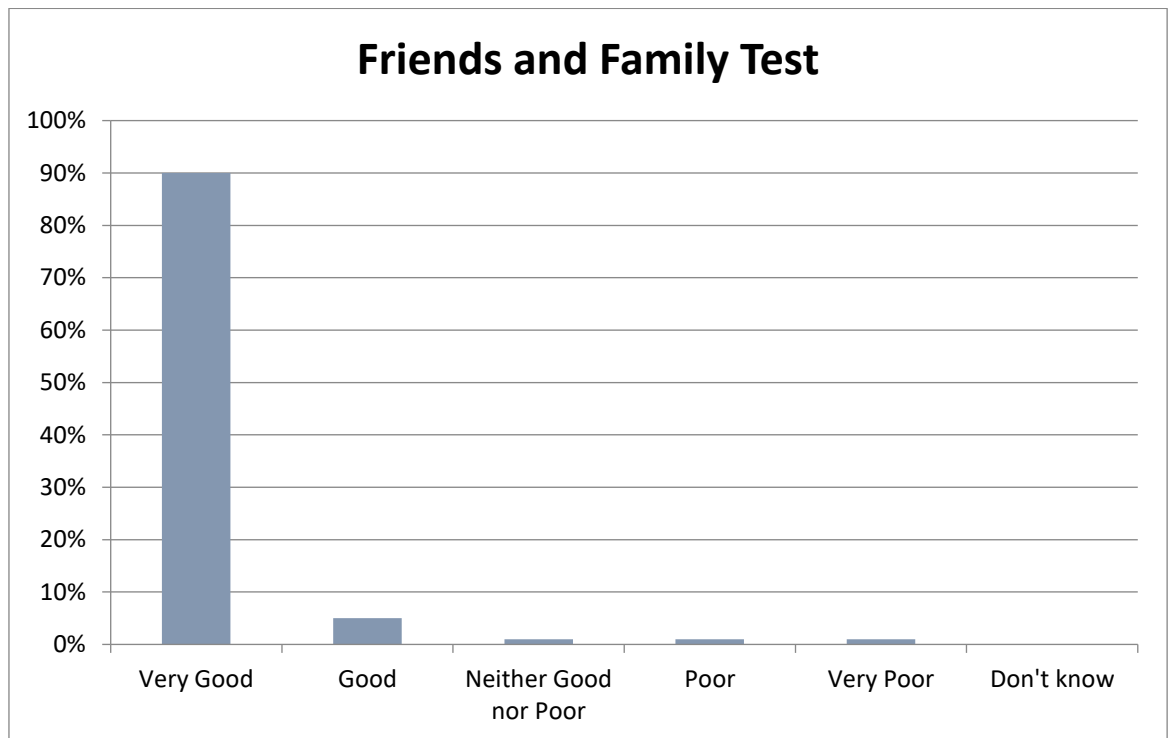


Friends and Family Test April 2021 Summary

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

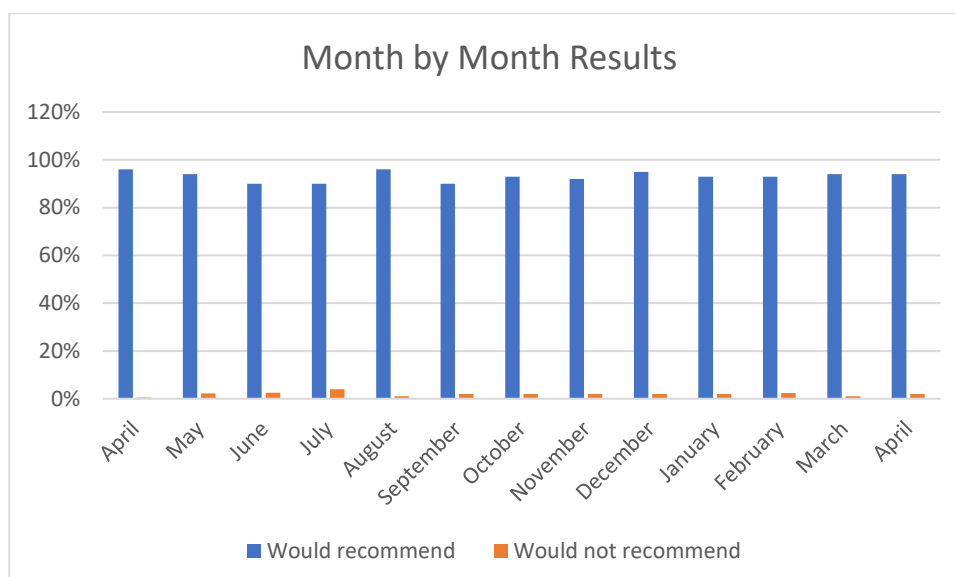
Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
324	13	4	3	3	1
90%	6.7%	1%	1%	1%	0.3%



