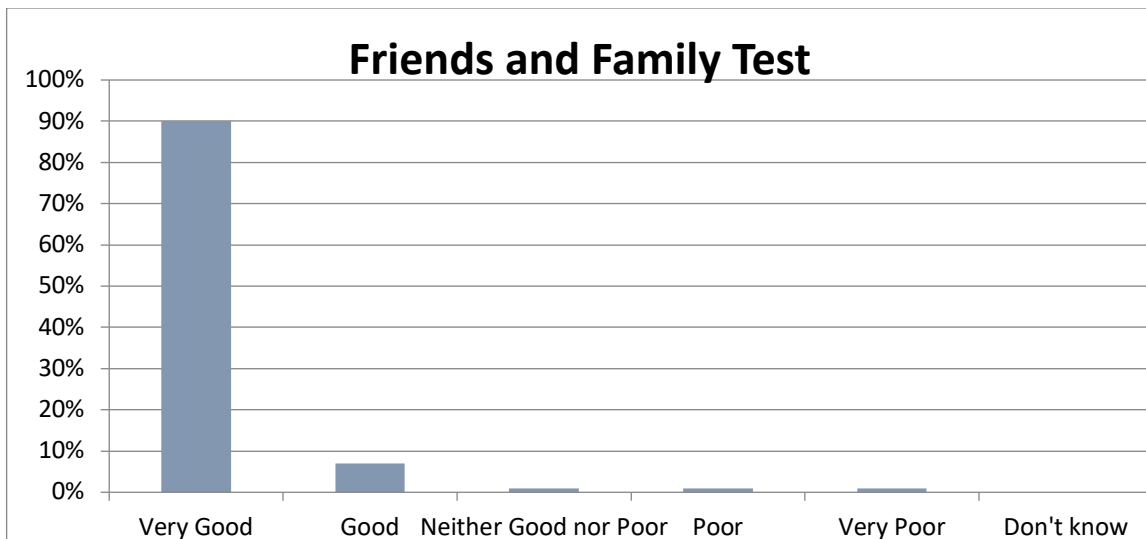


Friends and Family Test August 2023 Summary

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

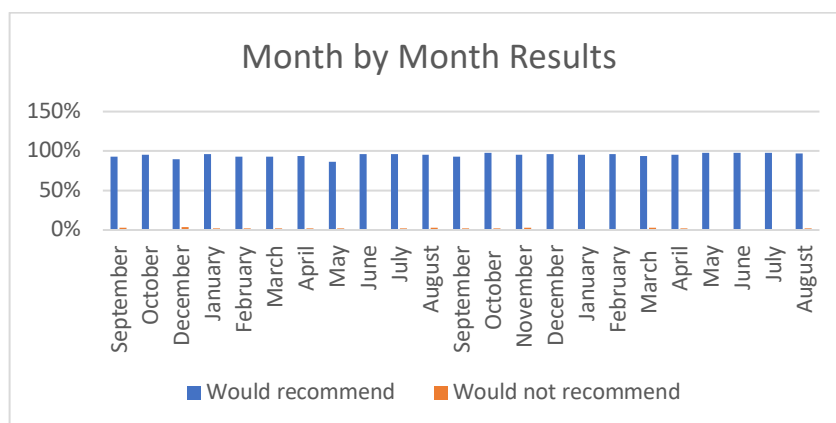
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
194	15	1	2	2	0
90%	7.5%	0.5%	1%	1%	0%



