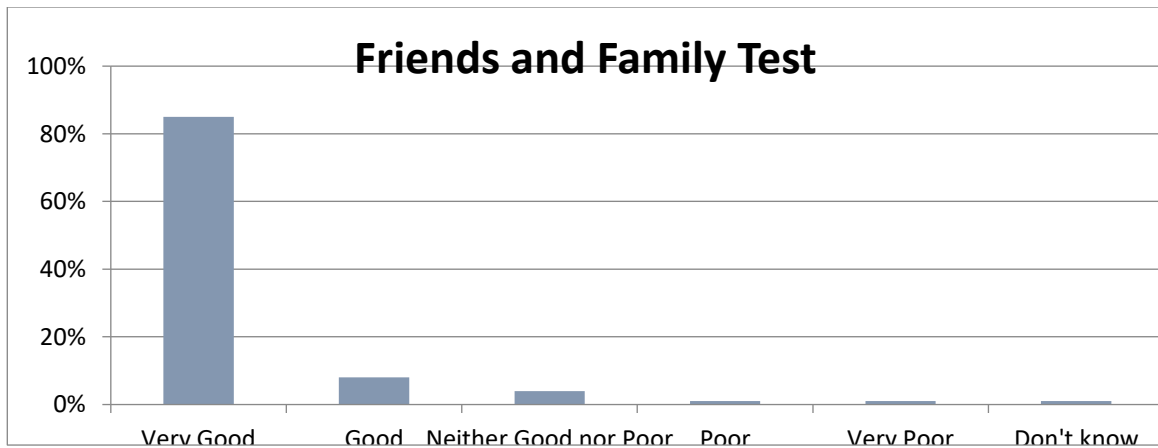


# Friends and Family Test May 2023 Summary

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

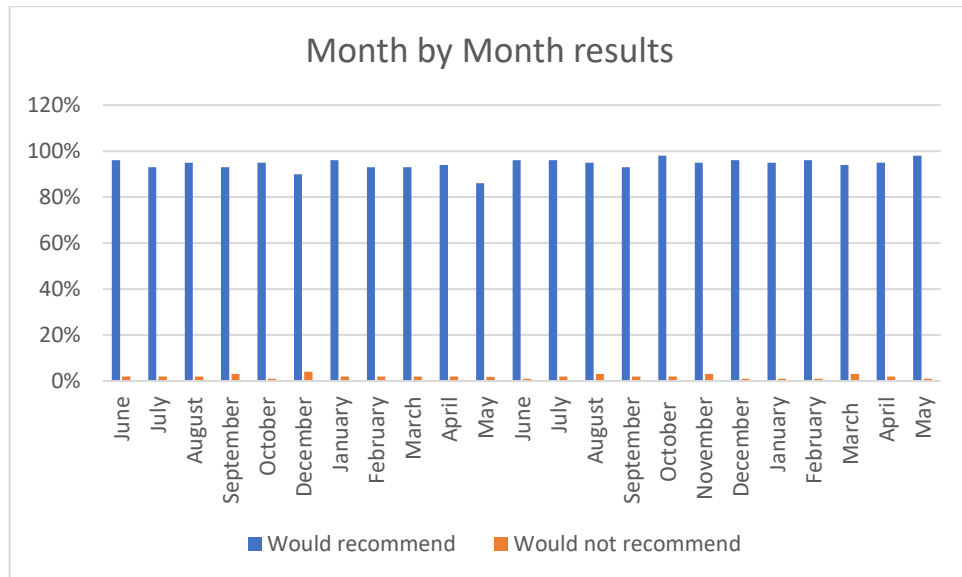
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
263	27	11	2	2	1
85%	8.5%	4%	1%	1%	.5%



