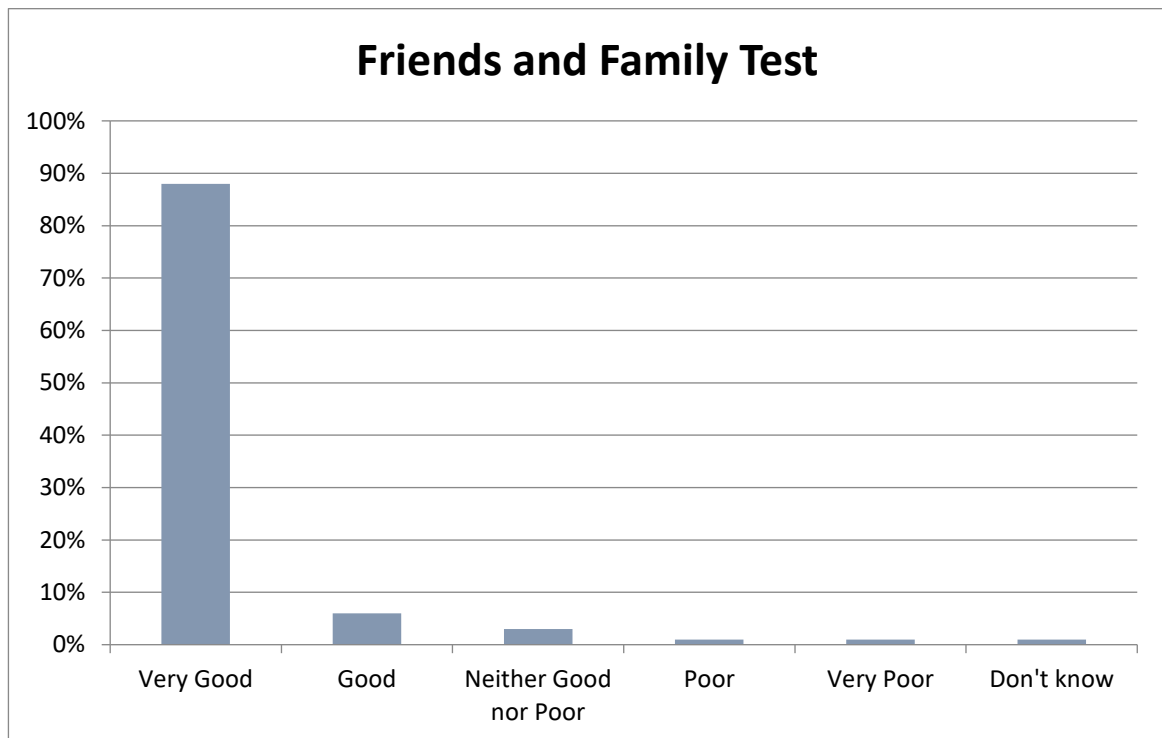


Friends and Family Test August 2021 Summary

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

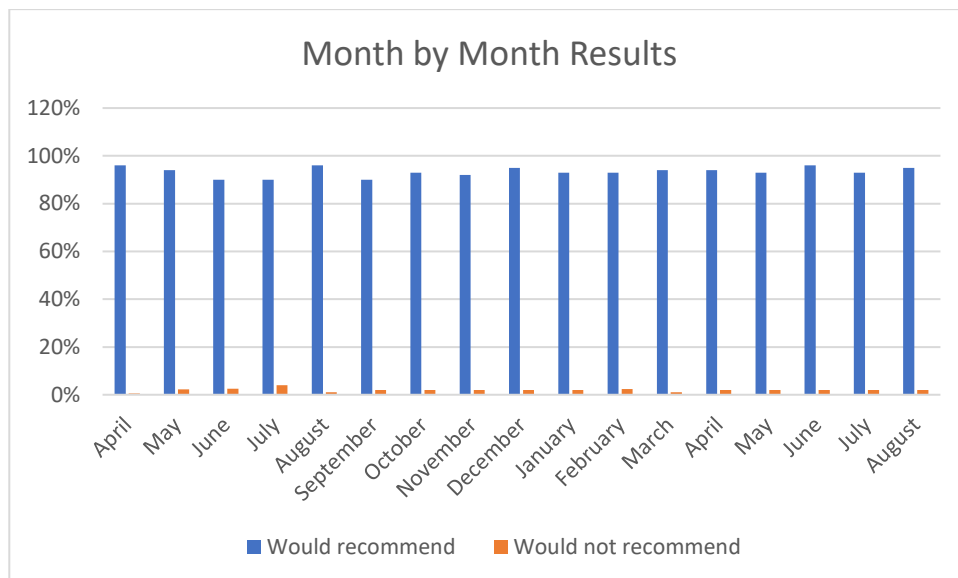
Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
310	22	6	3	3	7
89%	6%	1.7%	0.8%	0.8%	1.7%