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

Would Recommend	Would not Recommend
209	4
97%	1.9%



Friends and Family Test August 2023 Summary

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

August responses sent by text and reported as sent	Perfect...on time and excellent staff as always.
	Doctor was very kind and explained things very well.
	I was attended to promptly
	Seen on time,all excellent thank you.
	Early, perfect service as always
	Really helpful and easy to talk to
	I always get treated to the highest standards and as fast as possible
	As always, a polite efficient and friendly service. Dr Fletcher is always honest and honest and gives the best advice she can within her remit.
	PPG member very helpful in reception on arrival, receptionist friendly & phlebotomist very efficient, thank you
	Got appointment straight away Dr Farrow was very professional and helpful on the odd occasions I have rung or had an appointment all the staff have always been very polite and helpful
	Good service nice lady on the phone no complaints at all thank you all
	Appointment on time All questions answered Staff very friendly and understanding Thank you
	Although a minor condition, ear blockage with wax, it was resolved quickly and effectively.
	The nurse was friendly, efficient and professional
	Excellent response time. Very informative consultation.
	Appointment was on time and the treatment provided by the nurse was excellent.
	Very helpful information
	Was not happy with overall opinion of consultation
	Dr Saunders is very kind ,understanding lady
	This was my first visit to the Surgery and I found the whole team from receptionist to Dr Farrow efficient, considerate and very professional.
Very pleased with my latest visit with Dr Maronge. He took time to listen to my concerns and came across like he genuinely cared. I felt heard and seen. I wish there were more doctors like Dr Maronge! Thank you	
Face to face appointment was gained That appointment was near enough on time The resulting ongoing appointments were made Excellent	
I felt rushed by the doctor and didn't feel satisfied with the outcome of my appointment. In hindsight I should've requested a female doctor as I feel for the nature of the appointment this would've benefited me and the dr would've investigated furth	
Excellent phone consultation. I felt listened, valued and was given excellent care	

Friends and Family Test August 2023 Summary

Reception and appointment were very pleasant and efficient
Check in machine not working, however reception check in quick. Nurse as always friendly and efficient. Not entirely sure the stand up blood pressure and BMI machine is the most accurate way of recording?
Very efficient & considerate for the patient
My appointment was quick on time very good
I was able to get an urgent asthma review due to my change in symptoms. The review was very thorough and Joanne was excellent. Thank you very much.
Helpful receptionist and doctor
You asked a question
Efficient, always kind and helpful
Self registered in,short wait,nurse was brilliant,I never felt a thing.
It was a telephone appointment with pharmacist regarding diabetes.
Very helpful friendly quick and efficient
Quick and reliable
Quick and easy
Dr Wight, listens and is supportive and very helpful. She has helped me feel better and I'm very grateful.
Friendly, efficient and timely care
Arrived 5 mins early. Checked in automatically all ok. Was called in seconds later. Well on time. Friendly and efficient.
Quick appointment and on time. Very professional consultation with lovely doctor although prescription was unavailable at pharmacy so had to return to chemist the next day for alternative.
My appt was carried out in a caring manner, & the lady from the PPG was very helpful.
Dr Wright was brilliant in listening helping and problem solving realistically
Dr Farrow was very thorough and thankfully sent me straight to Emergency Day Care, where an x-ray revealed signs of a pneumothorax in my upper right lung. Thank you so much.
Constructive Thorough. All queries addressed
Doctor spent a lot of time doing various tests & put my mind at ease
The nurse (Julie) was really informative and answered all my questions and reassured me of the few concerns I had, thank you very much Julie ?
Very good service as always
Perfect friendly service
The receptionist managed to get me an appointment more or less straight away...Dr O'Hara was brilliant.. listend to me and I felt relaxed .
My appointment was on time and the nurse was very kind and efficient.
Because I like the service and attitude of the staff. Saw Julie today for INR Check always helpful thanks.
The Doctor was most helpful.
Saw my usual Dr so didn't have to explain everything to her.
She listened
Got me in at short notice

Friends and Family Test August 2023 Summary

Prompt and effective treatment from enquiry. My appointments were punctual and the nurse was very professional and caring.
Had a bit of a wait about fifteen to twenty minutes. Otherwise everything else was good
The doctor was very thorough and explained everything. He took his time, didn't feel rushed. Very approachable.
Nurse Gregory is always lovely and friendly and helpful
Consultant well prepared re my appointment. Explained in full the results of my recent tests in plus and negative comments. Also explained plans for the future.
Managed to get an appointment same day and didn't have to wait long
The doctors I saw was great, listened to what I had to say and gave me time
Always made to feel relaxed came in for blood tests done so quickly never even felt the needle. Staff so helpful and never have to wait long.
Service as always very good thanks
Good customer service, appt on time . Polite ,helpful nurse , very professional.
Ap0intment on time And very good experience
Great service,seems to have improved a great deal lately
It was on time, but I hadn't made an appointment, so a bit confusing.
From the receptionist, the ?helper ? on the BP machine through to the phlebotomist, all lovely and friendly yet still professional and no waiting either.
Friendly, efficient and on time.
As ever, a really positive experience. All staff we saw, from the receptionist to the GP, were fantastic. It's a really good GP surgery.
Joanna wand professional , considerate and informative
Oppointment on time lovely nurse who explained everything well .
The physiotherapist was lovely and helpful and was able to put my mind at rest.
Lovely doctor and very nice lady on reception nothing to much trouble for them
Julia had time to make me feel at ease, was polite, warm and welcoming.
Was seen quickly and my problem sorted
The appointment was efficient yand on time
Rang for appointment and managed to get one within ten mins of ringing, receptionist really helpful and friendly. Dr was superb with my son and sorted prescription. Home within an hour with medicine needed. Thank you.
One time, friendly
On time and helpful
The practice nurse was very friendly, knowledgeable and professional
Was given a face to face appointment for the same day. Dr Makava was kind and professional. The reception staff were efficient and helpful. Overall - excellent
An appointment made there and then to deal with my issue ..
Doctor looked distracted,and didn't look me in the eye once.

