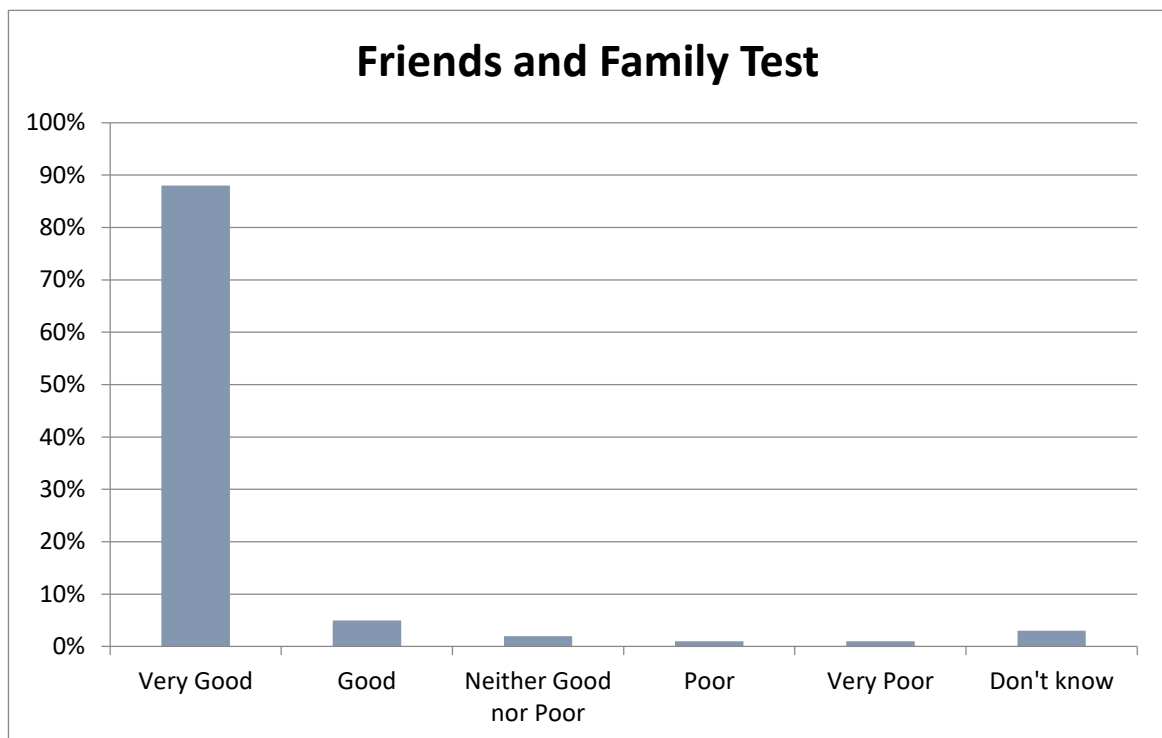


Friends and Family Test March 2021 Summary

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

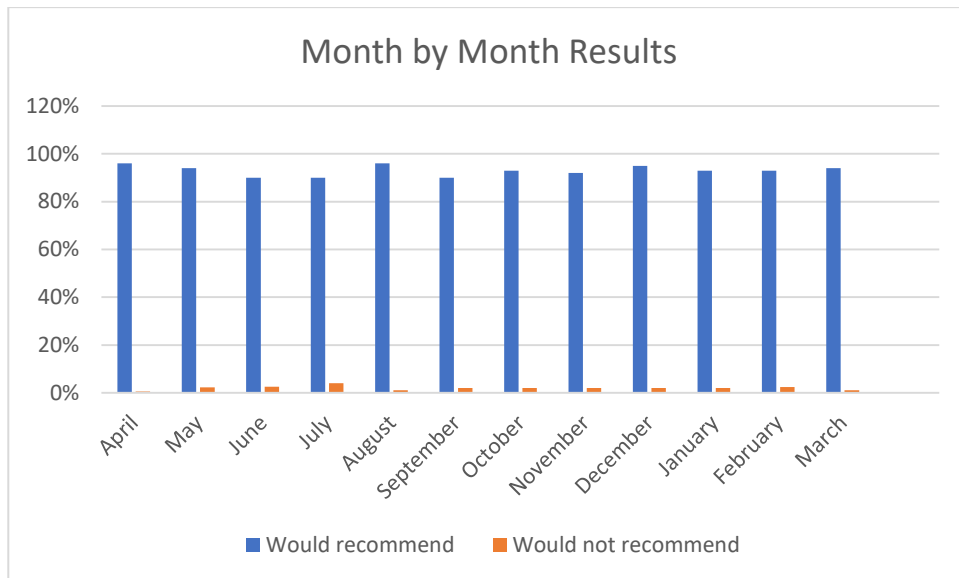
Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
381	24	10	2	4	10
88.4%	5.1%	2.5%	0.5%	1	2.5%



