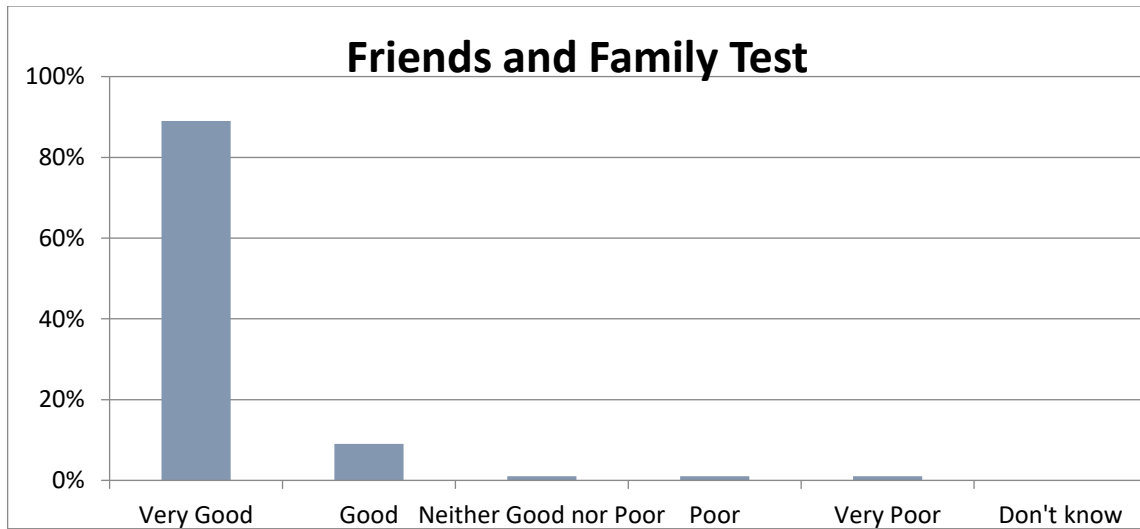


Friends and Family Test November 2023 Summary

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

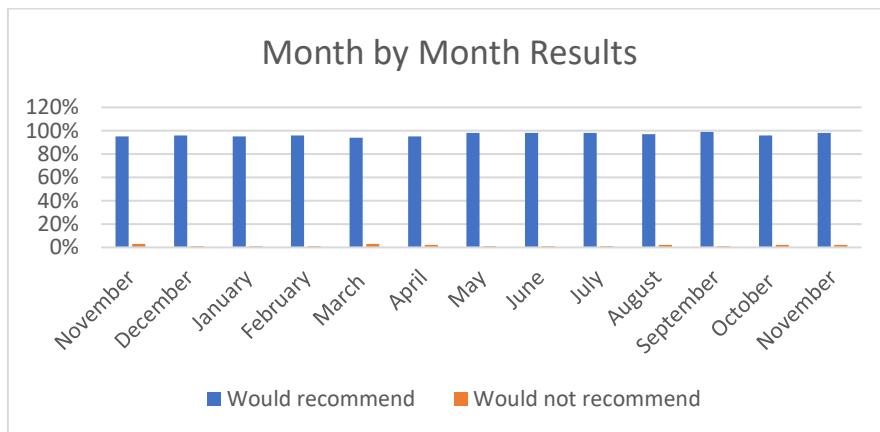
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
309	30	2	4	1	0
89%	9%	0.6%	1.2%	0.2%	0%



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

Would Recommend	Would not Recommend
339	5
98%	1.5%



Friends and Family Test November 2023 Summary

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

<p>November 2023</p> <p>Text responses to question How likely are you to recommend our service to friends and family if they need similar care or treatment?</p> <p>Copied as sent</p>	Seen in a timely manner
	Appointment on time, friendly staff.
	Quick, easy, friendly.
	Excellent service & friendly staff.
	Phlebotomist was v helpful and creative
	I have been made to feel welcome and enjoyed the professional care and experience of the GP...
	I got an appointment on the same day and the doctor was really nice and helpful
	We were seen very quickly and dr o'hara was knowledgeable and thorough.
	I was not rushed and had all of my concerns listened to. I felt that I was able to discuss my treatment and get the assurance I was seeking regarding my medications. I was treated with respect and made to feel at ease.
	Got an appointment on the same day. Staff were polite and extremely helpful.
	Telephone appointment on time and situation handled professionally
	Good response from gp but delayed appointment
	Dr Farrow is very clear in her approach, knowledgeable and professional.
	Always professional and go above and beyond to help. Well done Wellington Surgery.
	Quick kind & friendly
	The staff were professional & caring at all times
	Questions were professional and easily answered.
	All went smoothly Reception helpful Not a long wait So all good
	Appointment was only 10 minutes late. Dr listened to what I had to say and booked me in for an exray.
	Dr Heidi Wright was very friendly and helpful and advised me clearly of the condition I have and what treatment should be given
I was listened to and given instant advice and an appointment for physio	
Called today for a appointment and was booked in at 15.40 also rebooked one for Monday through the doctor so no calls to be made Very good	
Very pleasant, polite and efficient.	
Easy to self check in. On time. Friendly and professional.	
Quick and efficient service	

