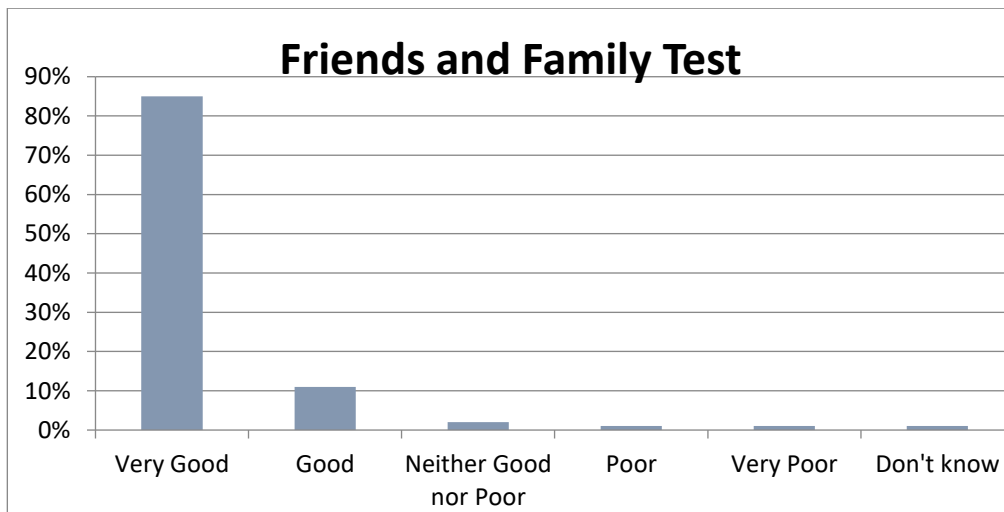


Friends and Family Test April 2023 Summary

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

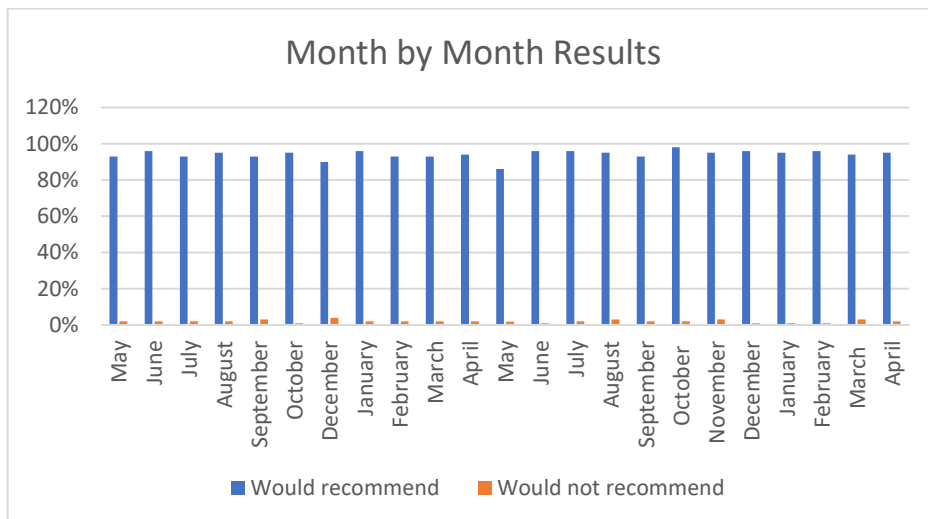
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
240	30	8	4	2	1
85%	11%	2%	1%	.5%	.5%



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

Would Recommend	Would not Recommend
270	6
94%	2%



Friends and Family Test April 2023 Summary

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

April 2023 Comments sent by text and recorded as sent	Response
	Usual kind, friendly
	Welcoming, Reassuring, Positive
	Very little time waiting, appointment went exactly as expected.
	On time and efficient care.
	Excellent service.
	Lovely lady very helpful
	I felt I was being listened to and I didn't have to wait too long for the appointment
	Willington Surgery are both friendly and professional. The Doctors are attentive, caring and proactive! Definitely the best Surgery I have experienced! SO thankful / grateful to have such an efficient service.
	Although it took me 4 days of trying to get an appointment once at the doctors I was very happy with receptionist and my experience with the GP.
	On time, quick and informative
	Got a doctors appointment at short notice and pleased with doctor
	Very quick and easy. I was put at ease and very well looked after throughout my appointment. Thank you.
	Appt on time, service efficiently completed.
	Good advice given
	Appointment was 20 mins late and we didn't get a consistent response with when we've seen other GPS. Asked to see a specialist.
	same day appointment for urgent personal issue
	Staff are always polite. Unfortunately appointments were running behind schedule. Staff notified patients of a lengthy delay without giving a specific time frame. Unfortunately the delay I experienced was over an hour.
	Routine screening test carried out in a friendly caring & professional manner. Receptionist helpful with a second enquiry. Thank you
	Phlebotomist was very friendly and the whole experience was painless.
I got an appointment the same day I phoned for an ongoing problem. The doctor was very thorough kind and understanding	

