

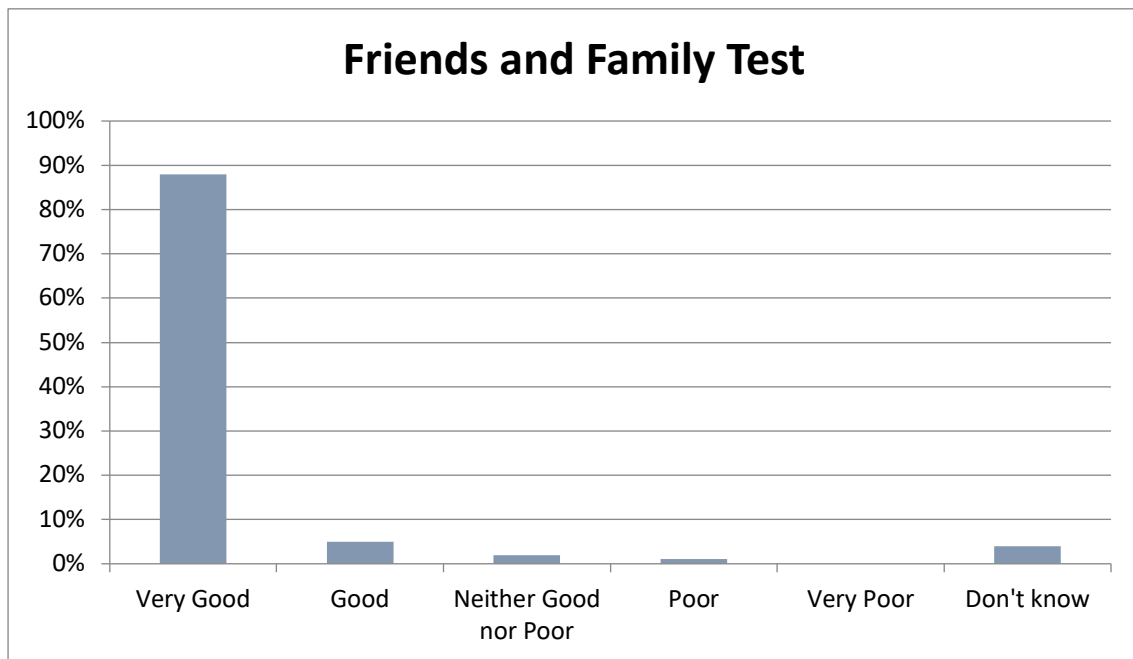
Friends and Family Test February 2021 Summary

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
306	17	8	0	3	13
88%	5%	2.2%	0%	0.8	4%

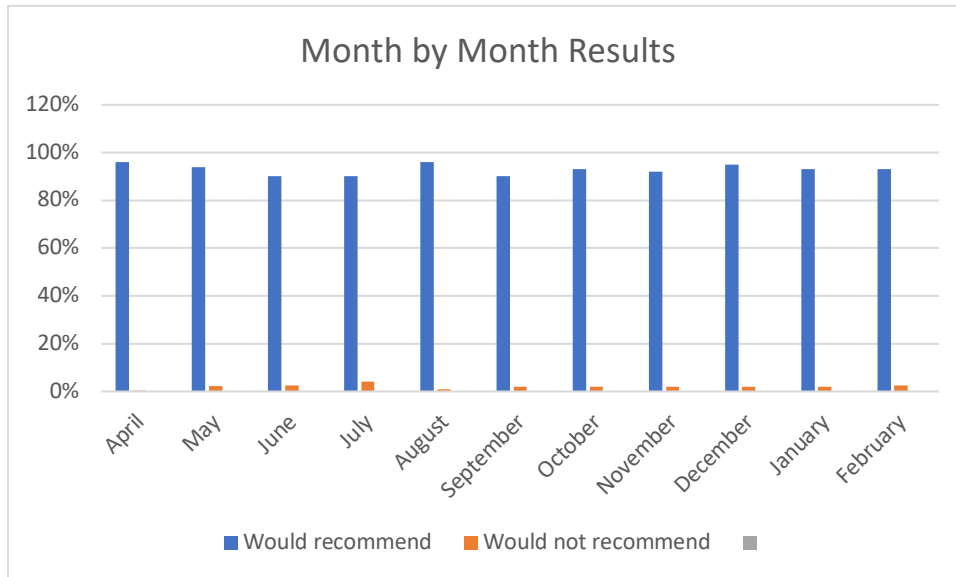
For information: 56 responses from nurse clinic appointments with 93% giving satisfaction score of Very Good



