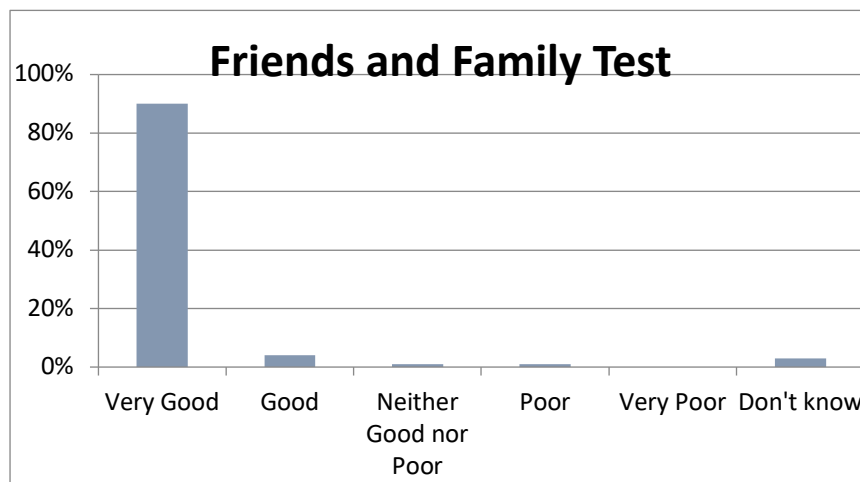


Friends and Family Test October 2021 Summary

How likely are you to recommend our service to friends and family if they need similar care or treatment?

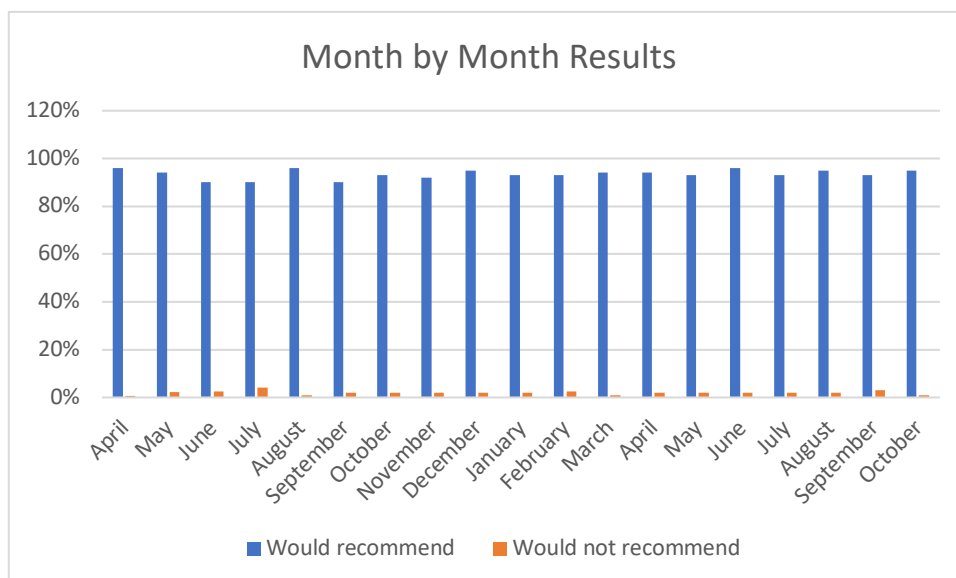
Responses from post appointment text F&F responses
(Flu clinics included)

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
757	39	9	9	3	25
90%	4.5%	1%	1%	0.5%	3%



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

Would Recommend	Would not Recommend
796	12
95%	1.4%



Friends and Family Test October 2021 Summary

Feedback from flu clinic (9th October and 20th October)

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
415	17	1	2	0	17
92%	3.7%	0.2%	0.4%	0%	3.7%

