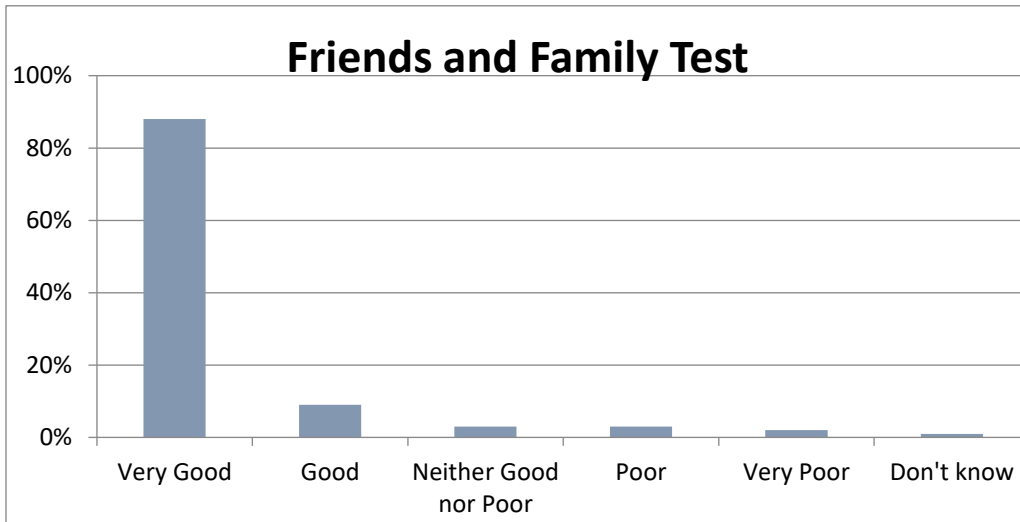


Friends and Family Test June 2023 Summary

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

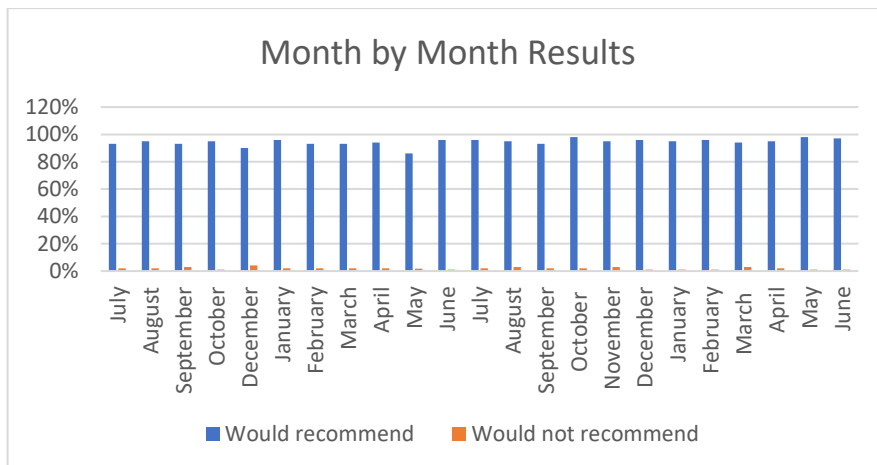
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
255	27	3	3	2	1
88%	9%	1%	1%	.66%	.33%



