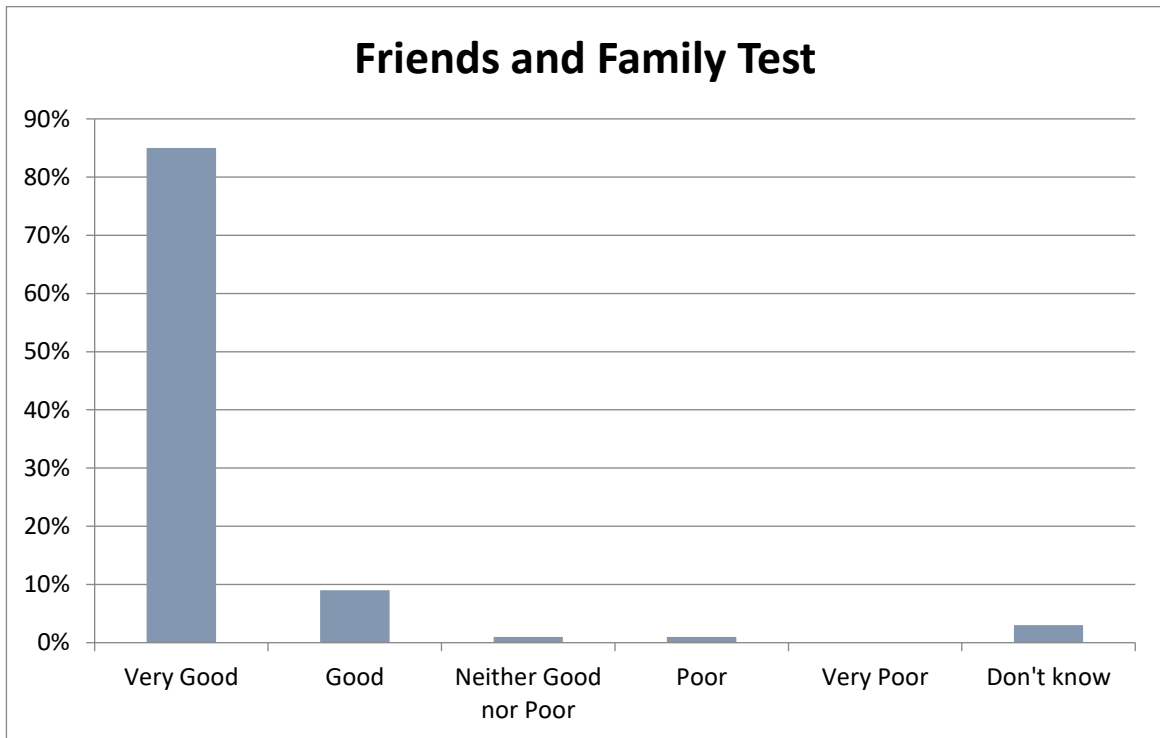


Friends and Family Test May 2021 Summary

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

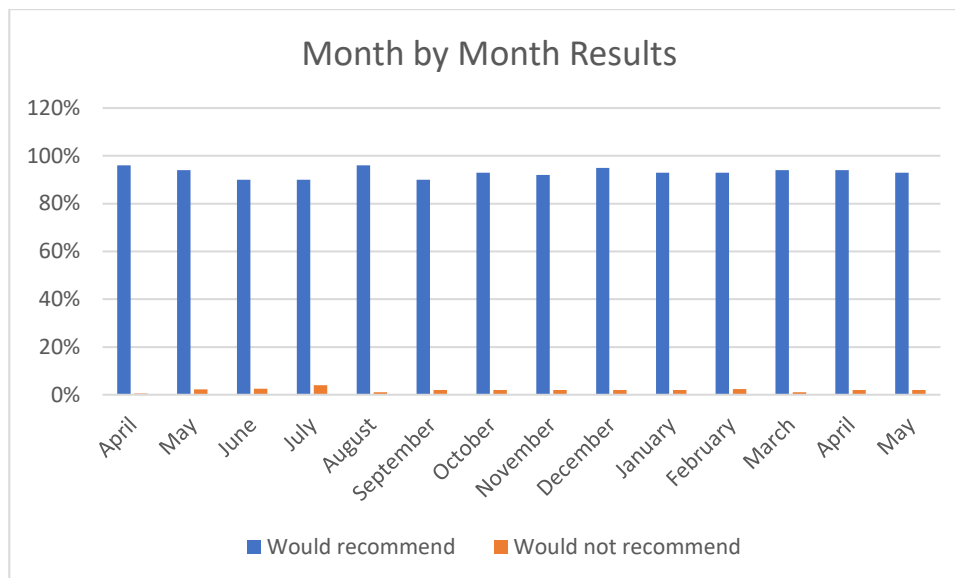
Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
322	31	6	5	2	13
85%	8.5%	1.5%	1.5%	0.5%	3%