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

Comments from Friends and Family responses October 2021 (Texts as sent)	Always very efficient
	Appointment on time helpful with blood pressure machine
	Dr Farrow clearly was sensitive to my problems and provided good advice in straight forward way.
	Nurse Julie is an amazing nurse the overall experience at Willington surgery is always excellent
	Helen is amazing nurse always smiling and takes blood without any pain
	Went through options for me which she feels are necessary and it has so far been a very smooth process in organising them. I felt listened to. Thank you Dr Wright!
	It was good to see a member of medical fraternity face to face.
	because Julie explained everything to me and your surgery saw me in 2days great service
	I am not well been sick through the night and upset stomach. I need to rearrange another appointment. Tried calling but couldn't get through
	The service is always good helpful staff friendly atmosphere ?
	Everything was as it should be. The check in system was up and running. The appointment was on time. The reception gave me access to the height weight and BP
	Efficient as always
	I had bloods taken prior to Rheumatology appt next week. I was told about follow up care for rheumatology patients by the Gp, which I was unaware of.
	Excellent friendly customer service
	I gave that because Sharon is excellent at her job, is always pleasant and puts you at ease.
	The nurse was very helpful and very informative and kind .
	Efficient but friendly service. No waiting time.
	Easy and smooth processing on time
	Everyone courteous. The nurse conducting ECG was welcoming, helpful pleasant and clear in her instruction throughout. Felt safe.
	Text received that I had DNA my appointment. But I cancelled it as directed by text.you reply to my poor feedback but not my cancellation text. This service is unreliable
	Saw the nurse who was very nice and took time to discuss my concerns and made me an App with the Doctor
	First class service
	I think it was Julie. She was cheerful and appeared professional and thorough. She also used her initiative and gave us both our flu jabs while we were there
I was in on time and the nurse was very helpful	
Only blood test but easy sign in, virtually no wait and appt smooth and quick	
My recent appointment was done quickly and efficiently. As always with Willington surgery I made to feel at ease and dealt with as a person (not a number	

Friends and Family Test October 2021 Summary

Phlebotomist was very thoughtful and kind. My husband died 4 months ago and she remembered him and said what a lovely man he was. She made me feel like she cared
On time. Pleasant and efficient
Excellent service. Julie was very helpful
Very satisfied
As usual the staff and my doctor were so helpful, we'll done to you
Very helpful staff and appointment was on time ?
Professional. And kind manner
As always care was excellent. Felt comfortable and that the doctor knew what was wrong. Well done.
I find all staff helpful and friendly especially when you're probably not feeling very good
The nurse was really nice. As she took my stitches out she was very gentle and asking me all the time was she hurting me. I assured her she wasn't.
Very pleasant and helpful manner
It's only the 2nd time I have attended Willington surgery, I was a patient at Stapenhill surgery till 3 years ago and was apprehensive attending a new surgery but its great
Lovely nurse made me feel very comfortable during the procedure.
Very informative gp and a nice manner.
Nurse was courteous and efficient. Excellent service!
Appointment was on time so I was in and out of the surgery very quickly, thank you.
As usual a very quick service provided by pleasant people
Good Consultation, plus Helpful Practice Manager..?
Cancelled appointment for a third time and not told. Left in waiting room until I decided to questn
Prompt efficient!
Wait times
Good timely understanding service
It was all set up really good staff was very polite and cheerful
Organized and efficient.
Because it was well organised and all staff helpful.
Just been to the flu clinic. The organisation of it was excellent.
Very well organized and very professional.
It was quick an efficient
Very efficient
Quick, efficient and friendly event at injection gathering!
It was well organised couldn't have been better thank you
I haven't been yet due at 12.15 as rearranged
No waiting, efficient staff on the door, booking in and giving the injection. In and out in less than 7 minutes!
The surgery staff from clerical to medical were quick and efficient
First class organization
Well run clinic, clear instructions from team and very quick turnaround. Congratulations best run clinic I have ever seen.
Excellent organisation, no waiting.
Very well organised and very friendly
Well planned, fast polite and very efficient, thank you
It was very efficient the way the Flu Clinic was dealt with. Swift and the staff very welcoming
When we arrived there was quite a long queue, but it moved very quickly and the registration and vaccination process were very efficient. If anything the appointment felt rushed

