as usual</p>
<p>The practitioner I saw was very efficient and thorough. I felt he was concerned for my welfare.</p>
<p>I've had daily dressing since my operation 4 weeks ago. The Nurses have been amazing and I've had wonderful aftercare.</p>
<p>Julie was absolutely brilliant. Very reassuring and full of praise for my recent weight loss. This was in complete contrast to my recent experiences with one particular member on reception . Julie was great though. Very knowledgable and helpful. ?</p>
<p>Phlebotomist was not running late The blood test was not painful Confirmed was tests were being done</p>
<p>Friendly and professional as always</p>
<p>Pointless txt message regarding an appointment which didn't exist. Not the first time this has happened.</p>
<p>All staff were helpful.</p>
<p>The lady who I spoke to was very helpful and understanding.</p>
<p>Dr Cowley always so lovely, and really listens as a doctor.</p>
<p>I have to say I have always had nothing but praise for Willington Surgery. Today my appointment was at 11:00, the dr was late so called in to she her at approx 13:25, she was very good and apologised for rushing me, it's the 1st time I've felt rushed</p>
<p>Nurse was very informative, very friendly and helpful</p>
<p>Very helpful understanding and kind A very good experience</p>
<p>Nurse Julie was excellent, thoroughly explaining my results and offering advice when asked.</p>
<p>The pharmacist was very sympathetic and helpful explaining how the drugs worked . He spent a lot of time with me. I felt much better afterwards.</p>
<p>The doctor was very helpful and understanding</p>

Friends and Family Test September 2022 Summary

On time and informative
Quick appointment and the doctor was extremely helpful.
Lovely lady, very thorough
Face to face appt made following phone call this morning. I was seen on time. Doctor was helpful and gave me a clear plan, including a prescription which I collected from the pharmacy after my appt. Follow up in 1 month by phone.
Quick, clean, friendly
The nurse, Joanne, who administered the vaccine was very proficient.
Meet up with doctor was very good, however had to make appt for blood test and receptionist was annoyed that the appt had to be changed, she passed me onto another receptionist who lovely and had a totally different attitude.
Customer service good
Seen on time, as always. During my annual review, was offered and given a flu jab to save a return visit. Excellent, caring service.
Very pleasant person I spoke to and answered all my questions was very helpful thank you
Doctor was very good took a second opinion and explained what measures she proposed
Very professional service
The Practice Nurse was very knowledgeable and understanding of my condition
All went to plan
Nurse Wendy was lovely
I had a blood test this morning and fainted in the car as leaving the Doctors. Both during the blood test and after my Mum brought me back to the Doctors after fainting, the service was incredible. Your care and attention is second to none. Thank you
On time for app. Nurse Sharon very thorough and informative.
Attentive and took the trouble to delve deeper into my case and circumstances
Really happy with how things went today as efficient as ever and on time
Speedy, efficient, timely, supremely professional and pleasant staff
Checked myself in despite a queue at reception. Didn't wait long and was out in no time. Very efficient service.
Great information
Went into Nurse Wendy on time who was lovely & very efficient.
Minimal waiting time. Useful information given. Dr sympathetic and understanding.
I was seen on time. The nurse was friendly, polite and professional.
Blood test on time finished in few minutes. That all I want
Very thoughtful and knowledgeable person, has given me excellent advice
Prompt, the guy I saw was very informative and hot things done
Was given the time I needed and the doctor I wanted to see. The only down side was waiting half hour on phone to get through but all good other than that.

Friends and Family Test September 2022 Summary

Dr Maronge truly brilliant. First class. Amazing. Thank you
Got appointment same day and received excellent professional health care
Rushed appointment
Asked to bring my own readings for BP and weight to a routine blood sampling. What next, self-diagnosis from medical handbooks?
Things seem to be getting very cavalier and impersonal at Willington Surgery.
The reception staff were very helpful and the doctor I saw was wonderful.
As per previous surveys punctuality was good everything was prepared. I walked in got the appointment and was out straight away. No delays, SIMPLE
All my queries were answered and the appointment was on time or early
Nurse was excellent, she put me at so much ease.
Very quick, on time and efficient
This seems to be an excellent medical centre
Very quick appointment, very little waiting time. Professional
I arrived early and checked in. The nurse thought that I had another appointment and took me early. She took time to go through any possible side effects to watch out for and gave the injection.
I was unable to attend the appointment as my daughter went into labour. I tried to cancel the appointment but the answerphone kept saying they were very busy and to call back which I did for about 12 times but was unable to get through
Anna was very helpful and informative and very nice
Every doctor I ever see is always helpful, friendly and approachable with any concerns.
Willington surgery give great service
Except for a long wait, the usual, friendly, professional service.
Rang at lunchtime and managed to get an appt same day which I'm very grateful for, thank you.
Convenient appointment time. Appointment on time and doctor clearly explained her findings.
No waiting efficient service
Very very helpful and considerate