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

Would Recommend	Would not Recommend
332	6
95%	1.7%

Friends and Family Test August 2021 Summary



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

<p>July 2021 (Comments added exactly as received; spelling errors and typos not corrected)</p>	
	Pleased with Gp finally sending me for exray and physiotherapy. Feel I am being listened to now for my on-going problem.
	The service was efficient and the staff pleasant, professional and re assuring.
	I had a prompt appointment with lovely nurse who had time to answer all my questions. I received good, helpful information and great care.
	The nurse gave me no information and didn't tell me what would happen about any results
	Because today I messed up my time of arrival and went straight in without a fuss
	Dr Sanders, was informative and found a possible reason and medication to combat, my symptoms, giving future possibilities and key information clearly. Thanks
	Friendly efficient service
	The doctor was polite & knowledgeable. I felt comfortable & confident at all times.
	Fast efficient friendly service
	Good manners and very helpful .
	Friendly staff and efficient and painless taking of blood
	The visit went very smoothly
	Efficient, polite service.
	Very professional and competent approach from reception and nurse
Because they very good and to the point	
Service prompt and efficient	
Prompt & helpful service.	

Friends and Family Test August 2021 Summary

My appointment was so well organised
It was very clear and helpful.
Felt rushed. Didn't really get chance to ask questions
I tried to get an appointment last week but couldn't I rang this morning and was promised to get a call back to try and get an appointment but no call back
Dr Maronge is a great support to my family and young children. During concerns about my young sons health he has been very thorough with assessment
Very quick answer and able to speak to doctor very quickly. I had a question regarding my medication and it was sorted straight away.
All staff friendly and helpful- no waiting and HCP found my deep down hidden vein very quickly
Doctor called very quickly, appt arranged quickly, doctor explained everything clearly. An excellent service.
Seen on time. Nurse very helpful.
Friendly, chatty and made to feel at ease.
Although the doctor was running 5 minutes or so late, early in the morning, the check in went smoothly and the doctor was very thorough and offered tests
Great friendly staff and very efficient medical staff
I gave 2 because the lady was pleasant helpful and treated me as a normal oldage pensioner. It was lovely.
Service was excellent as normal .
Sadly I was offered only one follow up appointment which meant that I will have to have another full days loss of work as I normally start work at 4:30 i
Very efficient, very pleasant nurse. Very welcoming atmosphere at surgery
Nurse Very efficient receptionist very pleasant and helpful .
Quick response, phoned back when you said you would, friendly doctor, arranged appointment for next day. Thank you.
Very good
A very professional attitude and very friendly in the way the Phlebotomist conducts her duties.
Everything was how you hope it would be : the machine for registering arrival is now back in operation. There was no waiting time at all and the appointment went smoothly
Waiting about 2 minutes in and out quickly.
Prompt attention, friendly atmosphere and staff.
Nurse very helpful.
Very quick service and nice nurse. Helpful reception staff

Friends and Family Test August 2021 Summary

	Well..The nurse who obtained the blood was of very pleasant disposition and she put me at ease and I never felt a thing..I did say to her that she was "right good"
	Very quick service and nice nurse. Helpful reception staff
	I was dealt with very well Wendy was pleasant as usual and I never felt a thing when she took my blood's.
	Nurse Joanne was as lovely as always
	Everyone is so friendly and prepared to spend time with you and really helpfull
	Dr O'Hara was fantastic as usual.
	I was very satisfied with the staff that dealt with my appointment & an enquiry @ Reception
	The service was okay. Nothing more rgan I would expect. The nurse was efficient unlike the Doctors at your surgery.
	To the point and quick
	I was seen within an hour of my telephone call and a hospital appointment in 3 days. Dr Farrow was very thorough, professional, sympathetic and caring.
	I had read some negative reviews about Willington Surgery on its Web site, so I was a little nervous when I attended for a blood test, my first visit to surgery and very pleased
	I didn't have to wait long and The Nurse was nice friendly
	Seen quickly, seamlessly administered treatment and effective results.
	Everyone I was in contact with was pleasant and I was in and out within mins of my appointment.
	I was seen within a few mins and seen by a very nice nurse and treatment was quick and painless
	Just seen quickly and efficiently with very pleasant doctor
	I have not been to the Dr for a long time bid not know what to do but was all OK in and out in minutes thanks
	Timely, speedy, friendly, competent.
	The appointment was 35minutes late
	Brilliant helpful treatment from nurse Wendy
	The doctor I had dealings with was very persistent the operation was very difficult but she completed it
	I was seen on time and efficiently dealt with.
	Excellent doctor analysis Excellent advice Appointment 30 minutes late
	Quick effecient as always in safe surroundings