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

Would Recommend	Would not Recommend
353	7
93%	1.8%

Friends and Family Test May 2021 Summary



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

<p>May 2021 (Comments added exactly as received; spelling errors and typos not corrected)</p>	<p>The level of professionalism, friendliness and competence is second to none. From first contact on the automated service, to talking to the reception/admin and then to GP- excellent</p>
	<p>I had a telephone appointment initially for both me and my son. Dr Wright followed up with a further conversation as well as text and then was also able to speak to her</p>
	<p>Quick and organised</p>
	<p>Efficient and caring service.</p>
	<p>The experience was welcome because during Covid all routine checks couldn't be carried out it was good to feel things were getting back to normal. Wendy was excellent</p>
	<p>I was seen on time, the doctor was polite and efficient , a very professional surgery , a real asset to our village .</p>
	<p>Appointment was on time. The doctor had a good appropriate manner. Properly examined & listened to. Treatment arranged.</p>
	<p>Very good service</p>
	<p>Phone call appointment was at time specified and of adequate duration giving time for concerns and options for follow up to be discussed.</p>
	<p>Appointment carried out, friendly & efficient. With help from the receptionist the use of the machine for weight etc was successful. All carried out professionally</p>
	<p>Although delayed the consultation was v good.</p>
	<p>An unhurried reassuring consultation. Particularly liked being called in from the waiting room by the Doctor in person.</p>
	<p>Very friendly and calming nurse. Lovely personality.</p>
<p>Friendly helpful informative</p>	

Friends and Family Test May 2021 Summary

Did not feel rushed by the nurse (unlike gp visits). Doctor came in to advise rather than have to book another appointment
Efficient, felt safe and very helpful.
It would have been 1 but my appointment text was too generic. I was supposed to have a fasting blood test but the text message said nothing about fasting.
Dr Wrights friendly, supportive and professional approach
I have always felt that Willington Surgery has always done its best ,Dr's and all the staff always been very helpful
Very friendly make you feel relaxed when having to visit.
You provide a very good customer service to your patients
The nurse is always very kind and considerate
They nurse was very friendly and professional, my appointment was on time.
The call was 25 minutes later than the appointment time which delayed me going out. The nurse however was very pleasant. As a new patient I don't know what to expect
Polite and friendly service
Very thorough discussion - answered some questions I had, and even some I hadn't thought of! Following up with GP on one of the queries. Excellent!
Dr Makava was very friendly and made me feel comfortable, all my questions were answered and I felt like she had time for me
Yes I thought DrFarrow was very helpful and informative to me. I had quite a few different issues developed during Lockdown. And all was dealt with for me.
As always the receptionist and nurse that I saw were polite and smiley.
Covid safe helpful friendly staff..very efficient
Very professional but also caring and willing to listen
I have quite a painful injection a b12 and Nurse who my appt was with Is unique And dose my injection pain free thank u
Prompt, friendly
Informative, professional & compassionate service. Thank you
In and out within 10 minutes
I had to use the blood pressure machine and I hadn't used it before, the receptionist was very helpful thankyou
The person I spoke to was very nice only told me my prescription was at the chemist waiting for me when I arrived no prescription and no record of it !
Everything thing well organised and went well
The service was swift and efficient and with care
Safe and efficient. Appointment on time and phlebotomist did great.
It was quick,efficient and kind.
Pleasant and smooth appointment
Friendly staff, appointment on time.
Good service

Friends and Family Test May 2021 Summary

Personable, kind and reassuring. Excellent service!
Caring and open attitude, good atmosphere and efficient
I think your surgery is very well run. My experience with Doctor Cowley is always positive.
Young lady was very helpful & explanations were good.
Helpful, kind , thorough and reassuring
I was treated with great respect by Dr. Saunders who showed sympathy and care. Quickly diagnosing my problem and suggesting the best coarse of treatment,
After speaking to the Doctor on the phone she wanted to see me and I was able to get in the same day.
Long wait
The nurse took 3 attempts to insert the needle into my vein and it was very painful. She did not offer to weigh me or take my blood pressure, I asked her
Efficient welcoming staff very good nurse
Very quick and efficient
The service is always very good at the surgery, I like the text reminders and waiting times are always minimal. Staff have also clearly worked hard to manage covid
Phlebotomist very pleasant and efficient and hardly felt the needle.
Really happy how efficient helpful and very welcoming all the staff are on each visit..
Excellent experience from the Dr
Excellent phone communication, doctor was really helpful and really listened
Felt less stressed after my phone call
The receptionist I spoke to this morning asked about my symptoms with empathy. The GP was professional friendly, welcoming and helpful. He listened to my concerns
Very thorough , informative and good patient communication Always very courteous, kind and caring Thankyou
Quick and efficient service from the nurse
Friendly helpful and listened well
My score relates to the face to face with doctor. On time, pleasant, managed my concerns and dealt with my problem. Cannot comment on reception as no one was at desk
My query was dealt with in a timely manner and Dr Siva was incredibly thorough.
Just very helpful physio - thanks
As always a very efficient service
Appointment was about 10 minutes late. Not sure how covid sage the check in as how do I know if everyone has used hand gel. Is there any wipes that can be available?
As requested in your text "experience of our (your) service (was) ... 1 for VERY GOOD" ! That says it all, your 2nd text was wasted, rephrase 1st text please.