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

Would Recommend	Would not Recommend
323	3
93%	2.4%

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

February 2021 (Comments added exactly as received; spelling errors and typos not corrected)	Text responses
	Very helpful receptionist. Friendly nurse.
	Helpful, friendly and informative staff, & professional and efficient service. Thank you
	Prompt, courteous and pleasant as always.
	Very helpful and clear facts
	I was dealt with promptly and efficiently
	Felt safe in relation to the covid concerns and Dr Saunders was very friendly, helpful and understanding
	Appointment on time. All questions answered by the doctor.
	Appointment was on time, nurse was excellent with my son.
	Wendy Cardon saw me as soon as I arrived and was very helpful with my concern
	The doctor was very pleasant, she listened to me and gave me assurance that if necessary I can always speak to a doctor if I have a concern at all
	Efficient check in, seen before my appt time, very smooth
	You've always been very friendly.
	Fantastic service as usual
	Quick trouble free service
	Because I was early and went in a few mins before my app time and out just as quick
	Always willing and empathetic staff who really do their best for their patents.
	Reception made sure my early arrival was relayed to nurse for my bloods and nurse was helpful kind and considerate as always.
	No answers as of yet. But a nice doctor that did understand
	Efficient service, staff member was professional and helpful
	Staff good, every thing set out for your safety ,all very clean thankyou very much stay safe
	Quick efficient and friendly
	Safe and efficient service.
I felt nervous going for smear but nurse was very professional and made it less stressful	

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Very friendly and helpful nurse who made me feel calm. Thank you
Prompt polite treatment. Friendly
I gave that response because I felt that both the Doctor and the Nurse were very caring and very efficient
Simple to book in, very short waiting time. Cheery nurse
everyone at surgery was helpful. efficient and covid aware.
Very efficient service, felt safe with the current pandemic, receptionist was very helpful with helping me use the blood pressure machine
You complain when people either don't turn up for their appointment but when there are no patients before you then the time of your appointment should be earlier
I have a phobia of needles and the nurse was lovely and caring
Very clean organised and quick thank you
Very professional and during the pandemic we have my appointment was on time, straight in and out with 15 mins. Excellent service.
Long wait at empty reception to sign in.
Well organised and Covid safe. Practically no waiting. Lovely nurse who was cheerful and informative. Thank you.
Polite, efficient
Quick efficient service , lovely GP
Willington surgery is helpful, professional and friendly. They do a first class job in difficult times
Warm, friendly, helpful, quick
Very quick , lovely nurse that did my sons pre school jabs
The two nurses that I had appointments with today were professional and friendly treating me with respect throughout.
Safe environment. All on time and very friendly
The check in process went well. It wasn't a receptionist, but someone asked if I was being looked after. When I replied no they left what they were doing
Socially distanced in waiting room, and appointment was very efficient.
My special needs daughter had a visit and was very nervous all staff were understanding and helped her through her fears A pleasant atmosphere as always
Ease of booking, appointment on time.
Hygiene a top priority, staff friendly and knowledgeable and timely treatment. First rate experience.
Because this surgery is first rate and it is always a good experience to attend it.
Very quick to be seen, no waiting around, friendly and helpful staff.
Emma (midwife) Daisy were both fantastic, putting me at ease & explaining everything thoroughly. The lady on reception was very welcoming.
Well organised
Clear advice, very helpful, concise and friendly?
Because it all worked to time and with efficiency, care and kindness.
The nurse was very good she could not done more thank you
Everything went as it should
Friendly and helpful. Very careful considering the current restrictions. Felt safe.
Very thorough and supportive discussion
Just a quick, quality service.
Efficient service, minimum time between calling + doctor call-back
Excellent Covid security, staff as always friendly & helpful.
Prompt. Caring. Excellent follow up advice after appointment
My appointment was so quick and staff so friendly
The appointment was on time, no waiting around and staff very pleasant