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

Would Recommend	Would not Recommend
290	4
94	1%



## Friends and Family Test May 2023 Summary

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

May 2023 Comments sent by text and recorded as sent	Phlebotomist was very good but she also noted that someone with the same last name had an appointment later in the morning. She asked if my wife was with me and offered to get her blood drawn drawn early so we could be on our way. 5 star service!
	Great communication and reminders prior to appointment and easy check in and speed when your in the surgery
	Seen quickly and dr listened to concerns
	I never received the telephone call for my appointment consequently i never had a phone conversation about my blood sugar results for the last week
	On time, no problem except parking
	Same day appointment. Saw doctor on time.
	Appointment on time, a comfortable experience. Thankyou
	All very prompt, efficient and on time. Excellent service.
	Easily gained an appointment Doctor was very friendly and easy to talk to
	Warm manner, very knowledgeable, took the time to inform me about the condition. Genuine interest.
	I got a same day appointment and a quick diagnosis.
	Waited only 3 minutes for appointment time on arrival.
	Dr was concise with his response to my issue, and explained clearly.
	Got an appointment quite late in the day. Dr was very thorough and reassuring. Referred to hospital very quickly.
	Good prompt time seen. Polite doctor. Felt valued as a patient
	Excellent communication, first class doctors
	No waiting straight in bloods done straight out
	Young lady on reception was very helpful. Anna was amazing, I wasn't rushed at all and she made me feel human again. She showed that she cared, was thorough and wanted me to be looked after in the best way. Also offered me good advice.
	Very friendly nurse, and I was a few minutes early but accommodated and so was leaving at the time my appointment was due to start. Very slick!
	Short waiting time and a good and concise review given. Didn't feel rushed.
Treated kindly and very helpful when using blood pressure machine	
Friendly two way conversation, all concerns and issues covered, thanks	
Had my ears syringed today excellent friendly and kind service from Wendy. Very pleased that our surgery still carry out ear syringing as I understand many surgeries no longer do it.	

## Friends and Family Test May 2023 Summary

No waiting and nurse very polite
Friendly caring and efficient
I called the surgery late morning to request antibiotics. I was squeezed into a late appointment today. Excellent service and care
Convenient call back service. Same day appointment. Self-checkin. Short wait to see doctor. Friendly and thorough examination.
As always super service, very pleasant. Willington surgery must be in the top 10 UK surgeries?
I was a couple of minutes late and thought I would need to rebook, I did apologise. Luckily Rowena was fine and wasn't bothered. Very professional and personable and the blood test was virtually painless.
Over all a friendly and efficient service.
Nurse was helpful and informative about injections I had and needed
Excellent service
Time to listen, and useful information given.
IVE BEEN TO DOCTORS FOR 40 YEARS AND FOR ME OVER MANY YEARS THE DOCTORS AND DOC FARREL WAS AMAZING .... AND THANK HIM NOW.... AND THE STAFF AND NURSES ARE SO GOOD SO THANKYOU VERY MUCH .....
The appointment went without a hitch and on time too. Rowena the new nurse was lovely and set me at ease. Cannot fault my experience
Zana was very kind, helpful and understanding for my medication review. Thank you
The person who I talked to was very pleasant and answered fully all of the questions I asked.
The receptionist was very helpful in getting me an appointment with at do
Pill checks should not require an in-person appoint. It can be fine over phone with blood pressure done at reception whenever. The prescription then was not sent to pharmacy so a 2nd wasted visit now waiting for you to do what I went for!
I was very satisfied hoping that my GP has solved my problem Many Thanks
Unfortunately my wife cannot answer the questions, however I can say she received good advice and treatment, thank you
Very helpful and informative
Lovely receptionist very helpful
Nurse lovely had blood test very good visit thankyou
Pleasant patient experience. Very welcoming, organised & clean
I rang in the morning got my appointment the same day. No waiting got seen at the time of my appointment. The doctor I saw was lovely and made me feel at ease.