Friends and Family Test October 2021 Summary

I thought it was very organised in and out in 5 minutes and everyone was very friendly.
Super efficient and organised and cheerful throughout a hugely busy day or flu jabs. Four of us at different times this morning and we all had the same experience
Excellent service ?
Incredibly efficient procedure: well organised; lovely, warm friendly staff. Brilliant surgery, as always!
Quick and efficient
Because it was well organised, no waiting, friendly staff and the injection didn't hurt (a bonus)
Vaccination surgery was very well organised. I was in and out in under 5 minutes.
Excellent speedy service
All the staff were very kind and I was in and out so quickly thank you so much
Everyone was in and out so quickly. Very professional. Thank you. Willington surgery.
Very well organised flu vaccine - in and out in a flash!
Very quick and efficient system
Because it was very good. It was quickly done, well thought out and well organised and efficient. Well done.
Very well organised. Well done!
Well organised, efficient and quick
Very efficient, friendly & smooth process, many thanks to everyone involved.
Quick, safe and efficient
Extremely pleased with the way I was dealt with very swift and very professional no waiting and very polite service
Very well organised
Very good planning
It was all so well organised. We were in and out so quickly but still treated in a very personal way. Thank you
The whole system from parking the car to getting the flu jab was impeccable. There were no delays of any kind. The staff were cheerful and respectful.
First class as always . Efficiently organised excellent at reception vaccination given promptly and with a smile !
So well organised.
Quick efficient service
Very efficient service. Nice welcome with happy smiling faces. Really couldn't improve on anything. Well done.
Everything went very well today with the Flu jab very efficient
Very efficient well organised
Very efficient!
Friendly + helpful staff. Great organisation. In+ out in minutes. Thanks everyone!
Because it was so well organised - no waiting at all.
Everything was very efficiently done, well done all staff.
The reason for our response is you are always organized which makes us feel safe and protected not just for us but you as well
Very well organised. Straight in. Flu jab. Straight out. Very efficient system.
Extremely well organised and no queuing
All the staff and doctors were very kind and professional
Very quick and efficient and very nice staff.
Well organised, staff brilliant.
Excellent service
So very efficient and caring
Excellent service was there for only a few minutes ??

Friends and Family Test October 2021 Summary

Very well organised for getting my flu jab. Staff very friendly and professional. Never even felt the needle go in.
Very well organized pleasant friendly staff .
Very efficient operation.
Very quick and efficient service . Hardly stood still from leaving my car to getting back to it .
Flu injection was super efficient in and out in a minute. Welcoming smiling staff who made it run like clockwork.
Very efficient and friendly
Delighted to see staff present in numbers.
Because it was very good service
Because it was very well organised
EVERYTHING EFFICIENT STAFF WERE SO GOOD WHEN WE WALKED,IN, AND WE WALKED OUT AMAZING THANKS AGAIN ??
We've obviously learned something from covid. Organisation from booking in to leaving via the back door. It works !! Great experience, well done Willington.
The whole procedure could not have been more efficient. All members of staff were friendly and helpful.
The staff were extremely efficient, polite and friendly as usual. Best surgery I have ever been registered at.
Well organised, well run and didn't feel a thing
Very quick & efficient turnaround
Very quick well organised. In and out doors
So well organised
No queue, efficient staff to direct, nice chat with nurse and job done...no fuss or anxiety! Thank you Wilmington
Very efficient, COVID secure process.
Efficient and friendly staff
Excellent service and well organized thank you
Quick well organised safe
Fast , efficient and friendly. Didn't feel a thing. ?
Very organised, polite courteous staff
Superbly organised with extremely pleasant staff.
Well organised, friendly staff and efficient
Everything was well organised and staff was very welcoming
Couldn't ask for more, under the circumstances
Great prompt friendly service - keep up the good work -
Everything went smoothly,it was quick efficient,and friendly.
All the staff were cheerful and friendly, the vaccination session was very well organised, well done
The flu vaccination programme was extremely well organised.
Very busy but very friendly and well organised flu clinic
Flu vaccine clinic just so efficient
Very well organised. Friendly efficient staff and attentive service.
Because I thought it was very good ??
Very impressed with the set up
Very well organised
Speedy well-staffed and well-organised. Thank you.
It was very well organised & on time !!
In and out quickly Organisation spot on Well done
Straight in no waiting
I feel it was extremely well organised, all the staff were helpful and pleasant. We were in and out in minutes
Everything was fabulous thank you

