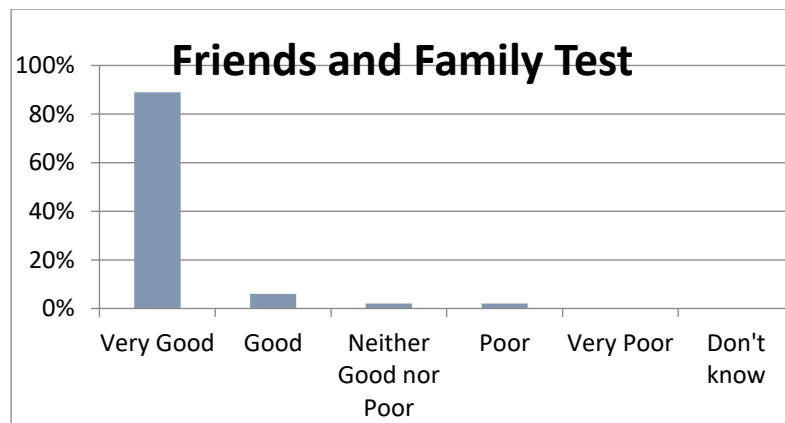


Friends and Family Test December 2022 Summary

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

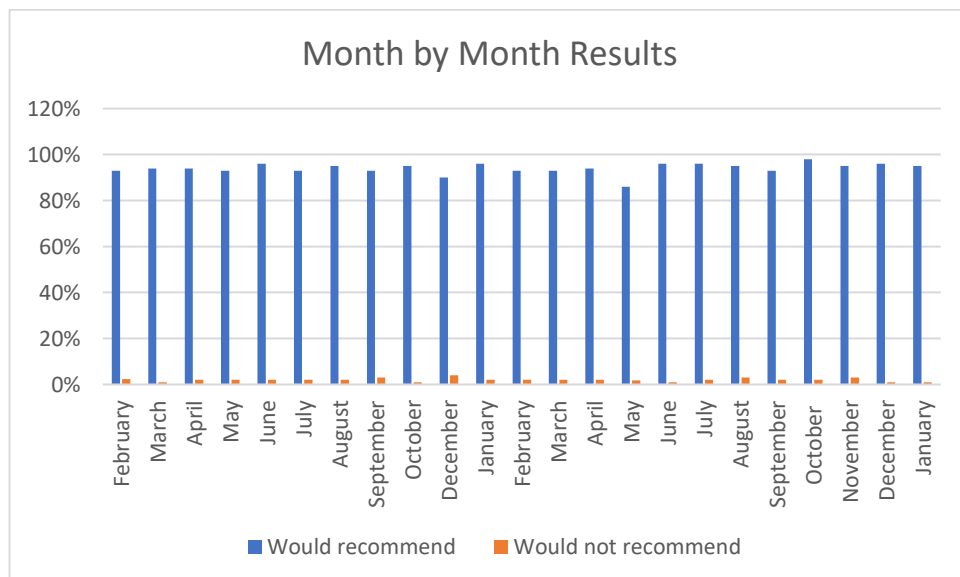
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
300	20	6	5	3	1
89%	6%	1.9%	1.9%	.9%	.3%



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

Would Recommend	Would not Recommend
320	4
95%	1%



Friends and Family Test December 2022 Summary

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

<p>Comments from Friends and Family Responses (January) sent by text and recorded as sent</p>	Appointment was on time. The nurse was extremely efficient, professional, courteous and friendly.
	Perfect on time and brilliant service as ever
	Had no waiting went straight in everyone was very friendly
	Professional, efficient and compassionate service. Thank you!
	As usual the staff I come into contact with for my regular blood tests are friendly professionals who are so helpful. God bless them
	Easy to get an appointment on time very thorough
	On time, relaxing atmosphere and helpful and informative staff members.
	Caring and considerate call to review current meds. Very helpful and pleasant
	Appointment was only a few minutes late even though it said 15 minute wait when I booked in, nurse didn't rush my appointment at all which I appreciated as I was quite nervous. She explained everything and any side effects I may have.
	Excellent service, prompt appointment and lovely Dr. Many thanks
	Very prompt and very professional service
	They seem to have changed there approach to patients . A big surprise But a good one
	I was seen on time and the treatment was entirely satisfactory. A full explanation of the treatment was given
	Lovely staff
	Got an appointment same day and Dr Saunders is so caring and understanding.
	It was a routine telephone appointment with the pharmacist. She was friendly, professional and efficient.
	Finally managed to get an appointment, couldn't get one on line so had to wait in a queue of 28 for 25mins and so got to see a doctor same day
	The appointment was quick and professional
	I was seen promptly and Nurse Wendy was very kind and efficient.
	Arrived early, dealt with immediately. I have nothing but praise for this surgery, all levels of staff go above and beyond. Such a refreshing experience, thank you all
	Very friendly staff. Very professional and quick.thanks
	Lovely staff, doctor that listened, clean surgery. Can't fault
	I cancelled as I'd gone into hospital night before in ambulance. A&e is full of people who only have colds sbd sore throats because they are so frustrated at not getting a Gp appointment. Derby royal is in chaos. Staff are short tempered in frenzy
	Because you have to fight past the receptionist to get an appointment, I don't ring them for a day out I ring them because I'm genuinely ill
	It's the first time I've gone into surgery and everything was super smooth not hard work to get appointment
	In out very quickly
	Receptionist and Practice Nurse were excellent. Only problem was that the self arrival screen would not except my input so had to queue which then made me around 5 minutes late.
Always attentive and ready to help	

