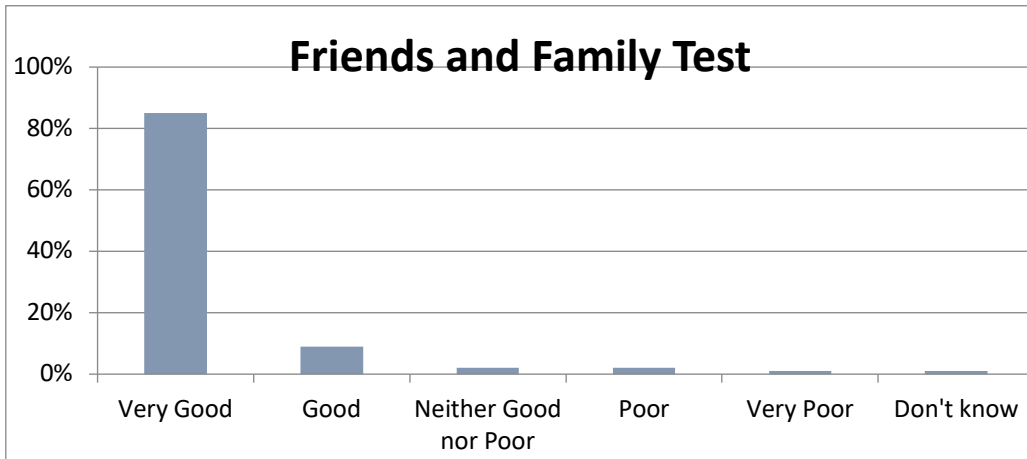


Friends and Family Test March 2023 Summary

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

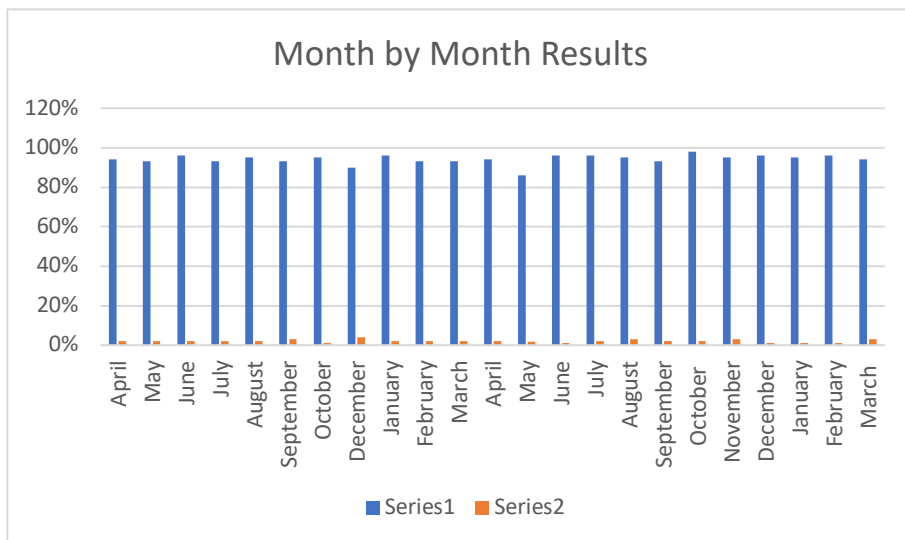
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
300	33	9	8	3	2
85%	9%	2.5%	2.5%	.5%	.5%