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Because they are a brilliant team, efficient and helpful. Always a pleasure to go there.
Straight in Very quiet Felt safe
Dealt with promptly, friendly helpful service.
I found all the assistants very pleasant and helpful
The nurse took the time to talk me through the procedure & was very reassuring. A smooth relaxed procedure. Thank
Allowing for present Covid situation, I was dealt with promptly and courteously.
The staff at the surgery are wonderful people doing an amazing job
Organised and staff very helpful, place very clean.
Got phone call this morning appointment 2 hours later all done before lunch . Very efficient.
The nurse was a wonderful warm and welcoming lady. A real pleasure.
Very prompt, and professional and knowledgeable nurse
Nurse Wendy was excellent, made me feel very at ease.
I came in for a specific jab and upon arrival I was almost given the incorrect one. I've been offered a new appointment with is great, however quite concerned
Professional and pleasant staff
Reception on arrival excellent. Arranged appointment time kept by the staff. Service given very good.
Reception was very good, the nurses Julie and Wendy are exceptional. Professional, very competent putting patients at ease, great service in what be a very strange time
Very satisfied with treatment given
Because the staff were polite friendly and efficient.
Quick efficient and good natured.
Everyone at the surgery is polite and professional.
Receptionist very helpful and friendly initially Doctor then very friendly and reassuring as well as giving me in instructions Very professional
I know that some times it's not always possible getting in to see the Doctor, but this time you were able to get me in . Stay safe
No waiting lovely staff well organised in terms of social distancing
Staff friendly and efficient all went very smoothly
Always a professional approach, much appreciated
Whole experience good, the receptionist was welcoming and efficient and the phelbotomist very good. She also looked ahead at what I was due for
Excellent doctors who have looked after me for 20 years
Called this morning, followed swiftly by a telephone consultation, followed by an appointment with the excellent Dr Ohara. The surgery seems very well or
Surgery felt very safe, didn't have to wait long to see the doctor.
I was treated in a professional and friendly way. There was no waiting - all went like a well oiled machine. So, safe and sound.
Excellent phone consultation with Joanne asthma nurse
The Dr was very attentive and showed concern for my situation.
Efficient lady on the desk, helpful, cheerful and kind. Nurse gave full explanation of what she was doing and why. Receptionist arranged what would happe
Doctor was very thorough. Test ordered for the next day. Always managed to speak to or see a doctor when needed.