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

Would Recommend	Would not Recommend
337	6
94%	1.6%

Friends and Family Test April 2021 Summary



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

April 2021 (Comments added exactly as received; spelling errors and typos not corrected)	Very efficient and friendly. All on time.
	Always super-efficient polite and friendly
	Usual efficient reception and timely treatment
	Just had to wait quite a while.. no problem?
	I was not able to speak to the nurse for my appointment as she was 20 minutes late calling so I unfortunately had to leave and was driving when I eventually got the call
	Swift response. Dr. Wright listened and explained her thought processes, discussed options and I'm happy with what we decided
	Very efficient and everyone are so helpful Wendy was lovely as always
	Clean, friendly and fast treatment. First class.
	Good to have a face to face consultation
	The room was obviously set up for safety regarding COVID. The doctor was very helpful
	Everything went very smoothly - as usual. Thank you ?
	Excellent service. I rang to speak to a doctor about a concern I had. Completely did not expect to actually be able to see one due to COVID restriction
	I felt safe, staff were polite and prompt. Thank you ?
	Quick, efficient and helpful service. Very happy.
	Welcoming, professional and exact appointment time
	Fast check in and didn't have to wait long
	As requested in your text "experience of our (your) service (was) ... 1 for very good" !
In and out in 5 minutes!!! Excellent service	
Reception process very smooth. Nurse joanne very reassuring	

Friends and Family Test April 2021 Summary

and informative
I'm pleased with the service
Got an appointment very easily for same day, the doctor was very professional but also personable
I've been with Willington Surgery a number of years and have never had a problem with booking appointments with Drs etc.
The Doctor was very kind, explaining all the worries that I have. I felt confident with the overall check up I had. Also having been booked in for blood test
Quick efficient service
Efficient and friendly service
Excellent service with all covid precautions in place so felt safe. Receptionist as pleasant & informative & when seen for blood test I felt comfortable
Walked right in and was seen more or less right away not real waiting time fabulous
Very happy with the discussion and the referral
Both problems were looked at and good advice given. Succinct in all areas
It was more of an information giving exercise connecting me to an app than a consultation ergo, neither good nor poor.
Efficient reception, seen on time, didn't feel blood being taken?
Friendly, helpful and put at ease
Seen quickly and nurse very nice in unpleasant circumstances ?
Everyone I met today was very polite and professional I felt safe and well cared for.
Because I just love the surgery and the staff, plus the chemist. You are all brilliant. You all do an amazing job. Wendy took my blood test today and she was great
Although I was on time , I was late going in to nurse due to no one at reception desk to check in
I was seen on time. Marvellously efficient. Felt completely safe and it was a very pleasant interaction!
staff are very friendly and helpful brilliant service
Appointment on time, nurse put me at ease.
Desperate for a same day appointment after a rough few days and pleased to get a call before 11am. The GP was approachable and caring
My appointment was running on time. Felt relaxed during my appointment which was for a smear.
Very professional, and friendly
Great service as always
Lovely staff
Very efficient pleasant nurse.
It was very professional visit, doctor was very informative
Ooo
The nurse made me feel at ease and very comfortable.

Friends and Family Test April 2021 Summary

Dr O' Hara was very caring and interested in my problem both on the phone and when I saw him in the surgery.
Polite staff, minimal waiting time
Always efficient and caring on administering injection and monitoring of blood pressure etc.
I was passing out during my blood test while the person stood and just looked at me. It was not only uncomfortable, but I didn't feel safe.
Friendly staff excellent service appreciate the support provided
Understandably, due to covid restrictions, I felt the appointment was a little rushed.
Very quick and friendly service. Felt safe, good Covid protocol
No waiting about in n out n blood taken first attempt where as hospital couldn't get any blood
I had 2 appointments with different nurses. They were both on time and as efficient and pleasant as always.
It was not Made clear as to reason and I had to phone up and chase the appointment because system does not allow 8 weeks ahead
Because that's how I felt after the visit. Final Answer
Never struggle to get phlebotomy appointment when needed. Friendly staff, always a great service. Quick and painless appointment.
The Covid safety measures were easy to follow and seemed effective.
Very friendly, professional and confident. Made me feel at ease.
Have never had any issues
Everything was very professional and helpful in these trying times, I felt safe at all times and all the staff were very helpful
Appointment very good but had to wait 10 minutes for someone to come to reception to register my arrival.
Excellent surgery with very friendly and professional staff
The nurse was friendly and caring and very knowledgeable about the procedure - put me at ease completely
Nurse very good. I was waiting quite a long time at reception before someone came to me.
Good communication and advice. Follow up actions efficient.
Fast, efficient, great service and Dr Siva has been excellent
Spoke to a lovely receptionist who organised a call back the same day. I was then given a face to face with Doctor Maronge on the following Monday
a very good and informative pleasant phone. call by a very knowledgeable lady
Quick, efficient, friendly and importantly for a blood test - painlessly!
1st experience at the surgery. Dr Cowley put my aunt (with dementia) at ease and included me in the consultation and explained things very simply