Friends and Family Test November 2023 Summary

	From my 2 visits, felt listened too, and great advice follow ups - thank you
	Bang on time and very efficient. Lovely nurse.
	Excellent service as always at Willington
	As always from seeing the wonderful nurses to seeing the doctors and of course the receptionist, professional friendly and nothing is too much trouble we are very lucky to have a wonderful surgery.
	The call was prompt However I feel that it was a waste of time for both the doctor and myself as I am no better off. Still in a lot of pain as soon as I stand up nothing resolved.
	Friendly at reception nurse was willing to listen to me and was able to make me feel <u>relaxed.it</u> was my first solo visit on a walking stick she understood my fears thankyou
	No wait, lovely doctor, very helpful
	Distinct lack of interest by the doctor, but to be fair I thought I was to see the nurse, with an in growing toe nail that I've tried all ways to cure myself.
	Very thorough, very knowledgable. Very helpful.
	The was thorough and listened to Mr and I got an appointment same day.
	Efficient service and friendly, welcoming staff
	Seen on time and dealt with kindly
	Appointment was on time and staff were helpful and friendly.
	Able to get an appt same day. Dr was very thorough. Asked (14yr) questions, not me (mum) which I liked. Answered my questions too. Give safety-netting advice
	Prompt, friendly staff, and very professional.
	Dealt with well within time. Staff pleasant, efficient and polite.
	Incredible service from the whole team again. Many thanks.
	Appointment on time and seen to professionally
	Very efficient and on time ?
	Very friendly helpful
	It was good thought I would not be able to get appointment so fast And at least we have started to deal with my problem I've got . Reilly pleased thank you ?
	Parking on site was impossible. How can a 50-space car park can be filled when it seemed relatively quiet inside? Despite having the earliest available appointment, it was late. Doctor was FANTASTIC. Helpful and reassuring and great with my 12y/o
	Very helpful receptionist
	Proactive and confirmed UTI
	Waited 2 minutes. The GP listened to me, which I appreciated.
	Excellent service helpful reception cannot fault.
	Professional in every way.
	I was called in for my blood test before my appointment time. The nurse was very friendly and put me at my ease.
	The doctor understood
	Prompt professional service

Friends and Family Test November 2023 Summary

All good from the start and friendly staff.
Appointment on time and very pleased with the service I received.
Dr.Maronge is excellent. He is very attentive always. His advice is brilliant.
All went smoothly
The doctor was very pleasant, listened to my problem and planned a way forward to resolve it.
Call was on time, did what was necessary.
All relative issues covered and clinician was helpful
GP was friendly, professional, kind & answered all of my queries. Really lovely to feel so confident in the care & advice given.
The nurse who took my blood test was very quick to see me and helpful when I asked questions
My appointment was on time and the nurse was friendly and efficient. There was a kind volunteer on hand to guide me in using the blood pressure machine.
Clinical Pharmacist (Anna) was very clear and thorough during the consultation
Appointment time was kept. Phlebotomist was friendly and reassuring as well as efficient and professional.
Very quick and efficient-In and out within 5 minutes All staff very friendly
Very prompt . A kind , patient and helpful lady . No problems so has to be very good !
ECG procedure carried out comfortably and efficiently by Joanne
Dr Maronge, is an asset to your surgery. He listens with empathy
Nurse was very informative
excellent doctor. very helpful reception team.
Despite ringing up at just before 9:00am they managed to fit me in with an appointment
Excellent listener, very helpful.
Prompt, in & out in 10 mins .
Made an appointment for my flu vaccination even though I only requested today. Always very nice staff
I am a regular so knew what to expect. Had it have been my first visit (I suffer anticipatory anxiety) I would've been immediately put at ease by Rowena's attitude, friendliness and care.
Booked an in person appointment and the text acknowledgement said appointment AT Willington surgery only to get there and be told it is a phone appt. NHS app also said appt at the surgery
The surgery in general, doctors or reception make you feel they have time for you and know you are vulnerable at that time.
Attention to detail professional manner
Easy to make an appointment and I was seen more or less at my appointed time.
Fast, efficient service