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

Would Recommend	Would not Recommend
282	4
97	1.4%



Friends and Family Test June 2023 Summary

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

June 2023 Comments sent by text and recorded as sent	Friendly and efficient phlebotomist and I was seen promptly. Very clean areas and receptionist was welcoming and helpful.
	Because it was?
	I thought the physio didn't take my problem seriously.
	I was given an explanation of what was going to happen and why.
	The appointment was on time, and all went well
	Seen promptly & blood test carried out quickly & efficiently.
	Doctor Fletcher was easy to talk to and helpful.
	I had a thorough examination .
	I was listened to
	The nurse who dealt with me was great, welcoming and reassuring. The reception situation was less friendly. The self-check-in wouldn't work & staff in the office knew I was waiting; no apology when they came over and no welcome or smile.
	The nurse was very pleasant, most helpful and in no way patronising.
	Very caring nurse and doctor did their very best
	Excellent service thank you
	I was able to see a doctor on the same day with some worrying pain. Dr Wright was excellent very thorough and took time to explain everything and made the appropriate referrals
	No waiting beyond the appointment time. Dr Raj very good at explaining his answer to my medical problems
	It was ok but I'd of preferred the nurse to do my blood pressure instead of a machine as I now got to go back because it is high , if she would of seen it straight away I could of made an appointment straight away now got to wait till after my hols
	Friendly and professional service
	Nurse Wendy was very pleasant and made me feel very comfortable
	It's good to have someone to treat you at home especially when you're home bound & can't get out.
	Doctor knowledgeable and reassured us
	Easy to check-in, minimal waiting time for appointment and pleasant staff
	Nurse was very professional
	Everything happened exactly as stated, I filled in the online consult and was contacted within 48 hours and also saw a doctor. The Dr gave clear instructions and I'm being referred to a specialist that I'll be seeing next week
	Very efficient and helpful
	Listened and advised, it's all you need
	Stressed about my heart so she was amazing help!
	Answered my worries very well.
Appointment was on time all staff were polite . A good experience	
I came for a blood test today with Rowena. I was seen on time. Rowena was lovely, very friendly and put me completely at ease. She was clearly very skilled at taking blood samples. Overall a very positive experience.	
Very thorough examination and checking of symptoms. My medical records referred to. Pleasant manner and gave me plenty of time and feedback.	
Very satisfied with the quality of the GP's consultation.	

Friends and Family Test June 2023 Summary

Reception staff friendly and helpful. Appointment to see doctor was on time.
Seen on time and efficient staff to make a further appointment.
Dr Farrow was extremely informative and listened about my symptoms and she was very pleasant and thorough with my other problems. I feel very very pleased with my appointment slot. 5*
Phlebotomist always pleasant and efficient
Would have said very good but self check in wasn't working so there was a wait to check in at reception. This was not a problem for me.
Had a follow up appointment with a doctor whom I saw after a short wait. Booking in was easy and I left satisfied that all aspects of my problem had been explored, and my treatment was the optimal and most appropriate that it could be.
My appointment was on time had my injection friendly nurse out in a few minutes
Attentive professional service
Quick painless and organised
Quickly checked in on the self check in machine, minimal wait, saw the doctor, examined me and listened to my account of the problem. He then gave me a suggested course of action and a plan for my condition
Professionally done, with smile and humour.
The appointment was more or less on time the doctor was thorough and reassuring and I felt that issue will be followed up appropriately.
Helpful, friendly GP who spent time assessing my condition and explaining details and best treatment options
Today was ok, but i am still awaiting for my appointment confirmation from reception for the follow up.
Didn't have to wait at all, in & out.
No problems, arrived at surgery, saw Dr Jackson who checked me over, he put me on some antibiotics which hopefully will clear the problem.
It was a very routine phone call
My appointment was booked by 111 the previous evening. I saw Dr Maronge. I was seen on time, and as always Dr Maronge was very pleasant, approachable and non judgemental. He made me feel that he had time for me.
On time appointment with friendly nurse
In and out
When I phoned to book an appointment I had to tell the receptionist my Daughters issue to be told no appointments available for 2 weeks. advices to phone 111 or go to walk in. Phoned 111 and they booked an appointment for next day.
Very good service
GP was quick and very good.
Comprehensive review, well explained.
Appointment on time Doctor sorted me out without delay very efficient
Very pleased was give excellent advice and shown how to apply the inhaler and every thing explained ??
Very good service and nice staff ?
Appointment started on time and very professional.
Lovely local doctor. Able to get appointment