Friends and Family Test October 2021 Summary

The service and organisation was ultra efficient. Excellently and very smoothly operated..
Very well organised. Rapid vaccination!
Brilliantly managed and fast process.
Because everyone was great and the whole appointment took no longer the surgery staff are totally kind, efficient and extremely well organised. they work very hard to make the occasion a pleasant experience.
Process speedy and well organised.
Flu jabs organised efficiently
SLICK AND WELL ORGANIZED VERY QUICK WELL DONE
It was very organized and we were in and out in less than 5mins. Well done!
Efficient organisation and friendly helpful staff making it a smooth and easy operation.
All organised in an excellent way.
Well organised, friendly and swift
Excellent organisation. In and out in 30 seconds.
Splendid organisation and cheerful people made the experience brief and pleasant.
Very well organized, a very pleasant experience. Thank you.
Very quick and efficient flu jab arrangements - impressed !
Efficient, friendly and relaxed
Straight in and out. No wait. Everyone efficient and friendly. Can't fault it.
As always very well organised and personnel extremely helpful
I thought it was well organised.
Very well organised,efficient,covid safe
Very well organised and pleasant staff.?
Smooth and efficient service.
Extremely efficiently organised.
The queue outside was quite long. The blockage was at the 2 computers. Several vaccinators waiting to vaccinate but no patients.
Well organized for flu jab
Everything planned well and staff friendly
Friendly, easy minimum wait no problems all staff good and very efficient.
Because the flu vaccine clinic was so well organised and efficient. We were in and out before our appointment time.
It was very well organized
Excellent service no waiting
Everyone was cheerful,friendly and efficient ?
It was well organised and very swift, with lovely staff. Well done ?
Both poorly with tummy bug
Speedy, efficient, friendly as always.
Very organised and polite . Thank you
Very quick and friendly
All went very smoothly
All very efficient. Sent to desk and then down to nurse. Questions answered jab done for flu and off I went. Thankyou very much
It was very smoothly done in and out in 5 minutes
Punctual, efficient and very kind.
Very efficient & quick procedure.
The reason I gave such a high score was the organisation of it all, very quick.
Well organised and responded to questions asked friendly.
Pleasant staff, quick and efficient. Thank you
Very well organised, all went very smoothly, no waiting. Dr Saunders gave my vaccination, what an excellent doctor she is always professional and caring

Friends and Family Test October 2021 Summary

Very well run Flu vaccine clinic. Efficient and friendly staff.
I gave the feedback regarding the flu injection procedure this morning
Excellent organisation which mirrors my experience of the Surgery.
Because it was so quick and no Messing about straight in and out brilliant.
Efficient,friendly and well organised.
Quick and efficient
The flu jab clinic worked like a well oiled machine , and everyone was so friendly . Well done.
Extremely efficient for flu jab - in and out in less than 2 minutes
Great setup so easy and safe
There was no queuing everyone was clearly directed to a welcoming injection station which was efficiently dispensed.
Very efficient service, thank you?
It was all very organised, quick and friendly?
Today's flu injection program went very smoothly and professional. The entire visit took literally 2minutes , the staff were very polite and jovial, eve
Everything was so well organised.
It made the visit so user friendly the staff were cheery and very efficient
Very efficient, very pleasant staff
Very efficient
Certainly. I have relatives who work in the NHS and I feel we don't say thank you enough.
The session was well organised and efficient and appointments on timeor even earlier!
We were kept informed beforehand by text and arranged our vi
Well organised
All went very smoothly. Staff very pleasant. Excellent
Because everyone was friendly and extremely efficient
Straightforward and speedy.
Very well organised, efficient. Pleasant staff.
Excellent organisation. Quick and efficient. Couldn't have been better.
Very efficient and friendly staff
Very quick and efficient
Since moving to Repton in July we have found both the surgery and pharmacy staff to be cheerful and always helpful.
Pleasant staff and quick painless jab
Excellent communication, very well organised and lovely staff.
Efficient service, staff were friendly and informative and I felt safe.
As ever your service is impeccable. Well planned, well organised, efficient, client centric, speedy, pleasant, engaging staff, simply World Class!
Very efficient system with little waiting time.
Fast and friendly
Very well organised. Well done x
Organisation was really good
Very well organised and efficient.
The set up was quick and efficient only small fault a bit like a production line no personal connection.
Super quick. Well organised, friendly and efficient. Plenty of parking. Social distancing etc meticulously observed. Thank you
Efficient and quick
Everything went smoothly, no queuing, just straight in & out. Thankyou for your excellent friendly professional service & care.
It was very well organised everyone was very friendly and helpful as usual