Friends and Family Test April 2021 Summary

	Because the experience was pleasant and friendly.
	Felt safe and clean, made to feel comfortable for a very attentive and personal service.. many thanks.
	Given appointment straight away, seen on time, dealt with kindly and efficiently by doctor and receptionist thank you.
	I mean to put 1 first of all. Experience was good.
	Appointment on time, treatment given as planned all staff efficient and friendly
	Apologies I meant to txt 2.
	Friendly efficient service from all concerned
	The nurse was very good and arrange another appointment for me in a week's time
	An appointment was made for me quickly and a sensitive examination was dealt with in a way that put me at ease.
	Was very impressed with service from reception and nurse and Doctor Farrow followed up with advice and care leaving me reassured
	I received great no nonsense and a great professional service. Many thanks.
	On time
	Rang, triage with doctor same day, appointment next day and prescription all within 24 hours. Superb service and so grateful and lucky to have a great surgery
	It met all my requirements
	It was quick and easy thank you.
	Efficient, organised and excellent communication in all areas
	Dr wright was very thorough and gave information as needed
	Polite and efficient service as always
	Efficient process, lovely nurse, many thanks
	Speedy offer for appt that was timely. Clinician on time and helpful .
	Julie is always very nice.
	Appointment successfully booked on the date & time I wanted. Polite & friendly staff. Clean & pleasant environment.
	On time and the nurse is so friendly and helpful
	I was early for my appointment and went in straight away. Wendy Cardon was pleasant and efficient
	On time efficient. Even the login machine worked Receptionist very pleasant
	Efficient and friendly.
	Hassle free check in, on time appointment & treatment administered efficiently & effectively.
	Safe, quick in and out.
	Because the nurse that seen to me was very gentle and caring
	After the physio telephone consultation, with information provided and medical history, I would of hoped for a doctors

Friends and Family Test April 2021 Summary

referral
As always really thorough discussion with the Doctor giving me answers to my concerns combined with an understanding of the situation from the lady who took my call
Efficient Friendly receptionist
Felt safe coming to the surgery, staff helpful and explained what was happening
Wonderful friendly staff. Clean and felt safe xxx
Reception was friendly and efficient and, even though I was early, I only had to wait for literally 1-2 minutes before going in to see the phlebotomist,
Hugely efficient - empathetic - caring and generally going over and above straightforward medical guidelines. Totally in tune with their patient's needs
Always a pleasant experience at Willington surgery. Staff are always polite and give you 100% you never feel you should not have been.
I was in and out quickly with no hassle.
Dealt with me extremely well.
happy i saw a dr x no concerns with clean surgery thank you all
Got called in before my appointment time as I arrived early. Nurse friendly and helpful
Communication was brilliant all round, staff were caring and friendly and there was no waiting time at all.
Friendly and thorough
I've been with you over 20 years and i have found the service is always excellent, i work as a carer and I wish all doctor's was as good as Willington surgery
Staff all very helpful, but there were problems with the computer self check in - had said checked in but apparently it had not worked. After waiting had to go to reception
Missed first phone call .doctor rang me back now have an appointment Friday
No waiting, professional and polite service from the person taking my blood
On time and treated well
Took ages to get through, then could only have a phone consultation, after which i have to visit the surgery anyway
Efficient service on/before time Only drawback was that supplied cotton wood ball came off arm and was soaked in bright red blood!
The service I Received today was excellent
Quick appointment, helpful doctor.
Very professional and friendly with great knowledge that put me at ease. Thank you for great service!
Well organised and efficient staff
A good response from your whole team . Holly, Wendy and dr

Friends and Family Test April 2021 Summary

Ohara.
The service at Willington is always excellent in every respect.
Quick,friendly.
Staff nice and no waiting around
Clean & services/ instructions well sign posted
Welcoming - very attentive & pleasant
Sufficient safe parking
Phlebotomist/Nurse went the extra mile
I can't think of anything that could be improved upon. Very good to see the self check-in back in use, by the way!
Very friendly, professional and efficient
I went in promptly, Wendy was polite and took blood efficiently and painlessly and I left. Excellent
Courteous. Information. Professional
Julie the nurse was fantastic so friendly so helpful thank you
OK
Pleased that the Dr is referring me for a scan to put my mind at rest.
Staff were all lovely. I used the automated check in which appeared to have 'arrived' me, after waiting 20 mins I checked with reception and it hadn't.
Very happy with the service I get.
Because after my first conversation with physio I was given an examination within 1hr , the surgery /waiting area is being excellently managed during the pandemic
Pointless telephone appointment, going over the exact same questions I have already been through with 2 other phone calls and a face to face appointment
Because I was seen promptly and was guided by friendly receptionist on the blood pressure machine situated in the surgery also had a blood test all carried out efficiently
The Dr was very thorough, asking for all symptoms and then explaining what would happen from then on.
Very good service
Joanne took time and explained things very clearly
Very quick and efficient.
On time, very professional and put you at ease
The doctor was very professional and polite.
I am always treated with respect and know most of the staff who always greet me in a nice but professional way. Treatment or tests are always excellent.
Very nice person on the phone and was understanding
I gave my no 1 feedback on the basis of Dr Makava's considerate and helpful attitude towards my elderly Mother.
Everyone I saw was very welcoming and the nurses made me feel so relaxed. Overall, a great experience