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

Would Recommend	Would not Recommend
333	11
94%	3%



Friends and Family Test March 2023 Summary

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

March 2023 Comments sent by text and recorded as sent	In and out in 2 mins
	The Dr was lovely and friendly and had the time to look at my sons and also asked if I had any other concerns. Was nice to be listened to and not rushed.
	Doctor I saw was fantastic Kind, and understanding
	GP 20 minutes late. No apology. Felt that I was spoken at, not spoken to. Had another concern, but gp to busy, had to book another appointment for next week. Another day off work.
	My wound was treated with care.
	Staff very friendly
	I was seen promptly by a Doctor regarding a stool test.
	Friendly, knowledge and really helpful
	Always a pleasant visit
	Open listening from the pharmacist. Listened o my concerns.
	Dr morange is a lovely doctor. He has reassured me.
	I messaged at the weekend about my worry and I got an appointment straight away. I was also referred to hopefully have another appointment at the hospital in 2 weeks which is faster than expected.
	Quick and efficient
	Got seen straight away. Lovely lady that took my blood
	As always on time and friendly
	I saw Wendy to have bloods taken. She always manages to keep to appointment times and she always puts me at ease. She's such a credit to your practice.
	Doctor excellent but still hard to get an appointment
	Efficient and good interaction with patient.
	No probs all efficient and straight forward and pleasant thanks
	Nurse was incredibly kind, caring and listened to my issues. Resolved my concerns by making a drs appointment. Fabulous care
	Excellent Service plus very Friendly Nurse So I am very Happy service I got today.
	Very quick turnaround and very friendly staff.
	My problem was dealt with in a caring and respectful manner.
Very carefull and professional well done thank you.	
dr.helpful and understanding	

Friends and Family Test March 2023 Summary

Helpful nurse who answered my questions re vaccination.
The HCA was punctual, professional efficient and friendly. However I would have preferred to be asked if I needed assistance from the person attending to the weighing machine rather than taking control as I would have preferred this to be private
On time quick co.for g and professional
On time, very efficient and polite
I was dealt with very quickly and efficiently
Easy sign in at the automated sign in system, minimal wait time and record speed bloods taken. Clean, friendly and happy staff.
Willington Surgery and the practice has always been helpful wth my family's health & my health much appreciated
Helpful, friendly and very professional.
My original appointment was 10.20. When I got there I had been ?bumped? so waited while this was checked. There was an apology and an appointment made later in the day which was inconvinient but at least I got seen
Kind, quick and friendly
Managed to get a same day appointment and doctor has referred me for further investigation Thankyou so much
It was a phone call appointment rang when they said it would be,very good
Friendly and helpful. Even when there was a mistake with appointment, did their best to sort it.
All of the staff, reception team to the nurses and doctor were supportive, friendly and caring. They were professional with a human element. I feel we are very blessed in Willington with our surgery.
Anna was really good. She was in no rush to push me out of the door. I felt like I was being listened to and supported which was a lovely feeling
Spot on time and efficient.
Phoned 3 times for an appointment. Twice I got the message it was too busy and to call back. 3rd attempt I was 1st in the queue, an extremely long wait nobody answered. I had to drive to the surgery and got an appointment at 4.10pm. Frustrating!
I missed my appointment due to my work commitment but was unable to cancel the appointment beforehand - my sincere apologies!
Everyone is always polite and helpful, I'm grateful for the care they give me.
Extremely efficient and quick blood test sampling
The staff were very polite and did not wait long excelnt
Quick and painless as usual, rank you

Friends and Family Test March 2023 Summary

100% Good, friendly, timely service.
Went into appointment on time, Doctor who saw us was warm and welcoming, and very helpful.
Staff polite and helpful
Went to take contraceptive pill and realised I'd run out. Phoned surgery, receptionist sorted a px for me same day and booked pill check in. Nurse rang me for pill check which was much more convenient, quick chat and pill reissued,
I asked for a syringe app with the nurse was told would be two weeks, then one week, I have no hearing in my right ear and partial hearing in my left, 2 weeks for a ten minute op
Reception staff helpful and Dr very supportive
When I spoke to the receptionist this morning detailing my problem she gave me an appointment for this afternoon. The doctor was very friendly, putting me at ease. She listened sympathetically as I explained my problem, giving sound helpful advice.
We managed to get an appointment, was seen that afternoon. The GP understood finds them difficult, prescription given, advice was helpful.
Took along time to get appointment but the Doctor was very pleasant
Efficient service
No waiting for appointment, pain free blood test, nurse couldn't access my details on the system.
thorough and provided answers to all questions. explained everything in laymen's terms. assisted with further appointments
overall excellent. thank you!
Seen promptly, by nurse I know of and also by trainee nurse. Both were very pleasant to chat with and very professional. Job done in seconds with no pain felt.
Listened well and gave me an action for my symptoms which I haven't had from female GP on the past.
Good service even though I had to wait a while due to computer failure
The staff were helpful, informative and supportive. Thank you.
It was reasonably quick and the staff were nice.
Got appt and little waiting around
The new doctor was excellent very approachable and professional felt totally at ease
Quick. Painless Efficient and Friendly.