Friends and Family Test November 2023 Summary

Very helpful discussion. Anna offered useful information and listened to and addressed my concerns. Very useful to do as a phone appointment.
Fast and efficient
Straight into blood test appt. Very good phlebotomist Rowena. Good service from reception regarding follow up appts.
Everything went as expected. Staff were friendly and helpful.
I went to the surgery at 4pm as I suddenly felt breathless, and had previously been prescribed inhalers. The receptionist took advice and offered me an appointment at 5:30pm. I saw Dr Makava, who was very thorough. I collected a prescription.
I was seen quickly, deal with professionally & kindly, & felt I was listened to & understood.
Initial call answered in a timely manner, was offered an appointment within a few days. The appointment was on time and the Dr was very professional.
I was unable to attend my booked appointment at short notice, but was offered a later appointment the same day, which was a huge help.
Dr Saunders was informative and very reassuring
Comfortable waiting room . Good interaction and discussion with dr maronge (excellent GP) . Appointment for investigations sorted out v quickly and efficiently .
The Dr was calm and reassuring and very thorough. She addressed so many concerns and took lots of details in order to make her diagnosis. Very professional yet at appropriate level to my 15 year old daughter.
Great service all round
The Wellington Doctor could not find the results of a previous MRI scan, however a week later at the Coleman Centre the Doctor found the results no problem? It is confusing how this can occur?
Dr was very thorough, answered all my questions I had about a new condition I have. Even sent links to me where I can find more information
I felt listened to and cared for
Efficient but took the time to engage with both children.
It is a great service from reception to practioner! Lovely people. Seen on time, extremely helpful. Thank you!
Appointment was on time & Sharon the phlebotomist was lovely
Appointment on time Staff very helpful and friendly No problems
The doctor I saw was very concerning and very efficient.
Didn't have to wait. Went straight in for my appointment. Nurse was very efficient and nice to talk to.
Received phone call as arranged.
Nurse very informative telling us things we were not aware of and she was extremely pleasant

Friends and Family Test November 2023 Summary

	I have put poor because I had an appointment with doctor so my text said but when I got there was told to go out side to be rung it's a good job I had a lift down and not walked from marina as i don't have a car
	The pharmacist asked relevant questions, gave relevant information, overall a good call.
	The service I receive from the surgery is always excellent
	I was really looked after by reception upon arrival sorting me out for on line requests. The Dr was very understanding and put me at ease and made me feel confident I could get sorted. I'm very grateful for the appointment and the way I was treated.
	The nurse rang to follow up on my medications . She was thorough and checked that I was ok
	Seen before due time
	I was seen very quickly and the phlebologist was very welcoming and put me at ease
	All Staff and doctors listen to what I have to explain to them. They treat me with respect and kindness. Well run surgery. Willington is very lucky to have such an efficient surgery. Thank you.
	Polite, efficient but friendly attention looking forward to going next year
	On time, everything was excellent
	Very easy to book in, appointment on time and friendly staff
	Brilliant service as usual. I feel very fortunate to be a patient at Willington Surgery. I got an acute GP appt on the day and can book a GP appt in advance if needed- unlike some other surgeries where you can only book on the day. Thank you
	I always get really good service from all the staff at Willington surgery.
	Easy to get an appointment Friendly & helpful staff
	Surgery Pharmacist was brilliant
	Very good Dr, felt comfy and happy with his report
	Good advise from receptionist and sorted an appointment quickly
	The appointment was on time and very professional throughout
	I didn't quite understand why I needed to see a doctor, thought it was a bit off a wasted appointment as nothing was achieved, the outcome was the same as just filling the form out.
	Jo was thorough and efficient during my asthma review. She explained things carefully and took time to listen and interpret my answers. She gave me good advice to continue to manage my asthma well. Thank you!
	Follow up to letter from hospital without a need for me to prompt surgery.
	I was able to get through to you without too much difficulty and get an appointment. Dr Macever was helpful and thorough, she looked after me, thank you.

Friends and Family Test November 2023 Summary

	Seen on time. Dr was friendly put me at ease and gave good advice. I would see him again.
	This surgery is outstanding.. the services I have received over the last year have been amazing? responsive, pertinent and robust The new online facility for asking questions is brilliant? for quick queries where you don?t want to waste Gp time.
	Telephone consultation at agreed time. Professional; courteous and caring approach with opportunity for discussion and advice
	Because as usual everyone was very friendly and helpful
	Phlebotomist Sharon was very kind and professional. Top marks .
	Clean reception & waiting room. Polite receptionist. Dr Maronge was thorough and attentive and I departed feeling very satisfied with my consultation.
	2 recent appointments with HCA and physiotherapist, both with satisfactory outcomes.
	Dr Saunders was lovely and thorough during the consult and took the time to listen to me. She could see I was in alot of pain and examined me within my pain limits whilst keeping me informed. Treatment and advice was given. Fantastic GP! Thank you
	Dr Saunders is so caring and it really feels that she wants to solve my problems. Went in on time and left with a scan to be booked.
	Professional was very pleasant however I didn't really feel listened to
	Appointment given was seen same day. Dr was very helpfull
	On time, friendly helpful staff
	Appointment was on time, nurse was very efficient
	No holdups, arrived had checks, had bloods taken and left all in good time.
	Seen early & nurse taking my blood was cheerful and chatty which sets you up for a good day
	The staff very friendly but professional, easy to check in was seen early which was a bonus, was able to make my next appointment which was great as always leave it late to book my injection great experience all round well done to everyone
	Please send me the exercises I've agreed with the physio. I've even called up and still not received this.
	I forgot appointment
	Joanne was very understanding.
	The asthma nurse was excellent. I would like to make a suggestion- when booking an appointment on line for a telephone appointment the confirmation text SHOULD say it's on the telephone, I not the only person booked an appointment and was told in.
	I was 10 minutes late due to traffic, I wouldn't have been seen anyway due to an emergency being in (fully understand that) receptionist was patronising. It really is difficult to see a dr when you work full time.
	Writing on behalf of my child , the nurse Joanne at Willington Surgery is brilliant and takes time and whom is autistic. She