Friends and Family Test August 2023 Summary

The phlebotomist is exceptional which matters a lot to me as I hate needles
Hi I was welcomed by the staff at the desk , the doctor Was on time and treated me with kindness . So much better than my last doctors so glad I was out of there area
Nurse v patient and kind. I am a nervous patient.
Brilliant as always
Very happy about appointment today.
Very prompt on appointment time, like Dr O'Hara.
I had a rather urgent condition needing seeing to and advice, and although the surgery was fully booked they kindly squeezed me in at the end of the day. I'm very grateful!
Seen on time by a very pleasant nurse.
The GP called on time and was very helpful and suggested further blood tests . I was extremely pleased with her approach and felt totally confident and satisfied that my concerns are being addressed.
Efficient helpful friendly
Doctor Saunders and the nurse in attendance was very helpful and reassuring Thank you
Seen promptly on time and quick efficient procedure for syringing ears, the relief to be able to hear properly again is wonderful
Friendly, efficient and helpful
Generally happy with appointment
Appointment ran smoothly and on time. Sharon is excellent at taking my blood. The receptionist was helpful too.
I was dealt with promptly, in fact I was in early! The nurse was efficient at taking my blood sample and was friendly.
Nice to get an appointment, face to face.
Nurse is lovely and made me feel comfortable
I attended for a blood test. I was seen early and Rowena is very gentle and personable. She's an asset to your team.
On time, easy parking, lovely nurse, kind & gentle. Very informative. Overall a decent experience for something not very pleasant!
Was booked in for full diabetic tests , bloods foot check , wight and blood pressure , nurse was rude and didn't perform the foot test or the pressure n weight readings , at reception the receptionist was professional. I was booked for all the tests
Dr Wright was very kind and caring.
The nurse was very helpful, couldn't ask for more.
Sorted my problem and was friendly
Same day apt and outcome I was hoping for
Knowledgeable friendly doctor who interacted with our 6 year old very well making him feel comfortable. Thank you!
Professional service. Everything on time

Friends and Family Test August 2023 Summary

<p>Rang regarding an appointment for my daughter who has been unwell, initially on gp call back list as no appointments left, however then rang back with an appointment. Staff always friendly and helpful! Surgery is always clean and well presented!</p>
Managed to get an appointment promptly
Not very quick
<p>I was worried about some symptoms and my wife phoned yesterday and you gave me an appointment for this morning which I thought was first class treatment. Additionally, the appointment I had with Dr Raj this morning was kind, thorough and thoughtful.</p>
Seen on time, very professional and friendly staff
Dr listened to my concerns but appointment was over 30mins late. Which was hard trying to settle my child who was already feeling unwell.
<p>The doctor was extremely helpful, listen to what I had to say. Gave me suggestions on how to deal with the problem, and help on the future if needed</p>
Very helpful receptionist when making appointment, appointments running on time, GP took time to explain things
Prompt action and feeling that doctor was interested
I was called in on my appointment time, the nurse was very efficient , lovely attitude and made me feel very relaxed .
No waiting to be seen and Rowena was quick and efficient in the procedure and listened to the reasons why I'd had to come back for a repeat test.
Dealt with quickly
Preschool vaccinations and child was put at ease the whole time
Everything was very slick and professional.
Prompt and efficient blood test taken for calcium level and at same time able to make a much needed appointment with Doctor. Prescription for compression hosiery organised at the same time so three needs solved in one visit. Much appreciated.
Reception was so helpful
As always our surgery is the best everyone are so friendly professional and nothing is too much trouble. Thank you
Structured conversation with clinician listening to and giving consideration to patient opinion. Reaching a mutually agreed course of action.
Both the receptionist and the phlebotomist were informative, friendly and professional. Thank you.
I was seen on time and everything was clearly explained.
I got through to the reception quickly and received a telephone appointment, promptly followed with a personal appointment at a time that suited me.
<p>The appointment was made via the online consult facility, I was reminded via text and I checked in very easily using the self check in machine. The GP I saw was very thorough, caring and professional. The whole interaction was spot on!</p>