Friends and Family Test March 2023 Summary

	The receptionist booked a double appointment to allow the doctor enough time to assess my problems. When I arrived, the appointment was on time, and the doctor was personable. I felt listened to and was given a forward action, leaving me very pleased
	I was seen on the same day that I called - cannot ask for anything better than that! Very polite and helpful staff
	Efficient and friendly
	The doctor is trying hard to find out why I have my current symptoms
	Show dignity respect On time Kind
	Seen immediately, had every thing explained
	Nurse Gregory I think&student nurse were lovely while was having 1 yr jabs. Appointment was on time, they explained what was going to happen well. Nurse Gregory is always very kind and professional I have seen her many times with my other kids
	It was a blood test which was done on time .
	Consultation very thorough, follow up appointment made for next day , GP had a very personal able manner .
	Everyone was very respectful, kind, helpful and patient. Thank you!
	Waited over 20 minutes to see the doctor but the doctor did apologise and was good when seen
	100% service. Pleasant, polite and efficient.
	I used tap in reception. Saw doctor on time for follow up appointment. All very, very good. An excellent practice. Thank you.
	Never any problems and great staff.
	The appointment with the nurse was very informative.. told me things I didn't know but clearly should of, I didn't get any joy trying to make an appointment with the doctor for other health issues which I feel should be dealt with ASAP about my heart
	Receptionist very helpful, appointment on time. All staff pleasant.
	Receptionist was helpful, efficient, and friendly. I saw the phlebotomist today and again, they were helpful, efficient, and friendly!
	Prompt, friendly, efficient service
	Supposed to have seen a physiotherapist, didn't feel that i had, felt i just saw someone giving out exercise leaflets
	Because it was very good
	No issues

Friends and Family Test March 2023 Summary

Appointment was on time, discussions with doctor where informative and easy to understand.?
Although I missed the first phone call I was called back and my medical issues discussed.
Surprisingly quick response on phone and offered same day appointment
Hi has I said before in my survey they are the best surgery I have been to they have help me when I was very poorly and got me to hospital in time all I wound have not been here today.so thank you very much.
Dr Maronge is brilliant helpful, compassionate, efficient.
Quick and efficient
Excellent service from the doctor.Many thanks.
Very impressed that the doctor discussed my case with someone else after my appointment and gave me further medication. This is the first time I have had this happen. 10/10.
Very easy and swift appointment
Appointment on time
Wonderful understanding doctor and receptionists, I always feel cared for
Quick, efficient and helpful
Doctor was helpful and easy to converse with. The staff were helpful and friendly.
I feel my health is being fully monitored by the team at Willington Surgery.
I feel very fortunate to be a patient here.
Nurse made me feel very comfortable and secure in appointment
The surgery is brilliant and the staff are wonderful and do all they can to help /fit you in .
Tried to cancel my appointment yesterday. Was on the phone for 1 hour waiting for a receptionist to answer. I called again today to cancel my appointment and the receptionist didn't cancel my appointment so I know have an FTA.
Very helpful, friendly and reassuring service and booked follow up appointment for following week.
Nurse I saw was professional, friendly, patient and kind.
In and out in less than 10mins.
Had blood running down my arm yet again
My last two visits were extremely helpfull concerning statins prescription.
Prompt service? the nurse was very attentive and sympathetic. Time to listen ? gave personal service
Courteous, painless and efficient.
Excellent doctor