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

Would Recommend	Would not Recommend
405	6
94%	1.4%

Friends and Family Test March 2021 Summary



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

<p>March 2021 (Comments added exactly as received; spelling errors and typos not corrected)</p>	Text responses
	I was waiting the reception desk at 8:12, when I received a text stating that I had missed an appointment for 8:20! The 8:20 time had been confirmed to me by text!
	It's a very well run surgery with dedicated staff.
	Efficient, quick, safe, friendly
	On time and carried out efficiently and with care very good service
	I found them friendly. Very organised and very clean and sanitised.
	The service was excellent. The receptionist didn't fob me off on initial calling. She listened and then spoke to the duty dr for me. This was very reassuring
	Very slow on reception. Luckily phlebotomist came to the desk, as I was past my booked time due to waiting.
	Just a little unnerved to not see easily accessible hand wash in the consultation room Or the physio sneeze into his mask and not change it
	I put my repeat prescription in at 1pm today. Expecting to collect Wednesday. 111 call earlier today because I have sinusitis yet again!
	Went to collect prescriptions and it was all ready! Excellent service
	Mix up over time of my appointment and what I was attending for.
	Seen promptly, excellent consultation - empathetic and reassuring, and prompt referral for next steps (x ray). Very good all round, thank you :)
	Good customer service from receptionist and informative information by the doctor
	Very smooth efficient visit all staff pleasant
I felt the consultation was very thorough and informative	
My appointment was on time, I left home at 8.45 for 8.50apm and was home	

Friends and Family Test March 2021 Summary

again by 9.03!!
Prompt, helpful, and friendly. Thanks.
Still waiting for my call, it's was scheduled for 14.50 on my mobile but a call made to landline at 15.15, called surgery at 15.30 spoken to Josie who was very helpful
Nurse and doctor were both very friendly and put me at my ease. Very quick and efficient visit.
Very caring and efficient
Doctor was very nice and pleasant.
Very efficient, call back and response was brilliant.
Speedy service
I felt listened too
Would have preferred a face to face but understand in these covid times things are different
Very quickly seen, appointment was on time. Courteous staff.
Very efficient quick service and friendly welcome.
Very efficient and friendly service
Welcoming. Straightforward.
Swift Vaccine lovely staff
All round good experience no problems
I was treated with respect and kindness. It was embarrassing but I felt reassured. Everything was also explained
I was given wrong advise from the surgery this morning Was told to ring 111 to make an appointment as your system did not allow you to book appointments but had to phone back
Excellent service
I could contact the surgery via the website, the surgery staff, when they rang me, were polite and efficient. The GP who rang me had obviously read what my concerns were
I rang at 8 am needed appointment to speak with a Doctor reference my medication, Doctor phoned me about 10 am and sorted my medication, excellent service
Marvellous organisation as always amd really swift attention from everybody - well done amd thank you
My doctor was very helpful and I went in on time
Friendly efficient service
Listened well to what was happening, asked relevant questions, decided face to face was required just to rule a few things out. Much better system than previous surgery
Efficient service and felt safe
Very easy and smooth visit. On time as usual thank you.
I wasn't kept waiting. Staff helpful and professional
The nurse taking my blood sample was very pleasant and professional.
Nurse was very good but not able to book next appointment in 28 days as system not open yet meaning further contact with surgery will be needed.
Friendly staff, efficient service, great environment
Assisted with all the prescription updates and making those easier going forward. informative and polite manner