Friends and Family Test December 2022 Summary

The person that I spoke to was very skilled and very responsive to my needs and answers
Always friendly and accommodating and I personally have had no real difficulty accessing the services.
Not so much for the actual consultation but I found the receptionist very helpful and accommodating
All the physio did was give me pages of exercises to do without explaining them to me, told me to use ice, if no better in 6 weeks to go back!
My nurse was so lovely and calming to me and I just felt so at ease. She was friendly and made my experience nice thanks to her
It was an efficient service that was given.
A thorough examination of the issue with clear advice.
Professional service and informative. Thankyou.
Physio was very knowledgeable and thorough and I was seen on time.
Not a long wait. Calm procedure.
Got an appointment promptly. Referred to the needed services at the hospital.
Appt was on time, I was treated as an individual the doctor I saw was outstanding.
I couldn't fault anyone
I managed to get in to see a doctor at short notice. Also the Doctor that I saw which was Dr Cowley and she was very good and thorough
I was called promptly, my worries, concerns and problems were dealt with emphatically and a treatment plan offered. Very satisfied. Dr Saunders is a lovely GP
Friendly, helpful
Arrived early and was seen early. Had managed to get an appointment fairly easily using call back service. Dr O'Hara very pleasant as always and did what was required whilst keeping me well informed
I was seen by the doctor on time & received my antibiotics in the pharmacy promptly.
Well organised and professional staff
Extremely helpful and caring
I hadn't seen this particular GP before, but she was very kind and reassuring. Made me feel at ease.
Seen to time
Lovely phlebotomist, quick service
Quick appointment time. Friendly doctor. Listened to my issue. Gave good advice and provided a next step.
Quick efficient
Good service, as normal!
I was due the shingles vaccine. Wendy was very thorough in her questions and advice, telling me I shouldn't have the live vaccine
Rang up for a phased return sick note, although had to wait in a queue, was only around 10 mins and sicknote was emailed to me within a few hours
Phlebotomist was ahead of time, called straight in (I arrived five minutes early). Electronic check in. Sharon was friendly, calm, gentle, and answered a couple of questions I had. In and out in about two minutes flat. Everyone was mask wearing.
Excellent service
The service is always prompt
Punctual and kind doctor who listened to my concerns

Friends and Family Test December 2022 Summary

The Doctor was helpful and informative taking my observations which put my mind at ease
Appointment was on time, further investigation in progress.
The doctor made a thorough assessment of my condition.
Phoned up at 8am and got an appointment for 3.10pm same day. Like the good old days
Excellent, prompt and efficient
Seen on time, blood test took only a couple of minutes Excellent thank you
Dr appeared to disapprove of my request, huffing and puffing and making me feel uncomfortable
Friendly and efficient.
The receptionist I spoke to was so lovely and sorted us out an appt really quickly. The doctor we saw was really nice and supportive.
As a patient I was listened to and not rushed
Prompt, pleasant, absolutely perfect experience!
The staff were all excellent
Because the doctor I saw was lovely and helpful
Kind, helpful and understanding receptionists and GP. Really good patient journey from appointment to diagnosis, advice, information and treatment. Thank you.
The appointment with the GP was very good. Rated overall service good as we had to wait half an hour (I understand waiting is necessary at times).
Reception was efficient and friendly as usual and the departments I was dealt with were also polite and efficient. I couldn't ask for more
Super medical centre, staff extremely helpful and friendly thank you
I have had two in the past two days, I saw Dr O'Hara, in my opinion the best Dr Willington has ever had. Goes in to great detail to explain his findings and why he has come to a particular diagnosis. He has always been this way in the 22 years.
The nurse was lovely, very friendly and careful.
Caring service
Nurse was lovely
I was advised by pharmacy to come to see the doctor and called in the doctors to see if i could get an appointment and you agreed to see my foster son today it was a great service with kindness thank you
Quick, easy and very friendly service.
I was referred by an outpatient cataract clinic and was advised I needed to be seen the same day and I was. All staff courteous and managed to pre book a future appointment fo 2 weeks time as requested by the doctor.
I was seen quickly and dealt with efficiently and pleasantly.
Dr was attentive & understanding.
Very friendly & helpful staff. Thank you.
On time , very quick .. painless
Annual diabetic review, was good meeting with diabetic nurse. Worked out a good plan forward.
Doctor very friendly, approachable, professional, helpful and thorough. Listen to me and didn't rush me. Addressed my concerns. Examined me well and ordered the tests to investigate further and explained what will happen next.