Friends and Family Test March 2023 Summary

Doctor put you at ease, excellent
Was seen very quickly. Treated and listened to !
Doctor was excellent.
Great approach by dr Morange to my daughter
Dr Wright was amazing. Thank you so so much! Can I also take the time to thanks Dr Saunders who is also an incredible Dr.
Able to answer all my questions
The lady whom did the procedure was very informative and caring. Overall, very positive experience.
Nurse who took my blood sample was very friendly and kind and the receptionist was also kind and explaining how to use the blood pressure machine
Friendly staff
The doctor made me feel at ease
Dr Cowley was kind, efficient and has instigated a follow up with the hospital for further investigation.
I have changed my appointment to another day.....
My consultation with Dr Cowley was very professional, approachable, friendly and thorough. She is a great doctor.
Once I got through to the queue the service was fine but the process to get on it is very poor from the patient's point or view.
Very friendly and helpful. First time I had seen this diabetic nurse and feel confident that she will sort out my problem
I was NOT at old this was a phone appointment so turned up to be told this - despite even getting a reminder by text which made no mention it was a phone appointment either - this needs to be made clear
Score given from a booking perspective only. Not able to get through via phone even though I'd tried for 20mins from 8am. Had to go in person to make an appointment, was told I should have been there in person at 8am
Pleasant lady, Informative and 25 minutes early
Receptionist was extremely helpful sorting an appointment for me and doctor was also very helpful and explained everything to me
First of all I arrived early for my appointment and was seen straight away, and when ever I have been into the surgery every one including reception doctor or nurse as always been friendly towards me and my wife
Excellent and prompt service
Any questions I had were answered and I understood them.
Excellent
I was made to feel listened to
All to plan and everyone helpful

Friends and Family Test March 2023 Summary

My appointment was 25 mins late. No idea why, I think the surgery need to notify when running late and reason why.
The nurse was fantastic made me feel very comfortable
Very prompt at being seen, lovely nurse that put me totally at ease
Excellent doctor.
Very satisfied
Very good service.
Half an hour wait for a blood test with only 2 people waiting.Lady was lovely and apologised for the wait but it would have been good to be told there was such a long delay.
Very efficient.
Check in was not working and long queue at reception made me 10 mins late for appointment
Lady who took my blood very informative and professional thankyou
Appointment on time efficient approach and easy to understand what my treatment was for. Well done
It was a phone appointment with the clinical pharmacist, who who kindly sorted out my prescription.
Rang ar 8am for an appointment. Days appointments had already been allocated but was promised a call back later to see if I could be seen. Within a short while I was offered an appointment due to a cancellation. Well done.
The nurse was super pleasant and did a great job taking my bloods. Excellent service.
I found the Doctor very helpful he put you at ease and got right to point and took action ie blood test and x rays the service was very good
I can't think of anything that would improve the experience on this occasion. However the car park was completely full and only 3 people in waiting room including me. Do people other than than staff and patients of surgery/dentist /pharmacy use it?
First class doctor and very good receptionist.
The conversation with Hannah regarding my medication was very helpful and friendly.
Used the callback function got an appointment for today offered f2f or telephone receptionist very helpful. Seen on time and dr Saunders was absolutely fantastic just like last time listened and reassured me nothing was to much trouble excellent
I felt very comfortable while I was being treated by the nurse
Speedy and competent service. Thanks.
Information explained very well