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	Called at 08.00 hrs, doctor called back shortly after and face to face appointment arranged for 14:30 hrs same day.
	Easy, well organised and lovely staff. Thankyou
	Always get a phlebotomy appointment when needed, staff are very friendly and efficient
	Friendly staff
	Reassuring nurse who was very thorough explaining the process today.
	Only gp there who has any medical knowledge
	I was 1 hour late for my appointment but you still fit me in
	The surgery is always responsive, supportive and friendly - excellent
	Call back was on time and consultation was efficient... only criticism is I slightly struggled to understand him, his dialect isn't very clear, speaks
	Fantastic service as ever. Lovely receptionists. Thorough appointment with super dr and quick referrals. Thank you
	Receptionist: friendly and efficient. Appointment; on time. Phlebotomist Wendy; always absolutely amazing at finding my elusive vein and a painless, effi
	The service I received was very professional and all my questions were answered
	Prompt return phone call with clear instructions
	Wendy Kendrick put me thoroughly at ease. I was very well informed about the procedure.
	Because the staff are always helpful and friendly
	Poor bedside manner didn't pick up on the reaction to my condition and the poor effect it has on my mental health in a caring supportive way
	Excellent consultation with Dr Right. Immediately put me at ease, was thorough in all aspects of our conversation, decisive and proactive. Practice nur
	I was seen on time everyone was really friendly and professional and helpful
	Service is always first class
	Efficient and helpful
	Dr Saunders thorough approach and comforting manner evoked confidence in my mind as to my present health problem. A very pleasant and calming influence
	Appointment organised for Thursday in between 3-4.30 specifically requested for my mobile number to be used as I would still be at work, no call and mess
	Everyone is so very helpful and pleasant
	Felt very safe. HCA Wendy was very professional and approachable, reception was helpful. Didn't have to wait. Many thanks
	Quick, efficient, friendly, clean environment. No negatives
	Receptionist explained clearly what I had to do
	Very helpful, knowledgeable and good experience overall
	Appointment was booked promptly, the phone call happened when they said it would happen and was seen on time at the surgery. The staff were all helpful a
	A very efficient and excellent service. Seen and treated before the actual time of my appointment.
	As my first time ever visiting the surgery it was very organised, helpful and clean. The receptionist Molly, was lovely and very welcoming and the nurse
	Service prompt, polite and pleasant.
	I felt very safe everything went very smoothly and the nurse was very good
	Because the nurse was very nice and explained everything nicely
	Prompt, efficient, courteous service
	The receptionist was very friendly and helpful when I rang. And the doctor was very professional and diagnosed my condition very quickly.

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	Great service from the reception on the phone. The Dr was lovely on the telephone call and also in person this evening. Made me feel completely at ease a
	Number 1 feedback, same day appt, & staff was courteous.
	Felt safe, professional service as always, great customer service and friendly helpful environment
	Quick efficient
	Very pleasant, put me at ease
	Polite, patient, understanding GP. I appreciate the time when you are all under immense pressure already. Thank you for your time.
	All perfect other than the wait for a call back.
	Great appointment but not always a clear phone line and not the same as f2f
	Already explained !, was told appointment was for 1600 hrs , waited till 1620 , then was told appointment was for 1620 ?, which i did not agree with !,
	The asthma check was conducted thoroughly and with sensitivity . A lovely nurse who offered lots of advice and information . Thank you
	Oh I thought the instructions told me to!!
	As always great service welcoming thanks very much
	The nurse was very reassuring and answered any questions I had. I felt very comfortable and it was an overall pleasant experience
	First experience of a physio so wasn't quite sure what to expect. So far so good.
	We are lucky to have a surgery this efficient
	Polite, efficient, friendly, clean & safe
	I was dealt with effectively
	The process was very professional and efficient and I liked the anti virus measures
	Appointment on time, everything explained, courtesy and professionalism and next stage sorted then and there. And excellent covid awareness and hands, sp
	Very pleasant experience, very professional by the doctor
	A call back from the doctor resulted in having the prescription required
	The Gp dealt fully and reassuringly with my problem.
	Excellent service, lovely nurse (Wendy I think)
	Efficient, friendly and ontime
	Response and action excellent as always
	Friendly and efficient.
	Appointment on time with safe distancing and very friendly and efficient staff
	Very understanding staff and happy to listen to my comments
	Sure no prob. I have been with the surgery for 50 yrs and have in the last 20 yrs have discussed the best treatment available. And all have listened
	Because the receptionist was polite, said she would ring back and did and so did the doctor ring back
	Very professional
	Caring person
	Friendly and fast
	Wendy was really lovely , very professional , informative and reassuring
	First class service staff very helpful
	Simply amazing service
	The reception lady was friendly and the doctor was brilliant with son
	Couldnt have been better
	The nurse who dealt with me was incredibly kind ,re-assuring and friendly .