Friends and Family Test October 2021 Summary

It was very quick and easy. Organized very well.
It was very well organised!
It was very well organised. A quick and easy process.
Went for flu jab. very well organised. I was in and out in about 2 minutes. Many thanks.
It was very well organised and was speedy in and out . With very pleasant staff giving instructions as where to go.
Not at all busy, no queuing it was ok.
It was quick and well organised
No waiting, well organised, staff pleasant!
Very efficient
Usual excellent service, always very helpful.
excellent friendly service from all the team thank you
It was very well organised and you was in and out and didn't have to wait long
You couldn't have improved on the service.
I was in a long queue outside for quite a while but it moved along very quickly so was not too bad thank you
Very professional, straight in no queuing
Flu vaccine carried out very efficiently, and with no delays of people waiting
A very quick and efficient service
Extremely well organised in and out in minutes. Perfect.
Got in quick, got out quick, job done. No way it could have been done better.
ONE
Everyone was very friendly, very organised and very swift, without seeming rushed. Excellent.
Everything was good
Very well organised
I still do not have my repeat prescription after four attempts. It should be a routine appointment but I had to call twice to book the appointment
Your system for administering the flu vaccination was very well delivered. Thank you all.
Practice nurse was very professional and was amazing with my little boy having his flu spray, all was calm.
It was very well organised; everyone was very pleasant and welcoming. Good job done.
I think the service is good, when you have to see the nurse but trying to see a doctor when you feel ill is another matter.
On time Speedy Extremely Kind and Friendly So far no after effect Thank you
I was due to have a urine test but not advised prior to the appointment, not a real issue but could be for others
We went for our flu jab, it took us no longer than 3 minutes, we were straight in and out. Very well organised.
The <u>doc.in</u> question handling my case was sympathetic and professional.
Relatively informative guidance, if not referred or prescribed any real help. 30 min delay from appointment time
I was contacted earlier to see if I wished to go earlier. Unable to take offer but was still seen early and very efficiently.
Well organised Staff friendly and helpful Everywhere clean
I thought it was very well organised and very quick.
I was straight in and out.
On time appointment and smiley people.
Very quick and well organised