Friends and Family Test March 2023 Summary

Began with a friendly welcome by staff followed by first class service from a kind nurse. All round excellent visit
Wonderful service thank you. Easy to book appointment at surgery first thing in morning. No wait for appointment on arrival and excellent, friendly service from Dr Fletcher. Thank you for a great experience.
Excellent service as always
Prompt appointment, very thorough doctor , pleasant experience
Was seen to on time and nurse/doctor understood my needs.
Auto checking not working. Kept waiting by reception who seemed to be ignoring me. Finally very cursorily checked in. Not happy with the service. Phlebotomist service was fine.
Very helpful and pleasant
There were other issues but not given the time to discuss
The lady I spoke to was very helpful
The doctor was very understanding
The doctor was very thorough and listened to all my concerns. The receptionist was very helpful when booking a blood test appointment.
Dr was very patient and took her time to listen. Thank you so much
A quick consultation . Very helpful.
It was quick visit.
Very efficient, thorough
My concern was taken seriously with empathy and even though I rang in the afternoon I was fortunately able to see the duty doctor who prescribed antibiotics to alleviate my symptoms
When i really need to see a GP and they manage to give me appointment it?s a big relief.
Brilliant nurse taking blood
Dr promptly sent me to hospital for urgent care
Since I was diagnosed with a heart issue in November I have been very happy with the service I have received and especially Dr Crowley.
Good service
Friendly matter of fact informative and reassuring great manner with teenager
Although the surgery was fully booked they fitted me in for same day appointment. Dr Fletcher was thorough and friendly, and arranged follow up tests in Derby. She explained what to expect, and answered my questions. Thank you.

Friends and Family Test March 2023 Summary

Appointment on time, treatment was very professional and the practice nurse gave me all the necessary information I required.
I asked for a telephone appointment and received one the same morning
Friendly person and asked instead of talking down to me
Always friendly staff, in on time. Great nurse. This is an outstanding surgery. Thank you.
I came to the practice for 8 and got a appt for 0920 with my chosen GP. She takes care to listen and shows great care and compassion. I thank you for that.
Admin were fabulous too
Quick response and clear next steps.
Always helpful and polite
Very reassuring and took the time to listen, investigate the issue and followed up with a response later on with a more accurate diagnosis.
Very friendly and kind
Calling at 8am to the second to get an appointment for a head injury is not a sustainable process. I put off making the call until I was well enough to try and call at 8am to the second. I don't know how elderly or people not phone savvy get appoint
Lovely doctor, very through and nice friendly reception team
Informative and polite
Very thorough listen to my questions and answer them
Perfectly satisfactory though kept waiting a little while
As always an excellent service Thank you
Nurse gave me time to ask questions about my concerns.
Pleasant staff very professional
Julie the nurse was lovely, she gave me my pneumonia jab, it didn't hurt either! Because I mentioned I was worried about diabetes, she also checked my blood too, which was great, particularly as she said I wasn't diabetic today!!
You managed to squeeze me in. very friendly
It was only blood pressure test as a check up ,so no problems to sort out
Quick & efficient
Medication review, excellent consultation, advice given, and blood test booked. Thank you.
Prompt response to query raised, appropriate appointment given and next appointment booked - very sensitive to need