## Friends and Family Test May 2023 Summary

On time appointment. Nurse who dealt with me. Extremely helpful.
Fast customer service from reception, excelled GP, very quick appt for blood tests
Only no.8 in queue at 8.05, appointment given for 10.20. Excellent.
I found it very interesting. Thank you very much.
It was the first time I felt like I had been listened to by a doctor and I felt she was very understanding on some of the sensitive issues we discussed and she was very kind and supportive which helped a lot Thank you
Easy to book appointment Seen quickly Problem managed and support provided
I really appreciate the help and care received from the Health Care Team, thank you
Lovely nurse - gave good info
Excellent patient proactive care
Dr Wright was excellent. I never felt like she was rushing me and totally understood how I was feeling. She was full of compassion and made me feel a lot better
Appointment on time, Nurse very friendly put me at ease, explained everything fully – didn't feel rushed. Good experience
The Doctor answered all of my queries and put my mind at rest. Great consultation.
I had bloods taken. It was done quickly and efficiently, thank you.
Because it's a good service, I don't usually have any problems.
Actually managed to get an appointment today! Doctor listened, checked for understanding of my concern, examined the problem and prescribed a potential treatment.
Pleasant receptionist with a caring approach. Happy with early appointment Pleased with the doctor and my treatment.
I always receive excellent service at the Surgery.
On-time and very friendly and approachable
Appointment on time. Very pleasant staff.
Excellent service met when entered and friendly throughout and prompt appointment
Dr Morange is very friendly and courteous.
Phoned this morning and was given same day afternoon appointment Did not have to wait for Doctor, she gave me options for treatment and thorough advice on follow up etc Couldn't have been better
Follow up appointment booked by surgery, seen on time.

## Friends and Family Test May 2023 Summary

Friendly efficient helpful
The Gp Resgistrar Dr Acktar was very thorough & listened & gave me time & checked everything . Also the Gp practice in Willington has been always good & helped my family as always. I wd recommend to anyone living in the area of South Derbyshire
Excellent I have no worries having see the Doctor
Dr Jackson was really down to earth and really seemed to listen to my concerns. He helped me come up with a plan to manage my mental health, as well as how to approach things with work. It was easy to book an appointment as well.
Dr was lovely and very understanding. Felt listened to
Dr Saunders is incredible
Appointment was on time, phlebotomist was friendly and efficient
Always excellent service.
First class service.
The pharmacist was very helpful, thorough and informative. Reception was very helpful too.
Dealt with very quickly
I saw the pharmacist for my review of my new medication what a very nice man he asked how I was and told me what my new medication did then he ask if I had anything to ask him I felt very at ease
Took a while to get the appointment
Nothing to complain about
I was able to get a quick emergency appointment by going in to the doctors.
Very pleasant pharmacist, easy to talk too.
No delay on arrival at surgery. Efficient friendly staff both on reception and in the surgery. In and out very quickly, no delay.
Was given another appt by the doctor for the same day to discuss another medical matter
Hard to get an appointment. I had to call 111, who then scheduled an appointment for me. However, the Doctor I saw was friendly and helpful.
Excellent service
Doctor was sympathetic and explained things which was very helpful And reassuring
My appointment was at 9.10 & I was dealt with & could leave the surgery at 9.16!!
Got an appointment the same day with the requested doctor. Friendly staff on the phone and excellent consultation with Dr Fletcher.
Referred me to eye clinic. No resolution of problem.
Friendly doctor put me at ease answered all my questions

## Friends and Family Test May 2023 Summary

Appointment was on time, and my treatment done quick efficient.
Nurse was super efficient great experience for my first visit to this surgery. Well done I can tell that you all care.
Always well treated at willington surgery.
Fast, efficient and friendly
The lady Dr was very nice easy to talk to and very informative.
Rapid response to a relatively acute problem. Cannot praise this surgery enough thank you
Your nurse is always prompt with the time of my appointments and so friendly. Thank you for all you do for me and the care you give, it most appreciated.
Because it was very good.
Advice on tendon exercises provided
The staff are v friendly, polite and respectful, and the doctor listened and responded appropriately and gave advice.
Quick response with very clear info.
The phlebotomy, Rowena, was very pleasant and cheerful. I also saw her exactly at my appointment time.
Very good as always
Brilliant practice. Both drs and staff always go over and above
A bit of a health problem had been flagged up after a BP test and blood test and it's been a bit of a whirlwind of appointments etc to try and address it , everyone has been brilliant , it just shows when you need the help it is there when needed ?
The nurses who have treated me over the last 3 months have have been very professional, friendly and understanding. They were very reassuring when the treatmentss were uncomfortable. I will miss seeing them. They are a credit to the practice.
Because Mulek !, ( hope I got his name correct , was an absolute gentleman , he questioned me regarding all my medication , explained to me all about them and there uses and what is good for me !, how they work , very enlightening .
Always very polite & very professional Thank you
I always feel safe with the treatment I receive from our surgery. I worry about them because they all try to do their best.
The lady that did me blood test was really kind , and caring Thank you please pass this on to her
Very good as always
Quick, efficient and simple Thank you
The nurse was Efficient, warm and concerned. Very patient too