Friends and Family Test October 2021 Summary

Clear explanations, the nurse put me at ease, I wasn't left waiting long. Well organised one way system
Drove over for 8 am and was able to get a same day face to face appointment.
Very prompt and safe environment
Quick, efficient and kind lady
I arrived early, booked in, sat down and called in early, blood test was perfectly done and I was on my way in 5 minutes. Wonderful. Thank you
In and out quickly. Efficiently run clinic.
I always feel welcomed, respected, listened to, looked after with compassion and best of treated with patience
Painless, quick and easy. The phlebotomist was lovely
Efficient and pleasant staff. In on time. Easy to book follow on appointment
The lady was lovely, efficient, kind and pleasant.
Friendly and efficient
The appointment discussion was very informative and I feel more confident in being able to care for my wife. A very helpful and caring doctor.
Friendly
Dr Makava is brilliant. I have seen her twice in the last few months. Once for myself and once for my young son. She is so kind, listens to everything and helps
Great to see a professional and brilliant doctor face to face
The blood pressure machine next to reception was aided in no small measure by a very helpful member of staff
All in all a very good experience. Well, done
The doctor had time to talk and explain the issues, he appeared to be thorough.
Good outcome
Doctor and Receptionist were excellent
Prompt appointment, lovely Doctor.
Access is incredibly poor in with a wheelchair. Second sliding door is too narrow and clinician's rooms not designed with access in mind - hardly person friendly
Excellent professional service throughout. Thank you
Appointment was on time as always.
Hi Team
I had a short wait, the nurse was cheerful and friendly, she reminded me of certain issues I should attend too and I got my flu jab
I saw Wendy, she was polite and professional as always, lovely lady.
Friendly receptionists who were patient and helpful when I made the error with my appointment! Thank you for the GP who saw me and listened despite my late arrival
Dr O'Hara was so nice and explained everything in detail.
Was in on time and good doctor
Doctor was amazing, he would get a 1. Not happy with having to stand outside to wait with our poorly 2-year-old in the cold
I had a 20-minute wait but otherwise service was good and a safe environment.
I didn't think the physio understood my concerns even when I was clear. There just seemed to be some confusion on my symptoms
I needed to be seen in person by the physio so I'm not confident that a phone appointment was appropriate following my car accident.
Service was great, the only downside being the 30-minute wait on the phone and the 20-minute wait in the surgery.
Sharon was very good and gentle and helpful as my breathing was not good and helped me out to my car
Very good service just a long wait

Friends and Family Test October 2021 Summary

I waited 2 weeks to see a GP at the practice. I saw Dr Wright who I've ever seen before. I have never had such a negative consultation with a GP in my life
Dr lacked empathy. Surgery staff are super.
Friendly and professional as always
The practitioner did not confirm the identity of the patient prior to completing the procedure
Staff are great.
Very organised
Nurse was excellent, friendly and efficient
I was looked after very well by a very professional team.
I've never had a bad experience or bad service from Willington surgery. Always well organised and staff are professional and pleasant.
I had a letter for cervical screening, phoned up on the morning to book an appointment, and there was one available the very same afternoon.
Very quick and on time
The service was on time & quick.
Both receptionist and nurse were extremely friendly, efficient and understanding.
The doctor took on board my issues, and was supportive of the request to trial a reduction in medication due to lifestyle changes over the last 6+ months.
Efficient, friendly appointment.
Quick and efficient.
The lady at reception and Dr Makava were very understanding and helped us in a difficult situation. I am very grateful.
Receptionist was extremely pleasant and helpful when I had to change my appointment- excellent customer service. The nurse was also reassuring and approachable
As always everyone was incredibly friendly and helpful
Dr. O'Hara was excellent and very thorough, straight to the point and very reassuring.
Appointment on time, friendly staff
Quick, efficient and kind. Thank you.
I was seen quickly & thorough help from the Dr.
I attended the appointment with my elderly mother in law, the nurse explained all the results with her and she was caring and patient when she didn't respond
Very helpful & easy to talk too. Also gave good advice.
Friendly, prompt and professional
Both nurses were good and knew their job
Plenty of time spent identifying my condition and lots of additional physio tips suggested to help continue my rehabilitation
Wendy is very friendly and helpful
Reason for visit was seasonal Flu vaccination. The staff were friendly welcoming and very efficient as was the whole process.
Smooth swift flu clinic. In and jabbed and out! No hanging round. Thank you
Well organised - kind and thoughtful staff - painless injection!
Everything was very efficient once the surgery opened, although there was a long queue I should imagine they will have got through very quickly. Super service.
Flu clinic always well run.
Very quick and efficient
Very efficient and friendly
Very efficient
The service was brilliant, everyone knew what they were doing pointing the patient's in the right direction we all kept moving, I was in and out in a flash
Prompt and friendly service