Friends and Family Test December 2022 Summary

Unable to use self check in so had to join a long queue to speak to receptionist. Was worried about being late for my appointment. However everything went smoothly after that and I received efficient and friendly service thank you
Check in process was very straightforward, didn't have to wait too long, and the nurse was very nice and efficient.
You have removed the mid wife from Willington surgery which I think is just awful. I now have to travel 20 mins and adds a lot more stress to pregnancy. I will be making a complaint about this
Very attentive and informative
Dr listened and was friendly but professional .My concerns were delt with efficiently.
Got in to see the doctor the same day , short wait and thorough respectful examination and advice.
As usual an excellent. Service Polite and very efficient Thank you!
My problem was understood and acted on with efficiency and professionalism.
The physio was very helpful and informative and I left feeling so much happier
Asked to see a doctor but was given an appointment with the physio. She didn't say what the cause of my pain or swelling could be. Poor English speaker and called my toes fingers!
Efficient appointment service. Doctor Wood was attentive, listened carefully and asked questions. Very satisfied. I felt I was getting a good service tailored to me.
Late going in for appointment, but a professional appointment by the doctor.
What a great service very helpful and I felt looked after and helped with a plan to improve m health , thank you
Rang for appointment on the day, got in six hours later. Thanks to reception for sorting that and a reassuring chat with Doctor
Always a lovely welcome and high levels of care from Joanne
Doctor was patient and understanding. Took her time. I didn't feel rushed. Appointment also ran on time so I didn't have to wait. Doctor eased my anxieties around needles / blood.
Very good as usual
I rang as soon as the phone line was open. 16th in the queue and was answered in less than 10mins. I got an appointment with doctor O'Hara at 9.45. Got to the surgery 9.35 and was home before 10. Excellent
The consultation with the nurse was excellent however on entering the surgery the receptionist ignored my presence at the desk in preference to chatting to two colleagues who approached her while I was waiting . This was unprofessional and unwelcomin
Excellent doctor
I felt relaxed and comfortable at my appointment. I didn't have to wait. My concerns were dealt with professionally and with understanding. I didn't feel rushed. It was a very positive appointment. Thank you.
Fab service from dr Ohara
Doctor rang back promptly and listened to my issue. He was understanding and really helped.

Friends and Family Test December 2022 Summary

Excellent communication, appointment on time and a super nurse.
A very friendly person explained every thing clearly and was lovely to talk to someone who was a diabetic nurse great 11 out of 10
Got seen straight away and eased my mind
I was only on hold for 8 minutes starting at no 14 in the queue and was given an appointment straightaway. The surgery was well laid out and I was called in early for my appointment and welcomed by the doctor. Excellent 1st visit to surgery.
Because the waiting time was slot longer
Personal attention from someone who knows my situation
The lady was very polite and helpful
The doctor she saw was very understanding and we never felt rushed as we were explaining the symptoms, we felt as though we were listened too and the explanations given back to us were also good.
I went to the surgery; the receptionist was superb and I left a sample for testing. I was contacted shortly after; an appointment with a doctor. That was first class and prescription given plus advice about follow-up if needed. All on the same day.
Good experience, everyone is kind and very friendly.
Receptionist was very helpful and understanding and I was given a same day appointment. Dr O'Hara examined me and explained what had most likely occurred post the biopsy procedure. I felt he really listened carefully and I felt reassured.
Friendly staff. Efficient process.
Went straight in no waiting very efficient as always no complaint
Just great service. Thank you.
Really felt listened too, and very happy with the suggestions of treatment
Appointment on time. Quick and efficient
The receptionist the day before was very helpful re BP machine print out that she put in my notes. Reminder texts were helpful. I was only kept waiting for about 5 mins for appointment with nurse Wendy who took my blood efficiently
Dr Saunders is just a superstar! Really listened and caring. Had a procedure with support from Dr Wood and Wendy who were also just lovely. Not a pleasant procedure but they all worked really hard to put me at ease. What a wonderful Practice and team
Went in on time
Quick efficient Nurse and receptionist both very professional
Punctual, efficient and friendly staff
GP listened and acted with my interests at heart
The appointment was on time and the next appointment made
All went well
Got a same day appointment easily (although a wait before call answered) Great service and issues addressed
Doctor was lovely but the appointment was 30 minutes late.
Attended for a blood test Went in on time Polite and friendly Phlebotomist Test didn't really hurt
A good understanding doctor
Helpful, enthusiastic and friendly staff.