## Friends and Family Test May 2023 Summary

To the point and good news at that. Thanks
No problems. The telephone was answered promptly
Telephone appointment was effective and resulted in an alternative treatment to my needs.
They listened
Quick, efficient and very professional as always
Appointment was on time Easy check in Friendly staff
Ideal use of technology and a phone call rather than an in surgery appointment.
Anna Wood was so lovely. Very attentive and professional care given. I was very pleased with my annual review and the steps agreed moving forward.
Very efficient and courteous service, on time, in and out in 15 mins
Staff friendly helpful and efficient in their respective fields
Phlebotomist on time and blood test wasn't painful
Friendly and efficient team, professional, too
Appointment was on time and the service was quick efficient and friendly
Seen on time and injection received
Efficient but the nurses room - no 14 wasn't signed posted and wasn't easy to find
An excellent consultation face to face with Dr
Prompt service as always when nurses are the providers. They have real empathy with patients.
Very helpful at the appointment and explained any questions. Also reception was very helpful and informative. Always do the best to resolve any questions asked. They all pull well together as a team considering what is going on in the big picture.
Good communication from the Nurse
Prompt timing
Have excellent care
A telephone appointment to discuss health issue. Prompt clear advice & guidance however no time to ask questions or discuss other health issue. A more holistic approach would score very good.
I was having a routine test and I was seen on time by a pleasant phlebotomist.
Was really easy to get an appointment. Friendly and knowledgeable nursing team.
The doctor showed real interest and was very thorough.
Still need to clarify my question through another phone call

## Friends and Family Test May 2023 Summary

Excellent efficient doctor
No waiting time. Excellent staff -.medical and at reception.
On time, painless
Because it's the truth
Not knowing what to expect the physio explained in detail my problem and gave me exercises to do. Very happy with my visit and was seen on time.
Very professional nurse.
What I expected
Lovely staff.
As always the doctor listens and is caring. Even when I thought no help could be available, she found someone who could help. Receptionists also very helpful.
Never sure which appt you are referring to, a date at least would be helpful on these Surveys. If we are referring to todays appt for ECG with Wendy C, the Service was as ever excellent. Wendy is an efficient and approachable Practitioner.
Doctor was nice and helpful. But appointment was for 10.50 , didn't get to see doctor until around 11.25.
Excellent service,Great Gp.
Because it was very good. Not a long wait. Doctor very understanding and patient.
The Dr was very thorough and really friendly, she made my daughter feels so comfortable
Although feeling very unwell I had great difficulty to get to see a doctor. At least this time the surgery phones were being answered. I only gave a ?good? because the doctor was very good and helpful.
Refreshing to meet such professional and caring staff who were supportive and informative which is rare in the current nhs climate
Empathetic doctors, seen on the day
Very helpful in sorting out my appointments and medication issues regarding my diabetes prior to holiday arrangements.
Super-speedy, professional, compassionate
Efficient service
Nurse and receptionist were very pleasant. Appointment was on time
Everything was explained to me very well
The only reason I didn't say very good was because I had quite a wait for the appointment. Otherwise everything was excellent
Efficient, quick appointment
Got an appointment. Seen in good timing. Great doctor.
Nurse on time with my appointment, gentle and kind. Spoke to me not at me.