Friends and Family Test October 2021 Summary

Please stop. I do have free texts, so it doesn't cost me anything, but I also have a life!. I am happy to help a little, to help you, but this constant notification business is driving me mad
Well organised, clear signage, very safe environment. Thank you
Flu clinic was well-organised, proficient, with kind people
Well organised and quick. No waiting.
Just a very good job by all involved
Very quick and organised
Very quick in and out
The system worked so smooth, no waiting very efficient, well done to everyone at Willington Surgery
Well organised
Well organised, fast, efficient service
It was extremely efficient service once inside the building
Speedy friendly professional
Very efficient!
Very well thought out system to get as many people vaccinated in as short a time as possible. Well done!
Excellent organisation for flu clinic. Was in and out. Great today
As always, friendly, professional, amazing staff
Our Flue jab was given with speed and efficiency!!
All of the ladies, greeter, booking in and nurse were first class. Welcoming, friendly and professional. It was very well planned
Staff were so friendly and nice
Very well organised for my flu jab no waiting very helpful friendly staff. Thank you
Efficient, professional and on time
Always helpful, and welcoming today's flu clinic was organised and quick
Lovely friendly staff and very efficient
Fast, efficient, friendly and safe ?
Polite staff and very quick I was in and out within minutes
Very helpful and friendly. Also efficient.
Lovely service, very quick and efficient by friendly staff doing a great job under difficult circumstances .
Very good so organised gave our details, told us which line to go in whole thing about 2 minutes both sorted.
Very efficient, friendly staff - straightforward system.
Very efficient, minimum wait time. In jabbed and out!
Good well planned fast in and out and safe thank you all for all
Easy to book.
No waiting.
In jab out 5mins
It was very good fast in and out
Because I have anxiety it's hard for me, I was worried about coming for my jab but thank you for making very quick in and out
Everything was well organised.
In and out very smoothly.
Well done to all.
was expecting a wait as I arrived a few mins early I was seen straight away, every one was very friendly and helpful, I was booked in and jabbed before time
Very obliging and well organised staff
Very well organized and everyone was very pleasant even under pressure
Pleasant staff,
No delay; all I would expect

Friends and Family Test October 2021 Summary

from a well run organisation. Is the info you request, taking up my time, of any use? or does it constitute an annoyance
Very efficient, organised and went through quickly
Came for flu jab - delivered very efficiently by the clinic system. I was in and out in five minutes. Excellent service.
Very efficient
Flu jab session very fast and well organised thank you
The flu jab roll out was so well organised and fluid.
Well organised and good communication between staff
Dealt with courtesy and efficiency
Well organised flu jab clinic
Brilliant one way system, staff all very pleasant. Thank you, Willington Surgery, I'm so pleased to live within your catchment.
Process was very efficient and quick. All the staff were very friendly.
Very well organised. My wife and I felt very safe. We were also able to book our COVID booster.
The flu clinic was very well organised, I was able to come in before the booked time
Excellent experience when I attended for my flu jab
All staff were extremely pleasant and helpful. I was in and out in 5 minutes plus an appointment for my covid booster, happy days.
Well organised Quick Pleasant people Good experience
Very friendly, professional and quick.
Received text yesterday from the surgery cancelling my appointment for today, after rearranging work etc to attend my vaccination
It was all very efficient.
Friendly and v helpful staff
The flu jab clinic was run really efficiently, all staff were really pleasant and helpful. Thank you, much appreciated.
Helpful friendly staff and all very organized.
We'll organized and professional flu clinic
Went for flu vaccination and found it well organised and everyone very polite
Efficient well organised timely friendly
The vaccination process was quick and very well organised and all the staff were pleasant and friendly. Well done all!
Very professional very prompt attended flue clinic was in and out in minutes
Because it was very good
Everyone was polite and efficient, system in place worked well and we were treated very quickly.
Fast and efficient
Very efficient and friendly
All done in a friendly cheerful and prompt manner. No long queue of waiting.
Every time I come to the surgery for whatever reason all the staff are absolutely brilliant. I can't praise you all enough.
The way it was organised, the polite staff, the speed, well done Willington.
Despite being very understaffed today, all staff were extremely helpful, polite, attentive and friendly which was amazing considering how much pressure they are under
Service was fast and efficient! Was seen straight away!
able to book my COVID booster. Excellent.