Friends and Family Test May 2021 Summary

Was seen late and had to queue to get in. All understandable under present circumstances, but obviously not perfect so I couldn't give a 1. Thank you.
Friendly helpful cheery service
The conversation I had with the doctor answered all my questions
Kept to appt time. Very pleasant and helpful nurse took blood. Social distancing well enforced. Never seen so much sanitiser!
Pleasant and efficient even when I realised I'd forgotten my bloods letter.
In the short time that I have been registered with the Willington Surgery I have found the staff and nurses to be polite, caring, and thoughtful,
I rang at 8 am requesting a appointment with a doctor, was advised that was not available, only a telephone call from a physio, this has not resolved my problem
I was seen at short notice as I was really ill. Thank you.
Excellent service by a doctor who listened and did something for me at last.
Great surgery and lovely staff
Everything went very smoothly and as it should
I was in and out before my appointment time, efficient and effective phlebotomist
Efficient and friendly
I didn't have to wait long to be seen after checking in. But more importantly the nurse that took my blood was friendly and efficient.
Came for a blood test. Self checked in. Before I had time to sit down I was called in. On this occasion had to give 1
Because I thought the service was good
It was a smooth appointment in just 3 people waiting friendly nurse and very understanding because I have hearing loss
Appointment ran to time. Very friendly nurse who explained everything clearly and was super efficient.
Consideration
Good service
Lovely nurse, can't fault the treatment or the way she was with my son. My only niggle is though we were on time and advised in check in that there was a wait
Reception didn't sign me in and appt had to be rearranged with nurse because of mis information via std letter
We have always received a very good service from our go
Always great level of service
Very friendly and professional
Efficient, on time, friendly helpful staff.
Covid secure, friendly staff, on time appointment.

Friends and Family Test May 2021 Summary

Both the doctor I saw today and the doctor I spoke to on the phone a few days ago we're excellent. My feedback may not have been so good last week
Fast and efficient
Well organised,very clean and always have confidence in all the staff.
Effiecient
The Gp I spoke to was very efficient, kind and helpful.
Very attentive and detailed explanation. Great personal service
Hello I'm afraid the smear was incredibly painful. I was shouting and screaming with the pain. I have had a lot issues with dryness and inflammation of the vagina
Friendly, helpful, professional staff. Nice reception area. On time appointment. Easy self-book in service.
Because it was neither good or poor
Friendly, professional attention. I was seen on time. Received text reminders, too, which were useful.
Quick and efficient service, in and out in minutes. Did ask at reception to see if a note could be passed to the doctor though, and was told I needed to make appointment
Didn't have to wait and staff friendly and efficient
Service was perfect and all staff were very helpful and friendly
Receptionist was very helpful with a query I had and the nurse I saw was lovely and explained everything well
The response for my appointment was very quick the advice and appointments made by Dr Siva were excellent
Staff pleasant , seen on time , and very informative at appointment
Fast and professional
Nurse was lovely and sympathetic to my issues and was very professional and good at what she needed to carry out.
Appointment was on time and nice friendly professional staff.
Appointment was 15-20 mins late, but GP was friendly and open, and I did not feel rushed.
Efficient, accommodating and very pleasant
Doctor response was very good but phoning in the morning is poor and time consuming
The actual telephone appointment was good however, it too 2 days to actually get help!
The call was over 2 hours late and I had a very important call to make but was postponing it as waiting for the call from GP No message to say it was going to be late
The screen is back working, no waiting for reception. Limited waiting time
Very efficient and on time appointment
As the service is very good