Friends and Family Test August 2021 Summary

	Very empathetic ... compassionate and understanding response from the Doctor ...
	I saw dr Fletcher straight away after the phone consultation, she sent me to A&E with a letter explaining the problem, and asked for a scan and bloods
	Very helpful & pleased with the outcome
	Joanne the practice nurse was lovely, very approachable and friendly with my son during his asthma appointment.
	Mine and my husband's blood test appointments were quick and efficient with Wendy all good.
	Both the phlebotomist and HCA were very professional friendly and helpful. Thanks
	On time. Nurse friendly and efficient
	Dealt with quickly and efficiently
	My call was well handled
	Clear advice of what my problem may be
	I was seen on time and treated with respect and courtesy. I felt safe at all times. The blood test was almost painless thank you.
	Received a reminder of my appointment the day before, the Covid arrangements are good, and the nurse was excellent
	The receptionist was pleasant and well mannered. Wendy as usual was her usual efficient self . Even after all these years she is always kind .
	Brilliant. Had a blood test, hardly felt a thing.
	reception staff always listen and try to give a telephone appointment or advise the next best step. mostly get a telephone appointment same day.
	Friendly, efficient service as always
	Excellent Doctor who probably went above & beyond !
	All the staff behaved in a pleasant, professional & caring manner
	Thank you speedy service excellent doctor .
	Usual excellent time slot adherence and attention from the Physio
	The Doctor went above and beyond what she needed to do to go through all my issues and explain in great detail what happens.
	Dr Farrow listened to me and referred me to a hospital of my choice. I didn't get answers but she did listen.
	Because, despite having to wait about half an hour or so, my consultation with the doctor was undertaken in a professional, understanding and friendly manner
	Doctor understood my situation and made necessary arrangements very quickly for me to see a specialist at the hospital.

Friends and Family Test August 2021 Summary

	Prompt timing and helpful kind response from the Doctor
	Prompt and quick but no follow up set as nurse off
	Helpful team. Professional and knowledgable. COVID aware & compliant
	Dr Saunders is very understanding and listens but also gives support and guidance she has a very calming manner I trust and feel comfortable of her advice
	Friendly reception welcome. Plebotanist early and pleasant and felt safe and secure
	Prompt check in, good social distancing of chairs and the person I saw was very friendly and professional.
	Arrived early for blood test went straight in was home again before my appointment time
	You service is exceptional. Consistently..
	Very prompt, social distanced and well managed
	Just a good service. I was slightly early, I went in early. Had blood taken and was out before I was meant to be in.
	He was very thorough and very kind
	Polite punctual and perfect explanation.. very good
	Good facility. Good staff. Good service. Very helpful all round.
	Receptionist was very helpful & so was the phlebotomist thank you
	The nurse explained clearly exactly why I was being called forward for this vaccination, what protection it gave and relevant potential side effects
	Interaction with nurse , comfortable safe surroundings.
	Doctor was very nice and had time to see me.
	Excellent cleanliness the nurse was lovely and caring and although the queue at reception was long, I checked in easily using the machine after reading the notice
	The appointment was on time and the blood test was very quick
	Consultation was pointless. Told doctor i feel suicidal, self harming and hearing things that arnt there and its ruining my life
	Wendy, the Phlebotomist is a brilliant member of your team. Always welcoming.
	The blood test was very efficiently done.
	I was literally in and out, no waiting time.
	I had several requests each was dealt with efficiently and politely by the receptionist and the nurse I saw
	On time and treated efficiently