Friends and Family Test June 2023 Summary

<p>Very thorough examination giving me a better idea of my problems Thank you</p>
<p>On time and quick visit</p>
<p>I require this clinic treatment every six months. Surgery contact me to agree date. On the day all sorted promptly and expertly, by a nurse. I was treated respectfully and with sensitivity which I value.</p>
<p>Long wait time, but it was down to doctor dealing with an emergency so understandable</p>
<p>Filled in an online form, from which I had a very quick reply asking to book an appointment with a nurse which I was able to do the next day. All staff were friendly and quick service so far, Thankyou!</p>
<p>Spoke with the clinical Pharmacist who name I can't remember He went through all my medication and asked if they are working ok. He was very helpful</p>
<p>Time responsive, sympathetic and kind - reassuring and efficient. Thankyou Dr and the team For the support available for me. I really appreciate it</p>
<p>The waiting time was short in a very comfortable environment. The staff were friendly and polite. An exceptional community service</p>
<p>Always very professional service. Many thanks.</p>
<p>Reception were efficient The GP took note of my symptoms and was thorough with treatment schedule</p>
<p>No problem getting appointment and hopefully I was sorted.</p>
<p>I didn't have to wait too long, only 10 minutes.</p>
<p>No new information. No sharing of knowledge. Sorry</p>
<p>Ahead of appointment time which was good and indepth discussion with doctor.</p>
<p>Efficient and knowledgeable nurse</p>
<p>The plebotomist was very professional whilst being friendly at the same time.</p>
<p>The lady who took the blood was a breath of fresh air. Can't remember her name . Brilliant!!</p>
<p>I am answering on behalf of my wife. The initial contact at the surgery was good and the process resulted in a Doctors visit to my wife at home, please thank everyone involved.</p>
<p>Lovely people.</p>
<p>Nurse was friendly and efficient Discussed my travel plans and gave me options</p>
<p>In on time . Information very good & helpful .</p>
<p>Physio was helpful and knowledgeable</p>
<p>First time I've seen a doctor in years. The doctor listen to me and and put things in place to address my concerns Thanks</p>
<p>Making the appointment was an order of magnitude better than the previous "8am on the day" only system. I was able to make an appointment a few days in advance! A success!</p>
<p>Got an appointment to see a doctor within two hours. Excellent service. Keep up the good work. Many thanks</p>
<p>Anna was professional, helpful, and co</p>
<p>Phone only rang three times. No time for me to get it out 9f my pocket, take off my gardening gloves and answer. It does not go to answer machine after three rings, so pharmacist should have waited longer.</p>

Friends and Family Test June 2023 Summary

<p>Friendly staff and prompt efficient service Could do with better parking facilities and in particular more disabled bays.</p>
<p>On time, efficient and friendly</p>
<p>The nurse, explained everything about my results very effectively and politely,</p>
<p>The doctor was very nice. Listened to me and prescribed treatment.</p>
<p>Lovely nurse who saw me. Very informative and helpful.</p>
<p>Nurse was polite and friendly and put me at ease.</p>
<p>Arrived and into my appointment on time. Doctor very helpful and informative.</p>
<p>Doctor could not be more helpful</p>
<p>The pharmacist I spoke to listened and was able help. She was clear and quick to respond. The only negative if the difficulty getting an appointment for a GP. I wasn't aware the pharmacist appointment was an option.</p>
<p>As always Dr Cowley is very good. She is thorough, professional, listens well, answers any questions and explains the process. She is also very friendly and approachable.</p>
<p>No problem all on time</p>
<p>Lovely Wendy, it was perfect.</p>
<p>In & out in minutes , very efficient, first class service. ??</p>
<p>Great service yet again. Can't fault the service I received. In and out in no time and reception were on hand to help me with a repeat prescription issue. Thank you once again.</p>
<p>Excellent care</p>
<p>Quick check in after parking easily and seen on time. Blood taken , all done swiftly</p>
<p>Yes I felt like I was listened too and the doctor was very thorough</p>
<p>Very helpful</p>
<p>A very helpful consultation with the doctor unhurried and took time to explain things properly</p>
<p>Listened, Explained & was easy to talk to.Had a good feeling about the whole experience.</p>
<p>Had treatment there and then very efficient</p>
<p>Great communication. Professional and thorough review from Kim. Clear and reassuring.</p>
<p>Had an excellent consultation and came away feeling something positive was happening.</p>
<p>The doctor I saw today listened to me and understood my concerns and we made a plan to move forward with finding out what is wrong! She was lovely</p>
<p>I was seen on time and I was able to get the answers I needed from the doctor who explained everything really well.</p>
<p>Lovely doctor, very kind and understanding.</p>
<p>Very friendly, efficient, clearly knowledgeable, supportive. I could not have asked for a better experience.</p>
<p>Very professional nurse</p>
<p>Checked in at 10.50 for an 11.00 appointment. Waited half hour then received text message saying I had missed the appointment. Rechecked in by receptionist, no apology. Also, I was not asked to bring urine sample so had to go back next day.</p>