Friends and Family Test March 2021 Summary

The first receptionist asked me to take my son to the chemist and then when I did they said I needed to talk to a Dr. Which made me have an unnecessary journey
It was a question and answer session about medicine
I was called in for an appointment several months ago and when I arrived the Dr asked me why I was there. I explained all symptoms and was referred for blood test
The Nurse who did my smear provided a fantastic service - friendly, informative, carefully handled
Always been satisfied with my treatment at this surgery. Very good.
Lovely nurse who helped me hear again.. very polite and made me smile.. thanks for your help
Because it was very good!!
With all current problems you have this was a very easy blood test done with a very good manner and easy conversation.
Mum fell out of her wheelchair and had cut her head her arm and we thought she had broken her foot, we were seen straight away even though we did not have appointment
Covid safe. Nurse very friendly and helpful as always.
Really speedy response and quick referrals done thank you
Quick and efficient no waiting very pleased
I tried to book an appointment with a doctor because I needed something looking in to physically, I was told to speak with the pharmacy first which I did but still had to see Dr
I have a b12 jab every 8wks Nurse Julie Is brill as the jab is very painful But Julie dosent hurt at all
I felt safe all things in place to protect you
It was excellent, prompt and efficient
I felt very safe but had a problem with the blood test. It had to be taken from both arms and ended up with a bleed under the skin and a hard lumped form
Prompt and pleasant appointment
Dr Morange Was terrific
Listened too me and was very thorough and put me at ease
Polite and helpful greeting at reception . Appointment on time which was helpful
Efficient nurse administering injection ... pleasant environment also
The nurse who did my ecg was very good
It was just a conversation about arranging follow up appointments!! Nothing important!!
Was told I would be phoned on my mobile at about 3pm was actually phoned on my home phone at 540pm. It was only luck that I was in from work to answer.
I saw one of the nurses. They are always brilliant
Quick safe service.
Reception was friendly and helpful, nurse was quick and efficient
Excellent service, lovely doctor and nurse. Couldn't ask for more

Friends and Family Test March 2021 Summary

Just really lovely and really experienced.
Dr. Maronge answered my questions and gave me guidance .
Everything about the experience from making the appointment to being seen by Doctor Morange was smooth and efficient. Thank you!
Anything else would not be correct.
Felt safe, Dr Saunders was very thorough and reassuring and didn't rush the appointment so I felt valued
Really good service
Because the lady was very understanding and helpful
My appointment today was sorted quickly and always made to feel at ease from the reception staff to going to see the nurse I feel safe in the surgery
It was quick and painless, which is always good. Staff were polite and respectful, gave me the information necessary. There is very little waiting.
Very efficient and friendly
Nurse v reassuring as I am nervous patient. Friendly and kind. Once bloods done, enjoyed visit.
Find very helpful
Was very pleased with the way I was treated all my enquiries was answered
Took her time explaining things and was patient, and also trying to find an alternative tablet to one that I'm taking which isn't that good for me
After calling the surgery having seen a Pharmacist I was looking to make an appointment, there was no available appointment until the 19th
Very professional and thorough.
Friendly, helpful and efficient.
It took a long time to get through but I know they are busy at that time in the morning. When I did get through the receptionist was very helpful
Had stitches out from knee surgery the nurse was lovely gentle and very patient
Staff were friendly and efficient, I felt safe and cared for
Professional, friendly and gentle
Prompt appointment and good attention/service from Dr Cowley.
Meant to have received a phone consult today for my sons mental health issues and no call so am not happy
Excellent treatment!
Very good service in all aspects
The surgery is well managed and all the staff are friendly and helpful
Nurse was pleasant; efficient and quick. Surgery felt safe. Next appointment booked easily
My call was dealt with very professionally and quickly by the receptionist, and again by the doctor, I was seen and quickly given the medication required
Because there was nothing to complain about
Dealt with promptly, friendly atmosphere.
Safe environment, seen on time, and nurse friendly and efficient.
My Doctor is very kind and understanding and the reception staff are very helpful, friendly and kind.
Mrs Leggett is always on the ball with her kind nature and professional manner