Friends and Family Test April 2023 Summary

Had a message via the NHS app I had an appointment at the GP surgery, so attended at the given time to find out it was a phone appointment unfortunately. Thankfully I was seen by the doctor and it all went smoothly. This was an appointment made by GP

Effective fast professional

The appointment was on time and they were thorough and kind

The Dr didn't seem to know anything. He looked at my MH appointment. Said I was waiting for counselling. I said it wasn't, that it was to do with the SPOA but he didn't know what that was. Had to show him ADHD stuff on my phone. Didn't know symptoms

Excellent follow up and thorough examination

I feel so grateful to be at this doctors. Whenever I need an appointment you always get me in quickly. Excellent service. Thank you.

Quick and painless blood test

Caring, and efficient. Nothing seemed too much

Overall my visit with the nurse was excellent, she went through all my results and explained them in detail

Seen straight away and the Nurse as always was very good.

Pleasant and efficient

Excellent from receptionist to the nurse cleaning my ears of wax, in and out in no time

I have sciatica it is extremely painful. I saw member of staff who was forwarding exercises unfortunately she may have forgotten I was told she could prescribe meds but not able. Receptionist was brilliant she organised pain killers via doctor.

We needed to be seen for an ear infection, Dr Makava saw us the same day and was lovely.

Dr Maronge was very thorough with child and talked to him on an 8 year olds level. Child felt comfortable at all times.

However the receptionist was very rude and difficult in making the appointment in the first place.

On time and very efficient

Went in on time, pleasant phlebotomist, quick and efficient.

Saw the phlebotomy nurse. Was chatty and friendly.

Doctor gives good advice regarding specific matter and alternatives around ameliorating the symptoms

Very impressed today got an appointment and was only 11 in line on the phone and got through very quickly?

Friends and Family Test April 2023 Summary

Receptionist was really lovely.
The phlebotomist was absolutely lovely, very friendly and efficient.
Used app to get message to surgery - responded in the time promised Got a follow up F2F
No waiting on arrival. Pleasant and efficient blood test
Excellent service seen on time and needs met. Professional
Kind, professional manner. Information well-communicated.
From receptionist to blood test your staff were friendly, polite and very professional. It is a brilliant practice that takes such good care of me. Thank you
I've been with the surgery for 2 years now and the service at Willington for me has always been fantastic. Thank you
Gaining an appointment remains difficult for obvious reasons but once in contact with GP, phone or in person, everything works efficiently.
The service was its usual, the medical staff very good, the administration staff there usual arrogant selves.
First class service
Appointment on time, friendly staff.
Pleasant Nurse, On time Quick.
Was seen as per appointment.
Only had a blood test
Was able to get a same day appointment as had lost hearing in one ear and was very concerned. The lovely doctor was able to sort the issue in a matter of minutes and I could hear again out of the ear Cannot thank this Surgery enough.
Good to have a reminder for appointment. The appointment was excellent as everything was explained to me about the procedures and tests carried out. She was very helpful.
Very helpful, quick and efficient.
Polite, friendly, explained everything and sorting some things, blood tests arranged and taken while I was there.
Prompt service and very pleasant staff
Prompt and efficient service and pleasant environment
First message said i didn't attend my Appointment when i had booked in and sat waiting for 15 minutes. Think the system needs looking at then you might get a better response.

Friends and Family Test April 2023 Summary

Rang at 8am although I was in a queue and being number 20 I still was able to get an appointment for 10.40 the same day

I was seen quite quickly. The nurse was helpful and kind.
Many thanks

Very professional and helpful.

Very pleasant Doctor and informative.

Very quick to be seen and the doctor was fantastic as always. I recently switched to Wellington and all the staff have been great including new starters.

Fantastic Surgery

I was seen at short notice, Dr Cowley was really good and sorted me out straight away. A very good doctor

It was my first visit to the surgery. The receptionist and Doctor both took the time to listen to my questions, didn't rush me and answered politely. Both very helpful.

Quick appointment after lengthy wait on the telephone. Very little wait in the surgery to see the doctor and contact with pharmacy dealt with within the appointment.