Friends and Family Test June 2023 Summary

<p>Waiting time was very short, all staff were very helpful and nice, I had an appointment with Doctor Anna wood who was very helpful and made me feel at ease. If I had to think of a negative the waiting room was very hot could do with a fan</p>
<p>Nurse was lovely, keep up the great work that you do.</p>
<p>Quick and easy - online checked in a couple of minutes before due appointment time, called in on time, about 2 minutes with the nurse to give blood sample, and on my way!</p>
<p>understandable</p>
<p>Prompt, professional and friendly attention received and advice given.</p>
<p>All good thank you</p>
<p>The Doctor listened to the problem and has moved things forward</p>
<p>Patient with dad put at ease</p>
<p>The doctor is a really nice person with a good bedside manner. She knew I was anxious and put me at ease.</p>
<p>This is a first class surgery. Always professional and the staff, nurses and doctors treat you with kindness. I cannot praise them highly enough.</p>
<p>Its true</p>
<p>Polite, helpful, understanding and professional</p>
<p>As always very Professional</p>
<p>Very friendly and informative</p>
<p>Dr Morange was very efficient with his observations. Referred me immediately to hospital for further tests, with letter so I didn't have to go through ED.</p>
<p>Friendly receptionist who offered me an appointment for today and caring understanding doctor Willington practice is outstanding!</p>
<p>No waiting and Nurse very pleasant</p>
<p>This was a visit to phlebotomist Rowena - NOT a doctor. She was patient, helpful and informative with very pleasant manner. Also, appointment was exactly on time.</p>
<p>Because it is always a pleasure to go and see Dr Meronge , you are Always greeted with a welcoming smile , he will listen to your problem , and try and rectify it to the best of his ability , A,true Gent , Thank you our Surgery one and all ,</p>
<p>Appointment on time excellent service</p>
<p>Good help in advice and explaining problem.</p>
<p>The standard at Willington has always been good ?</p>
<p>Good information from the doctor and the receptionist was very helpful</p>
<p>Called for appointment with a ongoing issue receptionist got me in that day with Dr Makava who I have been seeing about this issue</p>
<p>Excellent care from Dr Maronge. He provided thorough, helpful care to my 5 year old son. He was seen and diagnosed within an hour from my phonecall and was even followed up with a phonecall next day.</p>
<p>Dr on time very thorough</p>
<p>Always receive good service</p>
<p>I had to wait 40 minutes to see the Dr with no explanation, when I checked in on the auto checkin the wait time was 8 minutes. No one informed me that I was going to have to wait longer and I missed another appointment at 5pm which I was charged for</p>
<p>Would have been very good but had to wait over 15 minutes.</p>
<p>Doctor was very helpful and sorted things out for me</p>
<p>Prompt appointment. Dr listened and set up various tests.</p>