Friends and Family Test March 2023 Summary

	<p>From nurse to doctor they always treat me with respect and understanding. Being a person with multiple disease mainly related to Tuberous Sclerosis as well as others. I am never made to feel that I shouldn't have bothered them. Happy to give praise</p>
	<p>The appointment was on time and the service was excellent</p>
	<p>The call was concise, understanding and had a resolution Very pleased</p>
	<p>I had been concerned about the appointment and was reassured and given feedback after tests were completed.</p>
	<p>Anna ,the pharmacist answered all my questions about my drugs with clarity and alot of detail. She also contacted Dr. Cowley to ask for a prescription for my migraine tablets. She also gave advice on how to manage chronic pain using paracetamol.</p>
	<p>The therapist got to the heart of my problem and suggested a diagnosis and solution very quickly. Very impressed.</p>
	<p>Managed to get same day appointment and consultant was friendly.</p>
	<p>I arrived slightly earlier for my appointment, the receptionist said it was fine as I was using the blood pressure monitor. She explained about using the monitor & to every thing went smoothly.</p>
	<p>Because it was very good !</p>
	<p>Had telephone call from the nurse regarding my diabetes went through all my blood results and medication with a review in 3 months great customer consultation very clear</p>
	<p>Very professional care</p>
	<p>I was not provided a time the Dr would call my mobile. I missed the call and could not get another convenient appointment within 10 days and was asked to call daily after 3 weeks of heavy bleeding</p>
	<p>It was very easy to sign in and the waiting time was super short. The blood tests were very quick and efficient and the nurse was lovely.</p>
	<p>I was given some very good advice from the nurse, and I was able to talk and ask all the questions that I needed to ask.</p>
	<p>Dr Saunders was very attentive, listened and did not make me feel rushed. Her advice was extremely helpful and her approach to my treatment very professional.</p>
	<p>We had to wait 35 mins later than our appointment time to be seen. But once we were seen, the doctor was efficient and helpful.</p>
	<p>Friendly efficient phlebotomist, & helpful receptionist for the blood pressure machine.</p>
	<p>Lovely pharmacist very approachable and lovely to talk to</p>
	<p>Because I was very happy with Dr Saunders.</p>
	<p>Dr Saunders always very kind and understanding and makes time to listen. I trust what she has to say it gives me confidence. Thank you</p>

Friends and Family Test March 2023 Summary

Friendly reception team and speedy diagnosis from GP.
I find both the medical and the reception personnel very professional and helpful. After living abroad for nine years, it has been a pleasure to return and find that the surgery is managing so well under obvious pressures.
Despite being 23rd in the cue at 8am was able to get an on the day app in person with GP of choice. GP listened to concerns, showed empathy and compassion, and discussed treatment options with me.
I had text reminder so clicked on it to cancel appointment but physio didn't get message she rang me to make another appointment, very good of her don't want to think I'm a time waster if system failed me next time I will not use the app to cancel
Excellent service from all involved
Because the nurse I saw was very good
Always seem very efficient and give good advice. Doctors are great??
The Gp was really understanding and was so caring!
Appointment on time. Pleasant doctor. Quick diagnosis. Well pleased.
Good friendly service from the nurse, and a helpful lady volunteer (I think) in the reception.
Due to traffic delays I missed my appointment time with the phlebotomist, but everyone was very understanding & I was seen after a short wait. Thank you!
Arrived and was seen early. In and out very quickly. Blood was taken efficiently, with care and good humour
HCA was friendly, efficient, polite.
You are told to call back after 10am if your call is not urgent. Call back after 10am and told no more appointments taken today please call back tomorrow. When talking to GP their voice can be drowned out by them typing as they are speaking.
I hadn't met that doctor before and she really listened to me and helped me
Helpful advice at reception. Good advice from my appointment
Fast response
Appointment on time and satisfactorily completed
Lovely nurse. Always on time and quick.
Physio didn't listen to me just sent me away saying she would email some exercises, I already do these. I left in more pain than I went in with no helpful information. Will try and get an appointment with an actual dr to see if there is any help I can
Dr Heidi Wright is the most understanding GP I have ever had. The receptionist who took my initial call was very helpful.