## Friends and Family Test May 2023 Summary

The new nurse that took my blood, was like a breath of fresh air, so pleasant, and cheerful a lovely lady,
It was good experience the dr was very professional I like the service of surgery
Anna was very helpful and understanding
Very prompt and efficient.
Anna was excellent, who saw me despite only meant to be a telephone call. The NHS message wasn't clear.
I don't have a reason other than friendly nurse to oversee blood test and helpful receptionist who assisted with the blood pressure and weight machine. Thankyou
Always efficient & very pleasant nothing is too much trouble. The doctors are wonderful the best practice there is in my view. I feel very fortunate that I am able to attend the practice. Thank you
You called me for blood test. The lady who did it was superb and I didn't feel a thing unlike last time which felt like the needle was twisting about in my arm.
Checked in sat down and was called in.
Good surgery thank u
Appointment on time friendly and helpful nurse
On time blood test appointment, quick , painless and procedure explained at every stage.
Quick and efficient ,start to finish of the appointment.
Great service throughout, from booking , reminders and actual appointment was excellent. Many thanks for all you do.
Fast efficient service
I was seen very promptly and dealt with very professionally by the nurse who then gave me advice on a return visit.
Not clicked off as arrived still waiting for appt 20 mins later. Still be sat there if I hadn't checked at reception. I checked mob at home surgery had txt me dna message at 11.02, I was sat in waiting then. Rang surg asked dna be removed. Still on?
Seen on time. Friendly and efficient service
The nurse was very helpful and had a caring manner.
Lovely nurse very personal and attentive- nice to be welcomed in such a manner
The receptionist was on her own with a queue of people it took me 20 minutes just to book some blood tests. The room was very warm also which didn't help the situation.
Wasn't rushed doctor was patient and listened to my issues .
Because I think it is good
Lovely service and care.

## Friends and Family Test May 2023 Summary

Both the booking experience and the appt were great. Thank you.
Seen quickly by the physio
Would have been VG if a one to one, not a phone call
Amazing service from Dr O'Hara, Kim and Anna. I am very grateful!
Caring & compassionate staff; from doctor to nurse practitioner & receptionist. Highly recommend this surgery!
Very informative conversation relating to mri scan .
Gp helpful and friendly
Long wait at reception GP talking more politics than health issues
When I was unable to use the booking in screen there was a lady (volunteer) who explained why as I joined the queue for reception.
No fuss..the doctor dealt with my problem in a professional way..
Efficient, friendly service - thank you.
Online booking worked well, straight in for appointment. Very good and easy.
Quick,efficient and no problems.
Appointment was on time and and bloods taken was painless
My appointment time was adhered to. The member of staff was professional and friendly and she succeeded in getting blood from me pretty easily
Very nice staff & on time.
The Pharmacist was very friendly and supportive during my medication review. Perfect patient led consultation. Thank you
I was seen by a Doctor the same day and she took time to listen to me
Check in service slow. Phlebotomist was Efficient and friendly and a credit to the Practice
I was concerned about my asthma. The asthma nurse immediately spoke to me on the phone and made a Dr appointment for the afternoon. I was seen , reassured and prescribed inhaler, collected at pharmacy Excellent service, lovely staff.
Efficient and pleasant nurse
Everything right!
Helpful friendly staff especially the receptionist on duty ,
Really received helpful information of the doctor and very professional examination
Excellent service from the caring nurse
Wait at reception for another patient. No waiting after after booking in. Very quick appt.