Friends and Family Test December 2022 Summary

I arrived early, and was in and out within 10 minutes, this was taking my weight at reception and having blood taken
As usual, the receptionist and the lady doing blood test were friendly, polite and professional in dealing with me.
I would say though that I think the scales in reception need calibrating, thank you
The nurse was well informed and very helpful
Nurse very informative about Travel vaccinations and gave useful advice. Painless injections
Friendly service all around good experience first time used doctors new to area
First class attention
Very thorough check-up with useful information and helpful advice. I felt comfortable and in good hands.
Fast appointment Dr really interested in problem Didn't rush the appointment
My situation is quite complex and I was impressed with the deep thought given to help me progress , and to help me to live with some very difficult conditions.
Doctor saw me the same day I asked for an appointment. Really listened to me and reacted accordingly. First class
Friendly welcoming reception staff. Appointment on time . All staff very helpful
I have always found Julie Harrington to be extremely pleasant and very helpful , and indeed a nice person. My experience with the receptionists has always been friendly and as helpful as they can be, given how busy they are,
Easy quick consultation
Very pleasant and easy to understand.
Attentive and thoughtful GP, involved in discussion.
Seen as per appointment time, and dealt with efficiently booking follow up appointments.
I felt so much better after this Appt with the Pharmacist. We had a discussion about my heart failure an about all new medication I was on. Helped me understand alot. Really nice gentleman. Thank You
Doctor examined me whilst I have Covid following protocols to keep us both safe. Clear explanations and a referral straight to hospital.
The Dr I saw was very professional and he dealt with my problem thoroughly and explained everything in detail. I left feeling reassured.
The Doctor called as promised and got me an appointment the same day. Always pleased with Willington Surgery.
Everything went smoothly and
Excellent service
On time. The nurse was very kind and pleasant. Explained everything clearly.
Very polite and professional lady, and my questions and getting an appointment were dealt with very quickly.
Called straight in and no waiting to see the nurse & she was very prompt. Thanks
Very efficient. Loved the call back rather than waiting. Got an appointment straight away. Dr was lovely, reassuring and problem dealt with. Thank you for being there when needed.
Pleasant & well organised.

Friends and Family Test December 2022 Summary

Easy to get same day appointment, issue dealt with well
Had to wait a bit but you are busy treated very well
Had bloods taken today, got it first time.
Give very good service
Seen promptly and dealt with quickly and efficiently
Prompt, great explanation of procedure throughout minor surgery and explanation of follow up, made to feel at ease and comfortable
The doctor was very thorough and friendly
The nurse was very pleasant and caring. She gave me a thorough diabetic check and sound advice.
Everyone helpful
Prompt and on time. Smiley faces and great feedback
Appointment on time. Matter dealt with to my satisfaction.
Well woman review which was thorough.
I called the surgery shortly after 8am this morning and was able to see at doctor at 9.40. The doctor listened to my concerns and arranged for blood tests to be done which again the nurse at the surgery was able to carry out, very efficient. Thanks
Never had a pharmacist review re my tablets before. Doctors appointment good but I really needed more time.
Dr was thorough in their diagnosis even checking with another Dr for a second opinion and answered all my questions clearly.
Dr was thorough in her diagnosis and answered all my questions clearly
Joanne v approachable informative and friendly
I felt that the previous issue(s) where not addressed following repeated blood tests
Quick and efficient
Able to see doctor promptly when requested.
Always excellent treatment from Willington surgery, appointment on time although I never mind waiting, never felt my blood being taken? receptionist helped me do my weight height and blood pressure correctly even putting on records, staff very good
Receptionist helpful and friendly. Sharon who did my blood test always friendly and good at what she does.
I have always been seen by a Dr if needed at willington surgery,the Dr's and everyone have always been great, I saw Dr Makava this am and she was no exception,I am well looked after by the surgery
The nurse called me slightly ahead of time. She was friendly and put me at my ease and was able to take blood from me at the first go.
15 minute wait beyond appointment time
Nurse was kind, explain what she was doing and why
Clear and sensible discussion regarding test results
Well received and fully informed throughout the procedure
Lovely nurse excellent service parking is nightmare
The self check out wasn?t working for me.One receptionist in and took a long time to sort out an appt for a lady at the desk. I was late for my blood test . The phlebotomist herself gave her usual excellent service
I got an appointment the same day as seeing the pharmacist about an illness.