Friends and Family Test March 2021 Summary

	On time, clean, helpful staff.
	Clean efficient friendly service. Perfectly organised
	The nurse was knowledgeable, reassuring and didn't rush the appointment.
	Speedy, efficient service and safe surroundings.
	Very friendly and good information.
	Excellent and very clear
	The lady doctor that I saw was so pleasant and reassuring
	Very helpful
	Ella was very helpful and polite. No fuss knew what she was talking about thank you
	Lovely midwife, friendly & approachable. Friendly staff on reception (think her name was Hannah). Short wait time for appointment
	Efficient en friendly
	Very professional and friendly service from GP.
	The chairs were not cleaned after use but the nurse, as ever, was very polite and efficient
	The practise and the drs in particular are very kind , helpful and accommodating.
	As I have a chronic health condition I often require reassurance and get it
	Always very efficient and well organised.
	Gave my response as all girls on Reception are very helpful an kind in these difficult Circumstances.
	Always ready to help me.
	I found the doctor understanding and helpful as always.
	All very efficient and reassuring
	Pleased to answer questions if knew the answer
	I spoke to the nhs covid line this morning and they said they were going to get in touch with my gp who would call me but I've not yet had a call.
	Because the doctor was very good and helpful
	Very efficient. The nurse was friendly and informative.
	Did not wait long in straight away very good service thanks to all.
	Good Doctor, helpful receptionist, simple COVID protocols. It's a good surgery.
	All what was about to take place explained. Care was taken. First class service.
	Nurse was very empathetic and efficient in her task
	We both think our surgery is brilliant! Everyone is helpful and friendly we are very lucky to have you on our doorste
	Simple process in a safe environment and no waiting time
	I was told my appointment time was 15:30 and I was not called until 15:58. I also think it is a poor use of time to have a formal medical review when I always attend for reviews when requested
	Excellent caring service
	The nurse was very thorough with explaining the procedure and put me at ease, lovely lady, thank you.
	Dr was through in the post natal checks for me as well as baby
	Very well organised and very kind and friendly nurse who took time to explain and understand.

Friends and Family Test March 2021 Summary

Apart from the 20 minute constant phoning to get through, the receptionist was very helpful, the doctor rang back as promised and Again was very helpful
As normal the staff at the surgery were excellent all treating me with dignity and respect. Very good service.
A pleasant pleasant and good humoured experience and no sense of being rushed.
Quick and easy
Everyone is very helpful, professional and friendly.
Really quick check in, seen within a couple of minutes and out the door in less that 10. Nurse appt.
Great service
When I arrived at reception the receptionist was on the telephone. Another member of staff walked past in the office with her tea/coffee mug in her hand and never acknowledged me
Service was good
Pleasant and professional
The staff are helpful, caring and professional
Responsive very good service
Im a new patient at willington..and they have always done there best to help me out ...
I would much prefer a face to face conversation. No other reason.
Nurse was friendly and competent and helped me through it - it was all covid secure and painless
Came for an ecg, leads from the ecg unit wouldn't stick properly so was left holding them so didn't fall off. Had to wait while the nurse tried 3 batteries
I had a fall and was a bit concerned about one of the bruises. The receptionist was very good, and the doctor reassured me nothing that wouldn't mend.
Always friendly and quick
Excellent fast and safe service and very pleasant Nurse Gregory
Very informative and reassuring conversation with asthma nurse who covered every aspect of my condition. Excellent medical support and service!
The staff are really nice and professional, speedy service too.
Signs and COVID restrictions were clear. I felt safe and the staff members courteous and efficient.
Because as I have said many times the kindness of everyone at the surgery ie the best I have received and I have been with a lot of surgery's as I have to move a lot
Fab lady and very nice
Staff very friendly and polite
Polite, friendly and efficient.
Dr.Siva very nice advised and explained everything.
Always 1st class service
I felt that the appointment was dealt with sensitively and with empathy. I felt listened to and had some helpful advice for my son Thank you
Excellent consultation with Dr during difficult covid times