## Friends and Family Test May 2023 Summary

<p>On time. Appointment same day as ringing. Had to ring at 8.00am and wait 20mins but no problem. Dr.Maronge excellent as always, very good manner. Explained well and with empathy. Thank you.</p>
<p>Excellent service from phoning for an appointment through to seeing the GP. Always a helpful and friendly team at Willington Surgery. Grateful that we're in your catchment area. Thank you</p>
<p>Could hardly understand what was said due to very strong Asian dialect.</p>
<p>In and out in 10 minutes with very helpful service from all staff</p>
<p>Punctual and cheerful</p>
<p>Efficient and straight forward. Well done</p>
<p>I seriously think that you are the best doctors surgery I have been to all of you have helped me and looked after me keep the fantastic work up.....thank you.</p>
<p>The doctor didn't make me feel stupid for being concerned about the tablet side effects. She checked me over and allayed my fears. She told me a was right to come and being anxious is a common side effect of the tablets</p>
<p>The physio was professional and thorough and has arranged for further tests to be done</p>
<p>Very helpful consultation</p>
<p>I was called for my shingles vaccine unprompted and given an appointment in a week or so time. I was sent a reminder I was seen at my appointed time by a very nice nurse who was very knowledgeable and professional. Excellent service.</p>
<p>The physio explained everything but I know my hip is worse and I wanted another x ray</p>
<p>Prompt attention. Good attitude</p>
<p>Dr Fletcher remembered the treatment plan we had made and said she would put the next step in place</p>
<p>Arrived 10 minutes early, checked in, 9 mins waiting time - 25 minutes later I had to go to reception, I had been forgotten about I asked for another cholesterol blood test before starting statins as I'd lost a stone in weight this was dismissed</p>
<p>Reception very smiley and helpful</p>
<p>Very helpful reception. Dr Fletcher as always offers great assistance.</p>
<p>Receptionist exceptional and refreshing compared to usual, nurse lovely and efficient</p>
<p>I was dealt with very well and the lady on reception was very helpful especially with the blood pressure machine</p>
<p>Appointment was on time</p>
<p>Well organised and friendly. No waiting.</p>

## Friends and Family Test May 2023 Summary

<p>Very impressed with your pharmacist.. He was so kind caring and listened yet again.</p> <p>He made me make another appointment... so glad I went. What an excellent man. Has got me back on track.</p> <p>Thank you</p>
<p>Had to wait for 30mins to move seen but you almost expect that when being put in last minute, couldn't fault the team or doctor enough. Managed to get me in to be seen later that day, when all I expected was advice. Thank you!</p>
<p>Friendly, prompt and helpful. Feel lucky to have such a great local surgery.</p>
<p>I felt the member if staff was rushed and sarcastic! My arm wasn't check. Re bleeding stopped. When I got into the car park my arm had been bleeding heavily; down my arm. I felt that more care should have been shown.</p>
<p>Had the feeling the interview was to reduce the amount of tablets &amp; the cost of supplying my tablets, not for my benefit of my condition .</p>
<p>Dr Heidi was wonderful, she listened was compassionate and kind and gave excellent advice and assurance for the next steps in my care.</p>
<p>I had tried to get a face to face appointment with no success. Today I was offered a telephone appointment.The Dr was brilliant, but said that if the issue didn't improve I would need to be seen by a Dr or A&amp;E. I will struggle to get an appt.</p>
<p>Very efficient but I was only having my my blood taken.</p>
<p>Good consultation</p>
<p>Helpful and on time</p>
<p>Very good GPS</p>
<p>Helpful and gave good advice.</p>
<p>I was running late due to a problem at work and the receptionist was very understanding and helpful.</p>
<p>Appointment on time. Nurse Rowena was very pleasant during the appointment.</p>
<p>Doctor Farrow was very reassuring.</p>
<p>Staff very friendly and helpful.</p>
<p>Was able to get an appointment the same day</p>
<p>You are sending these messages to the wrong phone</p>
<p>Very understanding and helpful</p>
<p>Seen quickly and did needed blood test on same day as initial GP appointment.</p>
<p>Helpful and understanding.</p>
<p>Nurse was great, very calm, friendly and well informed. Put us at our ease.</p>
<p>Excellent, friendly, efficient surgery with very helpful reception.</p>

## Friends and Family Test May 2023 Summary

Everyone was polite. Nothing was too much trouble for al the staff.
Very quick appointment
Nurse was very kind and went as quickly as possible. Daughter was distressed having to have a blood test but she helped calm her as best as she could
Doctor listened very carefully to my concerns about recent blood pressure reading and examined the drugs I had taken in the past for hypertension. We decided to return to Amlodipene and I will send B Pressure readings. Doctor very helpful.
The Doctor took his time explaining things clearly to me and did a drawing to show me how the procedure would be done.
I was attended to very quickly
Appointment was nearly on time. The doctor discussed my problem clearly.
Everything on time. No queue. Everyone polite.
Very caring and kind as I am a nervous patient.