After call back service failed to call me back, spending 30mins on hold I did see the doctor on the same day I called.

Efficient and excellent treatment with a smile

Seeing the phlebotomist, straight in and out, no hanging about. Plus Wendy Cardon is always very pleasant.

Blood was taken quickly with no fuss!!

Dr Fletcher was really nice and explained everything good to me
Reception staff were friendly too

Polite & professional staff . Doctor had detailed discussion with me .

There was no waiting time and the doctor I saw was lovely.

Dr listened to everything we had to say and checked my son over.

Dr Cowley is doing her very best to get my problems sorted. after a very long time and no joy with other health professionals I feel there is light at the end of the tunnel at last!

The apt with the phlebotomist was excellent.

A hook for coats etc in the room (h&s permitting) or outside would be useful.

collecting a specimen bottle was poor. Waited at the counter for 5+ mins while someone stared at a loading program screen

Friends and Family Test April 2023 Summary

Two appointments for same day but 2 hours apart. Nurse was able to combine both in first visit.

We were seen 20 minutes after our appointment time, which is unusual. However, Rowena was a delightful and really helpful in finding us a wheelchair. The blood test was quick and efficient. Thank you.

All staff very pleasant and helpful.thank you.

Reassured by the doctor

Helpful advice, friendly nurse.

Spoke directly to the teenager giving helpful good advice.

Doctor was running late, which I fully understand, but sitting waiting for over 40 minutes is not a pleasure.

Took my concerns seriously and managed to get me an appointment even though they'd all gone. Dr Wright was thorough, kind and caring and I was immediately referred to MSDEC unit RDH. Many thanks.

Appt was on time and Wendy was very helpful and informative

Prompt appointment and ring back service worked well

Excellent

Lovely doctor who took that extra bit of time to ensure how I was feeling as a result of being unable to get out and about. Thank you.

Because I like friendly people who put you at ease when they speak to you

All perfect as usual

Appointment was on time & explained process clearly

The doctor was very kind and understanding.

Had bloods, didn't take long and nurse was very nice .

A little confusion over which tests were required.

Time was taken to understand my condition and thought given to deal with my symptoms

I was given a thorough examination & the Doctor gave me eye contact while talking to me

I was seen on time and treated with kindness.

Got my blood results explained to me by the nurse and everything was in order. Thankyou

I was left confident that I was being cared for

Got the appointments I needed & friendly reception staff that were helpful.

Friends and Family Test April 2023 Summary

Efficient on time and good manner of delivery by staff
Excellent service, no waiting and super blood test
I'm a huge supporter of the NHS they deserve good positive feedback to be able to continue their care of patients I wish them well
I was seen promptly and everything went smoothly.
Appointment was on time and Nurse Joanne was lovely and put me at ease for something which can be uncomfortable (smear test)
Blood was required for tests, blood was extracted albeit on second attempt. But given poor veins good to get it done
Managed to get an appointment which surprise me and the doctor was very nice and helpful .
Arrived early and was seen straight away. Excellent.
Quick.
Arrived 5mins ahead of my appointment but wasn't seen till 15mins after my allotted time. Car park full and reception areas very busy. Staff friendly and professional as always!
Good service on time and easily booked
Very good and very satisfied
Prompt service. Friendly staff.
Julie is an excellent nurse, puts you at ease and very knowledgeable. It was also easy to book my appointment when I called; the receptionist was very friendly and helpful and arranged me an appointment for the next week.
Very polite person and asked questions relevant to me, can't fault anything
I made a call this morning and given an appointment at 3pm which was excellent
Doctors appointment arranged on the day and was seen promptly
Nurse took time - listen to me and my questions - very helpful
Overall very good service
The Dr I saw incredibly thorough. polite, explained everything I wanted to know. a credit to her profession
Wendy was very good and caring
Well run practice, nice staff.
A very kind lady helped me check in quicker which was great. Staff were genuinely friendly as well as Doctors.
The doctor does not seem interested in the patient's general wellbeing.