Friends and Family Test March 2023 Summary

I'm very pleased with the quality of service by all health staff at Willington Surgery. People are polite and listen to my concerns. Thank you.
Efficient organisation and pleasant staff. Clean environment.
Excellent! Phoned this morning, used the call back facility and within half an hour was given an appointment for 11.10. Saw the doctor who said I needed a blood test. Receptionist checked with the nurse, and she saw me straight away. All by 11.45
Great nurse. Super helpful
So different to the front desk experience
I was seen on time and the examination and advice seemed thorough and appropriate.
Because I work across several surgery's and Willington is the best. Very responsive and truly patient centred. Today saw a Nurse who had concerns so got him a GP appointment within an hour to avoid us cancelling our holiday.
rang 40 mins later than planned asked for a doctor, got given a pharmacist didn't help with my issue waste of time
Friendly prompt service. Excellent.
Very friendly & efficient. Thank you For caring.
Listened to & supported. Reassured.
Always positive helpful and polite and on time Well done thank you
It would have been excellent had I been told to bring a urine sample
Excellent service as always. In and out before my appointment time. Thank you Wendy.
The service that I received from Willington Surgery today was very good. Dr Farrow and the staff were friendly and ensured that I was properly informed about my health and care.
Kim is very personable. She listens and gives good advice and includes me in the decisions to treat my diabetes.
It was relevant and sympathetic
Appointment was on time and polite knowledgeable gp
Very nice nurse very pleasant
Nice friendly staff, fast easy blood test a very good experience as much as a blood test can be
Very helpful
Doctor was very nice and helpful

Friends and Family Test March 2023 Summary

Dr Makava was brilliant as usual. Fantastic chair side manner - always listens and is considerate of your thoughts/concerns and when my 7 1/2 month old is going through her phase of separation anxiety. Much appreciated
Very efficient indeed
Wendy is always excellent and very professional
Excellent phone appointment with Maulik the Pharmacist today, very good clear advice as always. Thank you
Appointment on time with a friendly , helpful nurse. Good to have the reminder on my app on my phone.
Always excellent service from all at the surgery
found doctor great.listened fully and talked me through everything. just find the appointment booking system crazy as its a luck of draw if u get an appointment.
Text reminders about my appointment. Was listened to.
Greeted nicely by both receptionist and Nurse Wendy.who was very good at sorting out my ears.thank you.
Dr was very helpful and understanding.,and thorough in her answers. Only slight problem was getting past receptionist to get appointment. Thank you
Judith gave me my meds review feedback - pleasant interactions, felt involved, was offered statins which I politely declined and it was accepted. Always found the receptionists, nurses and doctors at Willington to be pleasant, caring, and supportive.
The doctor was really understanding and made every effort to explain what and why she was doing / asking everything. The receptionists were also friendly and welcoming and the appointment ran to time. A very good experience.
Very thorough, on time and friendly. Thank you
Very helpful and he explained wot to and Very understand
Thorough and caring
Clear response to my issue and a quick follow up email with rehab exercises... just what I was hoping for
The nurse seen was extremely reassuring and friendly. Made me feel really comfortable and at ease in her company.
Reason my blood pressure was high was having to do it on a machine in a public place with a known member of public (volunteer)from my home location hovering over me (I'm not good in these situations)...
Friendly professional service. Appointment on time.
Although a long queue on phone, once through very helpful and arranged a prompt appointment even though short staffed in terms of GP availability
Well satisfied with my examination with the doctor

Friends and Family Test March 2023 Summary

	I was seen on time and the doctor was very nice and made me feel relaxed (I suffer with anxiety).
	I was grateful to have an appointment once I'd made my mind up I needed to see someone. However it was 35 minutes of holding on the phone before I got to speak to someone. There were no appointments but the receptionist managed to get me a slot
	The appointment was on time and the nurse was very efficient. The downside was the parking which was horrendous, surely the car park should be monitored for misuse or signs saying for surgery and dental use. I almost missed my appointment.
	I have found willington are very Good
	The nurse was friendly,efficient and helpful
	Very friendly and polite nurse. Made me comfortable given the circumstances
	Appointment was on time and I had very efficient care
	Always prompt and helpful
	Great visit with total understanding of my concerns and appropriate good advice given - Thankyou
	Easy to check in and useful to know expected wait time. Nurse who saw me after a very short wait was reassuring and friendly. The clinic area and waiting areas very clean.
	I was straight into my appointment on time,and the nurse was lovely.
	Was a phone call I was given advice
	I was taken before appointment time and Julie took time to check on my well-being and other matters not just the reason for my appointment. Thank you.
	Nice staff & Wendy was very efficient