Friends and Family Test August 2023 Summary

I liked the fact the GP listened AND was keen to keep continuity by making sure I see her for my next appointment. Seeing a different GP Everytime I believe is detrimental to my health.
Good experienced doctor who is honest, but caring. Overall I am very pleased with the surgery. Thank you
Team and volunteers always happy to help and very professional - I hear such bad things about other GP surgeries and I can honestly say I never have any issues with Willington.
Didn't queue & self check in was working so good ? Appointment was on time & seeing the doctor today was very helpful thank you.
Caring, helpful professionals
Very quick and efficient. Friendly.
The nurse was very good and quick
Lovely pleasant nurse lovely to talk to she is a credit to your surgery
Very efficient, friendly and helpful service
Receptionist was very polite and helpful. Nurse was lovely as always. Thank you
Went to use the blood pressure machine. Easy to use bit a very public place.
Received an excellent examination, concerned for my well being and very thorough, Doctor has organised more tests to be carried out based on my previous results and I was contacted by a doctor doing follow ups which I thought was very good.
Quick and efficient
Speedy, excellent phlebotomist. Good aim and light humoured which is always welcome.
Very good service from start to finish
Saw Practice Nurse for review. Seen on time, she answered all my questions. Very happy with service.
Friendly, Professional, helpful, informative, efficient. Wonderful, we even got smiles too. Fantastic
Very helpful lady on reception. Joanne was lovely & compassionate.
Doctor was able to answer all questions & change medication & give helpful advice
Very informative on the phone and helpful.
Excellent service as usual, had to give a blood sample, I was in and out in a couple of mins, thanyou nurse.
Very helpful and professional as always
Good careful attention thank you.
Great customer service, quick and problem free to get through and talk to an advisor /receptionist.... Extremely helpful and understanding staff....
I was able to make an appointment a few days in advance. Very short waiting time. Thorough examination by physio, advice given with 8 weeks given to show improvement.

Friends and Family Test August 2023 Summary

Seen quickly, and with skill and kindness. Thank you
Appointment was on time & the procedure carried out in a Professional manner.
Excellent service
Friendly and efficient
The surgery is run efficiently. Staff .docs and volunteers are extremely helpful. Very satisfied with treatment.
Quick and efficient and friendly staff.
On time and very helpful
Friendly and informative
Issue was well addressed and I came away very pleased with the consultation.
The pharmacist who did my review was very patient, caring and precise...?
Very informative also gave me time to understand my concerns.
Good talk no problems
I left happy knowing that the problem had been well adressed.
Dr Wright was fantastic with my daughter. Made her feel very at ease. It had been easy to pre book the appointment and on the morning we were seen straight away. Very clean in waiting area and GP room.
A clear understanding of my situation, and then a satisfying resolution.
Was experiencing very painful cramp - cause now confirmed and on course to revise prescription.
Wendy very helpful
Carried out over the phone, which was convenient and the right level for this appointment type. Objective meeting
A very clear and concise conversation and conclusion with today's appointment.
Short wait time and nurse Julie was very friendly and helpful
I was treated with respect and dignity, and talked to not talked down to
On time, efficient and friendly
The doctor addressed all my concerns and the process of booking a X-ray worked really well I had one two days later .
I came to see the physiotherapist with back pain. I got no help whatsoever. I was told that because of my age I would just have to live with it. I was disgusted, won't be using that service again.
Person approach, light hearted pleasant mood Time to discuss options and plan future action by myself
The dr and nurse were excellent the other person that was fitting the coil wasn't as good, she didn't seem very competent in what she was doing
I understood the enquiries and was satisfied with answers to my questions.
No problems on the day, a very efficient service. Only disappointed that I had to wait 2 weeks for the appointment.
I was kept waiting 45 minutes, however, I was very happy with the Dr I saw
I was seen on time it was simply a blood test and was good, all I can say.