Friends and Family Test August 2021 Summary

Excellent and prompt response from Doctor
Everyone helpful and pleasant
Because I didn't have an appointment
I arrived 30 minutes early and was created pleasantly at reception. I was called in after 10 minutes and the nurse Wendy explained everything to me, have
Very good service from nurse Wendy Kendrick.
Thorough and careful discussion of issue with examination and clear dates for follow up processes
Very satisfied with appt and care given.
I was promptly seen and put at ease.
I gave a 1 because I didn't have to wait, it was clean and as my first visit to a doctors in this area after having the same doctor for 30 years Dr Wright was excellent
Everything went very smoothly. Wendy was her usual friendly self
Good service very prompt and felt very safe.
A very caring and compassionate GP with the human touch.
Dr. Wright was very reassuring and very thorough in her examination and provided advice that was sound and advocated returning in 3 months or sooner if needed
Appointment was on time and Wendy was very polite and professional
Just had a blood test straight in straight out no messing job done brilliant
Your phlebotomy nurse is Brill, didn't even feel needle and no waiting
Very efficient and quick.
Very good experience and consultation
Very professional
We've only been living in Repton for 6 weeks. My wife has Parkinson's and we have had many conversations with you and the Pharmacy and everyone is always helpful
Went in ahead of time which is always appreciated. Joanne was thorough and efficient in her questioning and pleasant in her demeanour. Asked and answered
Friendly.and safe and appointment on time.
The nurse I saw for my pneumonia injection is always lovely, very friendly and informative and always has time for any questions
Very helpful
Very thorough asking me lots of questions and being concerned for my health.This surgery has always been excellent for me,in fact I took advice and had changed surgeries

Friends and Family Test August 2021 Summary

	First time actually seeing a doctor. Great communication, very impressed.
	Friendly, professional and efficient service
	My appointment ran smoothly. Surgery is well kept and modern
	Wendy is efficient and usually sees me as soon as I come in if she is able to and she is excellent at administering blood tests with the least pain.
	Friendly and quick. Nice easy experience
	Very prompt service. Dr was extremely pleasant and attentive. She gave very good treatment and advice
	Reception friendly and helpful and the nurse was very professional as always
	No waiting and nurse quick to sort problem
	Dr Saunders was lovely and very helpful
	Dr fab. Receptionist quite off hand and dismissive. Made me stand and wait but was chatting to previous patient at the desk fine.
	Had difficulty understanding everything the physio said. Not happy with the app as the exercises seem to be aimed at ham string problem. When it's possib
	The receptionist booked me in for an appointment this morning. Dr Makava has a lovely manner. She was very reassuring and helpful, putting me at my ease.
	Quick service!
	Good service rang for appointment got in for 11.45 and seen straight away
	It was perfectly fine but doesn't replace a conversation I would like to have had regarding my HRT with a doctor.
	Fantastic, DR clearly articulated everything I needed to know
	Consultation was fine. Being ignored by reception on my arrival and departure was not fine. Ladies might well be busy in the office, but the fact remains we need attnetion
	I got through ok and then the doctor called me back on time and then gave me a face to face appointment the same day
	Julie always fits me in before 9. So accommodating, always in the same mood and very professional. A credit to the surgery. Thank you.
	Wendy C was cheery and her professionalism is second to none.
	Appointment carried out very quick & efficient as usual.
	The Doctor and the girls on the desk were lovely people.

Friends and Family Test August 2021 Summary

	<p>Nurse Julie Harrington is the best at doing B12 jobs They are very painful normally But not with her And is very good at her job</p>
	<p>Receptionist helpful. Nurse excellent and took the time to explain the procedure she was going to perform</p>
	<p>Quick, efficient, friendly and helpful.</p>
	<p>The gentleman I saw was nice but I found it hard to understand what he was saying to me. He said he would send an email with instructions and exercises on</p>
	<p>Both my husband and I always receive excellent care and cpstrucri</p>
	<p>Very helpful, informative, efficient.</p>
	<p>I didn't have to wait long to be seen by the doctor and Dr O'Hara was brilliant</p>
	<p>Because your service is good and the reception is wonderful from everyone, thank you</p>
	<p>Had a telephone appt. and although I much prefer to see doctor face to face the appt over the phone was spot on time and all my questions and concerns we</p>
	<p>All very efficient and everyone pleasant</p>
	<p>Receptionist was pleasant and I was seen on time.</p>
	<p>Asked for call back, got it back quick, receptionist listened and was helpful, doctor had rung by 10 o'clock, had a chat decided what was best</p>
	<p>Overall good, still waiting for sicknote to be emailed.</p>
	<p>The 2 midwives I saw today were wonderful and really reassuring. I didn't feel rushed or pressured and even though I don't think Willington is their regular surgery</p>
	<p>Pleasant staff, clean surroundings. Good patient care.</p>
	<p>Good response from surgery for appointment</p>
	<p>You can talk to pe0ple</p>