Friends and Family Test May 2021 Summary

As always excellent ! Extremely helpful at reception and Sharon thorough in her work and re assuring very pleasant and caring . Thank you all .
Very helpful, efficient service.
Unsolicited appointment made
Self check-in was straight forward and fast and a pleasant visit with Sharon the phlebotomist.
As always brilliant service from people who care about you as an individual, this surgery must rank in the top 3 in the UK
Service with a cheery smile
Excellent service, lovely staff
Dr was kind and put my son at ease, he gave us time to go through our concerns and we didn't feel rushed to leave which I feel is very important.
The nurse was really helpful and gave great general advice. She was very approachable.
The reason I gave my response is the lady Dr who saw me was extremely good in every way very caring, and made me feel at ease. She was excellent
Very grateful to be fitted in. Thorough , helpful & kind
The surgery always gives the best that it can. Today the nurse I saw was informative, very kind and personable. She put me at ease and provided a very good advice
Because as in number one service I got was very good. Thanks
I couldn't book a face to face, found the idea of a 'phone appointment and having to send photos very stressful, and was then told I needed to be seen any way
Very well organised as always. Great staff
Spoke to the pharmacist , very helpful
Very prompt service, all the staff were very nice & understanding (2 nurses, 1 GP and the receptionist).
The nurse was very tentative, kind and gentle with my wound. Very pleasant lady
Appointment on time and quick
I have been well looked after at Willington GP. My appointments with the nurses are on time, efficient and enjoyable.
Because he was very kind and understanding also called me back with full information and you always manage to get me an appointment even in these trying times
Prompt and efficient service from the receptionist. Very helpful and reassuring advice from the doctor. Thank you
I'm quickly seen to and there is no hanging around. The surgery is always clean and smells lovely. Wendy is brilliant and I wish I could take her to on holiday with me
Service is OK. It's all the hoops to pass through first. Then passing the buck with 111 : waste of time. Revert to old days when you just queue until see GP

Friends and Family Test May 2021 Summary

Friendly Speedy Considerate
Speedy and efficient friendly service
Very quick efficient service
Everything went smoothly
Self check-in, friendly nurses, good facilities. In previous experiences the reception staff are friendly and very efficient.
In and out in a matter of minutes, friendly and professional staff. Thanks
Very quick and efficient service.
Same day appointment, went in on time, doctor friendly and dealt with my concern.
Very informative
quick and efficient service
The quality of the conversation with the nurse was very good but it was not on time
Dr Saunders is really lovely, caring and helpful. The reason I gave you a 2 is because of the length of time it takes to get an appointment
Dr Saunders very good, and felt safe
Was able to get an appointment very quickly for a worrying situation, the Dr. was brilliant, put me at ease and put into place a plan of action (blood tests and referral)
Prompt friendly service.
The nurse was professional, friendly, knowledgeable and reassuring
I was happy with the treatment/information given
Polite receptionist.
Friendly, efficient and excellent nurse.
I thought sharron was very nice
Joanne put me at my ease and constantly asked if she was hurting me. Also I felt safe.
Excellent in every aspect.
Prompt professional advice
The doctor was very nice but didn't feel that there was anything she could do as she was not worried that it was a problem though she did give me a prescription
Got in early for the appointment, incredible service. Thank you
Because my symptoms and request for a blood pressure test were dealt with efficiently by the nurse i had seen.
Appointment on time and very nice staff .
I was made to feel reassured.
Good quick service
Very efficient. Nurse is very knowledgeable and friendly. Really excellent

Friends and Family Test May 2021 Summary

My mum had an appointment to see a doctor and unfortunately we arrived 30 mins early because my mum told me the wrong time. Fortunately the receptionist was very understanding
A wonderful young lady I don't know her name but she is a month of becoming a doctors seen my yesterday vand her mannerisms was amazing.
Query dealt with very well by final year student.
Everyone polite, appointment for jab was easy.. lovely nurse
Nurse Wendy is the best
Very quick and proficient bloods
Because I finally was allowed to have a face to face appointment after endless phone calls
The nurse was very good excellent communication and respectful about my dignity
Lady was lovely listened to what I was saying and wasn't at all judgemental and very understanding about my condition and how I was feeling
Appointment quickly made Advice very well given Treatment excellently administered
Dr Wright was very thorough and I'm happy with the outcome of my appointment
I had an appointment at 4.30pm and was still not seen by 4.50pm. When asked what time I was likely to be seen I was told there is still people in front of me
Efficient staff sorted my request for appointment and minimum wait to see doctor who took appropriate action in good time
I could not hear the nursed very well and asked her to speak up and that happened initially and then reverted back to being very quiet. I don't normally have a problem
The 35 minute wait to speak.to reception in the morning was not ideal, however once we got to sorsk to a receptionist they sorted a solution for an appotment
i was strait in and out
Very helpful professional staff
Great doc
I had an appointment with Wendy Wright. She was so lovely. Very thorough, friendly and put me at ease during my appointment which was a routine smear test
Great Staff, great service +++++
Appointment made quickly and I was seen on time
Well organised appointment