Friends and Family Test March 2021 Summary

The healthcare worker was professional, kind and knowledgeable. Thank you
Good service
Prompt appointment and service
Very good and professional service from the surgery thankyou
Always pleasant, always helpful always smiling
Professional, excellent customer service.
Prompt. Courteous.Helpful.Safe
I had brilliant service Very quickly sorted very relaxed and safe thank you all
My visit was well organised and efficient. In and out in under 5 minutes.
Same day appointment with doctor, through examination given , alongside referral . Very professional, informative , which gave peace of mind !
Friendly, quick, organised.
I was waiting 5 minutes to be seen by a receptionist.
Efficient and polite. Did not have to wait
Very polite, prompt and efficient service
Everyone worked well and the surgery was clean and tried
Friendly efficient staff. I have a bit of "white coat syndrome" and don't like going to the doctors but feel happy at yours!!
Very professional , and supportive. Dealing with a child can be difficult but Dr Farrow was superb in her approach.
Great friendly reception staff and Doctor
Very good
It was easy, on time and the staff were good
Because they got me in straight away today for my bloods and the doctor was very understanding.
Doctor managed to see me on the same day that I called
As usual, staff are friendly, nurse was obviously busy, but did her job well.
Always received good service from staff at Willington Surgery.
From reception to blood test your staff were friendly, efficient and thoroughly professional. It's a wonderful surgery.
Pleasant, courteous and efficient experience!
All the staff are friendly and helpful I can't fault the surgery in any way.
Good service as allways
The nurse who did my smear was lovely and made me feel very at ease
Had good service and the answer needed i am healing nicely after operation thank you
I actually got an appointment with a doctor!! Who was both efficient and considerate
Telephone appointment with the nurse on time, nurse very helpful and staff at the surgery very helpful when I had to come in for a blood pressure test
Dr Saunders was fabulous. She listened without judgement and helped me to understand more about how I'm feeling.
Telephone appointment was replaced by surgery visit.
Staff very polite good service all round thankyou
Felt that Dr Farrow listened to our concerns and took the time to explain everything so we understood things better.
Fast response to the medical issue.

Friends and Family Test March 2021 Summary

Quick and easy
Willington surgery is my aunts practice (I'm actually Chellaston/Melbourne) but everything is dealt with through myself as she is 90 and has severe hearing problems- all very efficient
Excellent doctor!!
Doctor O' hara was very helpful and empathetic around the issue I had and provided an understandable solution, pointing me in the right direction
Pharmacy medication review, very helpful
Every time I've come to the surgery I've been treated with care and pleasantness. I am never flustered when I visit the surgery.
Everyone is very polite and helpful
The physio was very professional, but is hampered by not being able to have a face to face consultation
Just felt that we were being taken good care of and that everything was being done to solve the problems my husband has.
Was dealt with very efficiently. Thankyou.
Efficient and friendly, even though the ECG machine was playing up.
I have just decided to change to your surgery and at last I seem to have found somewhere where the patient is put first, so far my dealings with staff at surgery have been very good
Caring and understanding discussion with Dr Saunders. Gave a clear answer to my concerns
Well organised and efficient. Clean and tidy surgery.