Friends and Family Test June 2023 Summary

Quick efficient service
No waiting straight in.
Staff was good.
Friendly and understanding nurse
Very professional and helpful advice Problem solved
Good service
Straight in for my appointment when I arrived.
Short wait and efficient service
Lady was very friendly and helpful. Overall a great experience.
From the advice that my son should be seen by the doctor, to a speedy appointment, excellent care from the doctor and a fast prescription service sent straight to the pharmacy, I thought it was a superb service. Thank you.
Appointment on time and greeted with a smile.
Saw me same day and did not have to queue on phone unlike the day before when I was 19th in line. Saw Dr M he did tell me off but I understand why and he was happy to refer me straight the way for an ongoing problem. fitted in bloods at same time
Good but could work on the times as my appointment was at 12:20 but didn't get seen until 12:30ish I booked the appointment for that time specifically so I would like to be seen then
Friendly and efficient staff. No waiting time.
Nurse very pleasant, helpful, kind & appointment on time.
Excellent service from all members of staff
Excellent service
I was the 1st one to get an appt (not easy) and I didn't have to wait too long to see the GP. He explained the next step .
Efficient , on time and polite.
Very pleasant nurse who gave me advice about my wound and reassurance
Clear, precise communication. Concernful, with clear rationale given for decision taken. Was informed what to do should circumstances change for the worse. Nicely paced session
Service was on time
Telephone appointment with Anna Wood, she gave excellent advise and was very thorough.
Very pleasant people, nice surroundings, seen quickly, only negative was getting an appointment in the first place, don't know what the answer is but the system is not working very well at the moment.
Got my appointment easily by calling the clinic at 8am, arrived 10minutes early and was seen bang on time, the doctor was very thorough and helpful as usual.
Only problem today was the parking as I am unable to walk far .
My visit was speedy, efficient and highly professional, as usual. The phlebotomy lady was excellent.
Very efficient and pleasant..
Appointment only 5 minutes late courteous nurse and well informed
Quick response from Dr Farrow. She is writing to gastrology to emphasise the problem.

Friends and Family Test June 2023 Summary

My appt wasn't at the surgery, it had to be at the Florence Nightingale Community Hospital but it would be so useful for it to actually be at the surgery if this is at all possible!
Nice staff, on time, excellent
My appointment was arranged quickly and as always the Doctor was helpful
Because it was on time quick and easy no fuss
No messing around
Lovely doctor and she was so good with my son who was nervous, really explained everything to him in a child friendly way
The news I received was not good but at least I have had a response to my visit..for that I am well pleased
Useful explanation of process and next steps
The nurse was very efficient and explained everything
Was all good thank you
My appointment was very informative. Thank you
Dr Wright was very understanding and helpful with my problems and I appreciated her commitment.
The doctor and the office/reception staff were, as always, helpful and kind.
Appointment with the nurse, went in on time, very professional and thorough.
Dr Makava always listens and has time to do so, always feel like I'm not wasting her time which I appreciate as I know how busy she must be.
A breath of fresh air compared to my previous practice. Friendly, informative and efficient. Five stars
I saw the nurse exactly on time. She was friendly and answered my questions asked.
Always giving a great service
Friendly staff, Julie nurse practitioner explained everything regarding my child 1 year vaccinations. Caring and quick. Clean surgery
Appointment ran to time. Very friendly HCA. In and out very quickly. Job done!
I had access to varying hospital tests to establish the problem, resulting in physio. This treatment is very hands-off compared to some years back, having to rely upon exercise help-sheets, which isn't suitable for all.
Seen very quickly and the doctor listened to me.
My appointment was on time and the nurse was friendly and efficient, as usual. My only slight criticism is that it would have been a good idea to inform me beforehand that the auto logon system would be disabled for this appointment.
This was the best consultancy with the Doctor I have for sometime
Someone had missed that I needed cholesterol checking on my blood test. It was only checking with the nurse that found this was missing. Nurse added the request and said someone must have accidentally missed requesting it.
Currently under the hospital and needed urgent change to medication. Was given a telephone app for that morning but unfortunately the call came too late in the day to take my chemo tablet. Dr did prescription immediately. Many thanks
Because I had a good experience on my appointment day