Friends and Family Test October 2021 Summary

The nurse I saw was fantastic, explained everything and put me at ease.
Someone (might have been Helen) picked up the phone within a minute of telling me that I was 1 in the queue and was delightful. THANK YOU!
Our appointments were at the start of the session and it took a bit for the session to get going
Amazing as always
FAST PROMPT SERVICE FROM RECEPTIONIST SAW THE DOC WITHIN 2 HOURS
All staff were very friendly and I was seen on time
The Nurse saw me immediately on arrival so no waiting at all
The surgery is clean with an organised professional feel. The appointment service is easy to follow, the staff are friendly, patient and professional. Thanks
Nurse Wendy was lovely. Very professional and gave full explanation of the procedure and expectations regarding results.
Appointment but left feeling reassured and glad that I made the appointment. Many thanks,
I have always had good service from everyone at the surgery. Very pleasant reception staff also.
All good, as there was only a short wait, the only drawback was that the automated check-in wasn't working.
Appointment not too delayed, nurse just lovely, made you relax
Excellent doctor
Receptionists and doctor O'hara very helpful.
Appointments was organised and efficient
found everybody very helpful
Surprisingly, due to covid the doctor was more than helpful with setting me up with an appointment in the isolation room after a telephone conversation.
Always responsive to care
Wait time accurate- same day appointment - GP excellent
Got an appt with the doctor (O'Hara) for the same day, who was amazing. Fully explained everything to my daughter. Very clear instructions etc.
Nurse was extremely friendly and polite, took the time to talk me through everything - brilliant! Very short wait time, good distancing in the surgery so felt safe
Efficient and I thought Dr M was brilliant?
I only had to wait a few minutes as told. The nurse was ready straightaway and I was in and out in no time. Thanks
Got my son an appointment even though fully booked on the day I phoned. Doctor called us in on time. Quick and easy consultation. Got all the information
The issue has not been resolved
The nurse (Julie I think) was friendly and helpful. Thank you for continuing to be so helpful during such a difficult time for everyone.
The pharmacist was caring and professional thank you.
The reception was closed at 0830 with a closed sign and I had to shout excuse me to get any attention as I was sent to the desk after my appointment.
The service was fault less
The whole way I was treated from making a telephone appointment to having a face-to-face consultation with Dr Fletcher was excellent- I couldn't have been happier
Nurse brilliant Receptionist very helpful
My circumstances was explained to the nurse who was doing the injection and she did what she said she would do so I could have my injection and not feel a thing
Given an appointment the same day I rang which was great. The kind doctor was able to prescribe a cream for me to help with my discomfort. Lovely staff
Great receptionist when I booked, able to book me in on the day due to my worry about a mole. Forgot my mask, the receptionist sorted me out and handled

Friends and Family Test October 2021 Summary

Easy booking system. No waiting on the day. Easy to check in. Also as I forgot my face mask you provided me one as well.
Lovely friendly staff. Explained the purpose of the blood test and when to check for results.
Very efficient service
First class service
My treatment through these difficult times has been exceptional. The attention and professionalism has been exceptional during very difficult Covid times.
Easy log in to register arrival very short waiting time very efficient pleasant and friendly nurse
On time, quick and pleasant.
Appointment on time. Well organised. Covid safe. Nurse professional informative and friendly
Everything on time, friendly and professional nurse
I saw Wendy got my smear test and she was lovely, she made me feel comfortable and relaxed and talked me through everything
Friendly staff and didn't have to wait over my appointment time
Kind and understanding
Very professional and courteous
Everyone is polite and friendly even in these dire circumstances.
Dr.Wright was extremely reassuring a great help knowing that she will sort our problem out . Thank you.
He listened and provided exercises as promised through an easy-to-use app.
I was to be seen in the isolation room. Dr Morange kindly came and got me from my car. He was incredibly kind and thorough. The surgery staff who answered call were helpful
Simple, safe, easy and made to feel very at ease about a delicate subject matter.
On time appointment pleasant nurse
Very efficient and professional.
In and out very quickly. Staff very efficient, helpful and friendly both the nurse and receptionist.
Punctual service. Felt Covid safe.
Prompt, attentive care
Wendy is always so pleasant and very quick and easy very experienced and the receptionist was also very helpful too
Very helpful, appointment on time and over with quickly (which was good)