Friends and Family Test December 2022 Summary

The nurse was very professional and her feedback was delaying a very compassionate way .
I was given conflicting information from the 2 doctors that i saw. This resulted in my time being wasted turning up for a procedure that would leave me worse off and still experiencing discomfort and so strongly advised against by the 2nd doctor.
Quick efficient friendly and just generally lovely staff
Able to see a Dr F2F on the day I needed an appointment was brilliant. I had tried lots of other treatment options first but nothing worked.
Dr Saunders is great and was great with my little boy - thank you
A face to face appointment arranged as follow up to previous appointments and tests. Purpose to review outcome and medication. All satisfactory.
Appointment on time and everything ran smoothly.
Dr Maronge put me at my ease straightaway knowing I was concerned about the examination. He was attentive, professional, caring and very empathetic. He had already planned ahead of my appointment so my medication was already added to my account.
Very quick appointment, in and out in giffy.
It was done quickly and efficiently
Very helpful and efficient
Very friendly staff
Response was most helpful and re assuring - Thankyou
Well arrived 1min late 4 people in queue at reception and nobody is at the desk
No problem getting an appointment staff very helpful
Always efficient and polite
We are new to surgery, I have seen Dr Saunders a couple of times, and im very pleased with the treatment I am receiving, she has been a great help.
Nice facility, pleasant staff
Seen on time efficient professional nurse
Very good. Second appointment was about 10 minutes late but this was not an issue for me.
Appointment with doctor was excellent however service only rated good as despite having a timed appointment, I saw the doctor 40 minutes after the allocated time slot
Dr Roslyn Farrow was her usual confident helpful and considerate self.
Telephone conversation saved a trip to the surgery and far more relaxed
Telephone call was prompt, Dr called back again when I couldn't answer 1st time. Efficient response
Happy with the survice good
Receptionist that answered my call was lovely. Doctor I saw listened with care.
As always everyone helpful and kind well done all
Nice nurse. Lovely lady.
Very friendly Listened to me Information helpful Cool lady.thanks
Appointment was on time. The nurse listened and was very helpful.
Was told I needed a medicine review, when I've not had a prescription in a long time, maybe checking my records before 'telling me that I MUST attend an

Friends and Family Test December 2022 Summary

appointment for a medicine review, even the person doing the medicine review said it wasn't needed
I was given plenty of time to explain my reason for seeking help today and I was happy with the outcome of the consultation.
Nurse Wendy was friendly and reassuring. Also took time to listen and answer my questions
I appreciated the kindness respect and dignity I was shown. Also the information for follow up. I am very grateful. Thank you
Able to get an appointment. Seen by a kind and caring Dr
Nurse Julie was lovely and made me feel really comfortable.
Got A appointment same day doctor very good
Excellent service and advice
Excellent, thank you
Easy to log in Quick efficient service Seen on time Staff cheerful
Friendly reception staff and Dr, very quick for an appointment. Overall I was very impressed, especially given all the issues the UK is seeing with healthcare right now
Straightforward booking in process and seen within a few minutes of appointment time. The nurse was amiable.
Managed to get a cancelled appointment which meant the GP could prescribe meds at an earlier stage.
Appointment on time and prompt
Very efficient. On time. The Practice Nurse was really lovely and very helpful.
Gp really helpful answer all my questions and helping me. Reception excellent Could not be any better
Efficient and helpful receptionist and doctor very informative and helpful. Thank you.
I was seen on time and very efficiently
I was given very Good Answers regarding my Health Issues .
Dr Macarva is always very caring, helpful, informative and nothing seems too much for her. Really appreciate the care. Thank you.
Prompt appointment
Fast and efficient
Received face to face appointment. Various tests sorted promptly. When called surgery I was asked relevant questions for my problem. Never really had a problem with this surgery.
The nurse listened and answered my questions, giving good advice. She was friendly and approachable.
I was listened to at last
They have been so good with my condition x I really feel they are looking after me x
Slightly late seeing nurse but very thorough and lovely nurse.
Prescription review. Very thorough and good advice given
Very efficient and pleasant experience being new to Willington
Very informative and helpful