Friends and Family Test June 2023 Summary

Phone appointment prompt and on time
The Dr was really good at helping me with my loss of vision
Great service
Nurse was very informative, and pleasant
Efficient staff and ease of making an appointment
Always kind and prepared to listen. Helpful
As always, pleasant and helpful staff. Appointment time adhered to and as always, excellent service!
Minimum waiting time , friendly and helpful appointment
Everything went very smoothly and efficiently.
Appointment on time
Rang on time, asked me a few questions, didnt take long. Very nice .
Very professional and clear.
I came for a blood test. I was very worried as I'm needle phobic. Rowena was amazing and made the whole experience really pleasant. Everytime I come, all the staff are so kind. Cannot fault anything.
Was waiting around for half an hour after my appointment time. Then was in there for maybe 2 minutes.
Was called in before my appointment time and the Nurse who treated me was lovely.
Because everything went smoothly, staff were pleasant & friendly, appointment was on time.
Nurse Gregory is wonderful. Polite, empathetic, cheerful and understanding. Made me feel very relaxed and cared for at a really difficult time in my life. Thank you
The service is always excellent
Needed sudden appointment after morning surgery. Explained to receptionist who got me in for early afternoon. Needed referral to breast clinic which was done immediately for appointment following week and. No complaints from me.
Nice friendly manner, all on time
Wendy, as always was very good.
Able to get appointment on the day I phoned. Short waiting time to see Dr. Satisfactory outcome.
Seen very quickly. Nurse friendly and helpful.
Phone call on time all test results explained clearly
Everyone you meet is friendly, caring and helpful, appointments run to time and text messages and app messages remind you of things - absolutely brilliant service!
Check in delayed. No reception staff available
Straight in..no wait. Lovely nurse..thankyou
No queue at the reception appointment was on time
Prompt efficient appointment
Receptionist was very helpful and understanding. I missed the call back from DR however I received a text detailing everything. Super impressed with the my first encounter with the surgery
Quick and efficient. Pleasant doctor.
Appointment made swiftly by a very pleasant receptionist , easy to sign in on arrival , appointment time was prompt and very pleased with the care from the Dr

Friends and Family Test June 2023 Summary

Happy with the service until I felt invalidated by the doctor for requesting less blood to be taken. Taking 3 vials of blood for a standard blood panel is obscene. Only half a vial would be more than sufficient. This is medical negligence.
Friendly, efficient reception staff, minimal waiting time and extremely professional and personable Dr & nurse. Thank you
Help was available at reception, the weighing M/c and the Nurse who carried out the checks.
The Pharmacist was very pleasant and helpful
Punctual. Reassuring. Kindly
This was annual review and the information was explained clearly with any questions that I had answered fully.
I attended an an appointment with the practice nurse and all the test were completed on time, as described to me prior to appointment. My follow up GP appointment was booked and all was managed well. All the staff were friendly & caring.
Appointment was on time and nurse very nice
Friendly professional visit
Very knowledgeable and informative.
The pharmacist I spoke to was absolutely wonderful, he had a calming way with him, answered all my questions, don't rush me, nothing was a trouble to him. I was really happy and satisfied when our conversation ended.
Helpful and unhurried
I came in late morning asking if I could be seen and was given a 4.30pm appt. The doctor was lovely - very reassuring and sorted the issue
Very pleasant staff and seen as soon as I arrived.
Very friendly and competent nurse.
I was late, I rang and they changed my appointment, got seen quickly.
Listened to ,and feel tests to look into problem is what I need to get better.
Polite friendly helpful staff
Dr farrow was extremely helpful and understanding of my conditions.
Managed to get an appointment very quickly , although this isn't always the case. Doctor pleasant and Reception staff too
Both receptionist and nurse extremely helpful. Made me feel completely at ease. Great
On time, with thorough and friendly consultation.
I was seen very quickly Dr Wright explained everything very carefully and clearly, examined me and made me feel reassured about the situation.
Seen straight away, excellent service with friendly and supportive GP
Was seen promptly by doctor who was attentive.
The reception team are always very helpful and friendly. The doctors are thorough & listen to any concerns. Thank you to all the team.
Really pleased with the in house specialist who worked on varying my medicine over six months to both reduce blood pressure and also my ankle swelling. Great service from a dedicated professional. Thanks.
Great Doctor , got an appointment easily with the help of the receptionist
Efficient service with medication change discussed

Friends and Family Test June 2023 Summary

	<p>Self Check in was easy and straightforward. Didn't have to wait long. Receptionists were very helpful and polite. Practice was clean and tidy. Got the feeling that this is a well organised practice.</p>
	<p>The lady who look after me was absolutely amazing. Can't praise her enough. Her name is Anna, and she is the surgery pharmacist.</p>
	<p>My appointment was on time and doctor cowley was a very nice doctor</p>