Friends and Family Test April 2023 Summary

Dr Jackson was outstanding.
Hannah was very helpful
Got appointment at convenient time & a further appointment for tests the same day.
Because you asked me
I was eventually seen by a doctor
Excellent service from booking appointment with receptionist through to seeing the GP. Felt the doctor listened to my concerns and put my mind at ease. GP also followed up with helpful text containing link of where extra support could be found.
Excellent appointment with Dr. Cowley. Excellent team on Reception. Surgery reception area always very clean and tidy.
Fast efficient friendly
I got an appointment on the same day and Dr Marongje was very thorough I thought. However, this doesn't detract from the fact I couldn't get through/was cut off/asked to phone back/was put in a queue of 11 last week - however we move on. Thank you
Friendly constant support.
Doctor was excellent
I love Sharon doing my blood test, didn't feel a thing. She is very friendly and we always have a laugh she always asks how my wife is which is kind of her
Got an appointment same day. Doctor understood my problem and dealt accordingly.
Phoned at 8 10 am and the call was terminated. Called in at 9 55 appointment arranged for 11 20 waited until 11 55 to see the doctor who was very thorough
Dr Saunders was very caring and gave me all the information I asked about didn't feel at all rushed with the consultation
I was seen on time and the Dr I saw is extremely professional and easy to speak to.
I was in pain, but couldn't get an appointment till the afternoon.
Always very happy with the service I get from the surgery. Staff are helpful and kind. We are very lucky in Willington to have such a good surgery.

Friends and Family Test April 2023 Summary

Easy check-in and friendly staff
After arriving and using the screen in front to book in I was never called to my appointment and was sent a text message after 20 mins to tell me I had never attended. I wasted time and now have had to rebook
On time and efficient as usual. Many thanks.
Dr appointment on 18th, Dr Makava is a very lovely and listening person. Had bloods today, nurse was friendly, professional, knowledgeable and best of all didn't hurt me
Very helpful and informative.
Everything went according to plan. Nurse was very helpful regarding blood pressure procedure and when to take readings.
Caller was very friendly and efficient.
Lovely to see a GP that I know and she was very thorough and a sympathetic ear to my problems. Brilliant experience
The care compassion and helpfulness shown by the receptionist in acquiring an appointment was second to none. I felt particularly ill and this lady recognised the fact. The Doctor was patient caring and thorough. You have a super team :-)
Advised to visit surgery check BP after being hypertensive for several months now and having physical symptoms. Produced diastolic readings averaging of 101 Not seen and advised to visit A&E if had chest pain. Let's hope it doesn't come to that
Receptionists (lady with dark brown pony tail) and Gemma have been really helpful and efficient. I had to wait 25 mins to be seen (no one's fault) but Dr Wright was efficient and helpful when I did see her
Nurse was efficient and knowledgeable. Receptionist not helpful though. My son has bad warts on his hands, which I am worried about and she just said 'we don't deal with that here'. Nurse told me to make an appointment with GP which was what I hoped for
Very punctual everything explained very well and felt at ease.
Dr Cowley, was very helpful and put child completely at ease.
Always good to talk to and very polite
Straight forward and quick
Very happy, the nurse amazing and very friendly
Managed to get an appointment the same day I called. The doctor was very helpful. Many thanks.

Friends and Family Test April 2023 Summary

Given a plan

You can't book appts with GP. You have to ring on the day. On the day I'll be in a waiting line of 10+ people & won't get an appt then either. I think it's rubbish when it's a continuing issue you need to speak to the Gp about, not a new one.

I was very happy with the consultation but less so with the process of arranging it in the first place.

Always happy to help and sort any problems.

We were seen despite there being a shortage of appointments. Doctor M's bedside manner was lovely with our son and he put him at ease during the consultation.

The surgery needs to no more about people with mental health problems .. which suffer myself from complex ptsd. But in all very good surgery.

My daughter had to have 4 immunisations which she was very anxious. We were seen within 5 minutes of our appointment time which was brilliant and the nurse Julie who we had an appointment with was fantastic, she was great, thank you.

Prompt empathic respectful competent GP.

Very helpful staff. Clean surgery and welcoming. Friendly nurses and put me at ease. Explained everything she was doing and why

All appointments had gone and they still seen me. Thanks very much.

The Doctor was clear and unhurried in when giving instructions and information.

Pb professional efficient cordial.
Perfect visit

Dr farrow and reception very professional

Because it was prompt friendly service.

Efficient , helpful and friendly
Questions answered when asked

Everyone was very efficient and pleasant.

Got a face-to-face appointment promptly and had valuable discussion with Dr Maronge.

Yes service good and efficient

The doctor was very friendly, helpful and approachable. She answered all the questions that I had.
Thank you.