Friends and Family Test December 2022 Summary

Excellent service, no problem speaking to surgery this morning, listened to my illness and gave me an appointment in the afternoon. Doctor listened while I explained my symptoms and was very helpful.
The receptionist was lovely and very helpful when I needed to hand in some documents. The diabetic nurse, Kim, rang me about my results straight away. Thank you.
Efficient and easy service, pleasant staff members who explain things easily.
Quick and kept me informed
On arrival I used the self check in which was very easy to use. It was not long until I was called in to a room for my blood test. The phlebotomist was very friendly and was quick, safe and professional.
Very prompt and helped to log in to appointment on entry to practice
I have been able to see the same doctor on consecutive appointments, building some trust and actually getting listened too.
Joanne Gregory the nurse was excellent. She made me feel at ease despite being very nervous about the procedure and even booked me a dr's appointment to address other issues.
Joanne the nurse is lovely and makes you feel relaxed during the procedure. I didn't feel rushed to get sorted after it either as I have a disability and it takes me abit longer.
Very helpful and looking after us
Receptionist was very helpful and friendly. Physiotherapist asked lots of questions and gave me exercises to do at home. Hopefully this will cure my problem.
Today a very nice lady that took my blood as she usually does. I'd like to say that I would always like to go to her any time as she has put needle into my arm. Also she is always friendly
Admitted early. Nurse got to work immediately and was very effective at syringing my ear. Was out within 5 minutes.
It is so difficult to get an appointment. I did get a call back and an appointment for the following day. However the antibiotics I was prescribed helped, but I am still trying to shake off the after effects of covid.
I received an urgent GP and physio appointment in a within a couple of days. The reception staff were kind, supportive, and helpful. I believe we have one of the best practices in the UK. Thank you to all the professionals at the practice.
Swift response to appointment request. Good advice and proposed treatment
Only had to queue on the phone for a short time before speaking to a helpful person who gave me an appointment for later that day. The doctor was on time and I felt listened to.
Very helpful and efficient
Doctor listened to me, explained test results and reiterated the next step of the plan to sort my symptoms and prescribed the medication needed
Prompt service and the nurse was professional and amicable
The staff and doctor were brilliant
Very punctual, and professional Thank you
Surgery running late. Other rhan that good
Reasonable waiting time on the phone, pleasant receptionist, easy check in, appointment on time, helpful doctor! What more canI say?

Friends and Family Test December 2022 Summary

Appointment prompt. Great doctor Great post appointment assistance
In my appointment early, no fuss. Had my blood test in about two minutes very friendly and efficient.
Perfection. Left the surgery telling wife what a superb service is offered.
Always excellent service
I had a smear test and my nurse was lovely and made me feel so comfortable and not anxious in the slightest during the procedure:)
I waited less than a minute on the line & the receptionist was very friendly and efficient; I had an appt booked later that pm. When I came into surgery I was seen on time. Dr Marongue was fantastic with my son & listened to my concerns. Thank you
Nurse was efficient and the receptionist was helpful
Dr was very polite and listened to me and put my mind at rest
Very thorough examination good information on procedures to follow.
Very friendly polite
Lovely Clinician who was informative and caring in her approach
The nurse was very kind and helpful and answered any extra queries I had. Thank you.
I was seen promptly and given good advice.
Jane receptionist was very helpful
Efficiency and speed if service
Very helpful staff and the volunteers assistance with the reception blood pressure/body mass equipment
Quickly dealt with
Polite understanding and easy
Found it very helpful. Anna Wood answer several queries I had had. Thanks Anna
Good professional nurse
Lovely Nurse. Excellent woth kids ?
Reassurance from GP. Useful advice that my condition is not likely to deteriorate.
The doctor was very thorough
Appointment was a convenient over the phone, problem was discussed fully, referred for further assessment, happy with all the above
No idea what is going on , no idea who I?m supposed to be seeing! Before I even got home my appointment had been changed..!!!
The gP I saw Dr wood was very friendly patient and helpful .