Satisfying service

Friends and Family Test April 2023 Summary

5*
Helpful knowledgeable GP who answered my questions and gave a clear diagnosis.
My Asthma check was thorough and the advise was good. Easy to talk to nurse .
Thoroughness of the clinician
The Doctor listened and we had shared dialogue. I felt that she was really trying to find out what could help me and resolve my problem
We rang to discuss an appointment this morning and elected a call back, which happened within 15 mins, and resulted in an appointment at 3pm on the same day, which led to a prescribed treatment. Fantastic service.
Everything explained really well. Plenty of chance to ask questions. Prescription going direct to the pharmacy which makes collection easy. Thank you
Dr Cowley listened to my problems and explained a lot to me
Always get very good service helpful and pleasant people.
Dr Mckarva was very understanding about son's situation and is trying to help both with his on going behaviour but trying to help with his hospital tests that are ongoing but keep being delayed.
On time, phlebotomist was lovely, made me feel at ease. Then volunteer at surgery helped with blood pressure and weight monitor
Appointment within 3 hours and then bloods done at the same time!! Perfect as always
I was seen on time. Nurse was very friendly, reassuring and answered all of my concerns. I was also pleased that the surgery had contacted me for a follow up test that I didn't know I needed.
Dr Farrow was caring and kind to me.
Nice environment, caring and knowledgeable staff
A short wait and a very thorough check up with Dr Fletcher
On time, and referred for further checks. hopefully my health problem will be checked asap by the hospital
Call came on time. Information was given in a positive, friendly and clear manner
The Pharmacist was very knowledgeable regarding my medication, and he gave me excellent advice to which I will follow

Friends and Family Test April 2023 Summary

The surgery has always along with the Derby Royal in treating me straight away Thankyou
Always organised and pleasant staff
Very polite
Efficient and helpful
Always made to feel at ease and blood test done quickly.
Very thorough. Lovely lady
Marginal delay, pleased to be fitted in on a same day journey!
The doctor was very professional and thorough, with a very good bedside manner ???
Was seen urgently had thorough discussion resulting in quick hospital appointment which should resolve the problem and also had follow up from Doctor seen at surgery initially to make sure condition treated. Delighted with the care given. Thank you.
Appointment on time, impressed with service.
Hello, The reason I gave my answer is because I have had excellent service the staff are so caring and so are the doctors! thank-you.
Looked after, very well by your staff at the surgery
Every encounter I have had with the Surgery has been outstanding every Staff member , amazingly proactive a breath of fresh air well done
Quick to go in, and Joanne was very kind and understanding
Punctual friendly answered questions for me and gave guidance!
Appointment was on time. Doctor was understanding & proactive. Follow up was arranged efficiently.
Really helpful consultation
Always prompt and helpful
A friendly and professional service always.
Reassuring professional service
The receptionists who answer the phones and book appointments are always lovely. The pharmacist who did my phone appointment was also lovely and he couldn't have been more helpful. Thankyou
The doctor has provided me with a follow up appointment with the physiotherapist.

Friends and Family Test April 2023 Summary

Reception team very good and appointment was on time/no waiting.
Very fast very helpful staff, I was in and out within minutes Over all very good experience
The nurse was reassuring, patient, professional in an embarrassing situation & deserves a nurse of the week badge?
Very helpful receptionist when I called at 8am The doctor I saw Dr wright was exceptional.
Wendy creates a lovely relaxing atmosphere and is super friendly. Great service. Many thanks.
We appreciate how overwhelmed and underfunded our NHS is but we still managed to make a same day appointment (only a 13-minute wait in the phone queue). The Dr was very understanding & thorough despite running behind time. Thank you!
The doctor didn't seem interested in my visit. I still don't know if he has referred me to see a specialist. Didn't offer me why my concern keeps happening. On a plus note he did give me some spray and advised me to take off the shelf medicine.
Appointment was on time and I was treated very well by the nurse, Julie. The surgery is very clean and welcoming.
Polite professional and listened to my needs and acted upon them.
Always a pleasure to come to Willington Surgery. Very Friendly & professional nothing is too much trouble the best Surgery there is in my view I feel very lucky to be able to attend. Thank you.
Because staff who answer the phone are very kind and genuine
I was seen early, very professional yet friendly staff member. Reception staff member also very welcoming. The Surgery have never let me down and always very helpful when needed. Excellent
Quick & easy
The GP was so caring, understanding and supportive.
The GP was very reassuring, kind and professional. I didn't feel rushed and my views were taken into consideration. Thank you
It was quick and straightforward
I felt listened to and was happy with the Drs recommendation
App 10 mins late. Dr Wright very good, sorted problem Satisfactory

Friends and Family Test April 2023 Summary

I was able to get a same day appointment. Very thorough consultation and great communication with home and surgery tests offered and follow up consultation. Thank you
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Quite difficult to get an appointment

Very professional service