Friends and Family Test November 2023 Summary

	respected his differences and his questions and included him in the appointment.
	The nurse talked me through each stage and was very helpful
	Managed to get an appointment for the same day after a long wait in queue on phone @ 8am
	Very efficient
	Very professional and caring staff.
	Just moved to the practice and the overall experience is just of a much higher standard. Very happy to have this as my new practice. Receptionist was helpful and polite, didn't have to wait an hour in a queue, the doctor did a thorough examination
	GP listened to me and involved me in the decision making process
	Took time to answer my questions and reassure me
	Doctor very good thanks
	Thanks for your help fantastic as usual ?
	The message process and booking for my blood pressure test was quick and easy. The receptionist was very helpful and the process was smooth.
	Everything was explained to my understanding
	Lovely doctor who treated me and listened and gave advice couldn't ask for better.
	Efficiently organised
	Up to your very high standards thank you
	Always helpful, approachable and efficient.
	Prompt, Sharon very proficient and caring
	Very pleasant and very good
	Very helpful and understanding receptionist yet again when ringing to book , swift check in on arrival and GP very thorough, understanding and took her time so I didn't feel rushed
	In on time
	Got my issue sorted (hopefully!), friendly Doctor ?
	Used check in so no wait for the receptionist. Doctor was reassuring that my ear was now on the mend and therefore shouldn't lose my hearing, like I did in the other one.
	I was happy with the doctor's response and appreciate the fact that she always listens and doesn't rush the consultation
	I always find reception staff nurses and doctors all treat you with respect
	Parked easily, checked in, appointment was on time, new appointment arranged, out again within 15 minutes. Perfect.
	Appointment system easy and fast. Receptionist friendly and helpful
	In and out in no time
	Telephone appointment
	Staff were helpful and efficient. Appointment treatment was quick and straightforward.
	Great consultation, explained very well
	Professional, caring service.

Friends and Family Test November 2023 Summary

Appointment with Julie Harrington she was Professional and efficient thank you
The nurse I saw for my review was excellent kept we informed about all my tests and gave me some very good advice and recommendations
Polite receptionist guided me through the process very helpful
Nurse was helpful friendly and supportive
Good conversation, wasn't confused by medical terminology and was able to talk without interruption. Positive response re my request for help with permanently blocked nose.
The staff were very polite and accommodating taking me through what I needed to do before my appointment.
The phlebotomist I went to see is always very efficient and very friendly
I turned up and got an appointment. I saw the doctor within two hours. What's not to like.
Furst time visiting your GP after moving to the area. Made to feel very Welcome.
I was treated with courtesy and was listened to. Punctual. Symptoms were discussed, incorporating relevant aspects of my medical history. Diagnosis and treatment explained clearly. Friendly and professional. Thank you!
I was happy with my appointment and felt doctor listened and made me feel at ease.
Doctor very approachable and informative. 20 mins wait before appointment otherwise it would have been a very good experience
Very thorough and pleasant
Called when promised Understood my issues Was interactive in finding a resolution Followed up to ensure resolution was successful
Polite and swift to make an appt. The GP I saw was kind and listened
Excellent nurse Rowena.
The nurse was pleasant explained every thing to me and asked me if I had any questions for her
I got Excellent help that's why ?
Excellent service
All went to plan
was patient and came up with a clear plan of action with defined goals. Swimming slot is already booked!
I felt that my telephone consultation was very thorough and Dr Farrow was very understanding and she is trying to help me overcome my health issues.
Nurse Kendrick was friendly, professional and reassuring as well as very thorough in ensuring I understood everything I needed to know.
It was on time, very nice lady took my blood test,and did it very well.

Friends and Family Test November 2023 Summary

No waiting. Very friendly bloods nurse. Didn't hurt. Lol. So always a pleasure. Also had covid and flu jabs in chemist whilst there.
It went according to plan and the people I saw were very helpful and efficient. Thank you!
Very organised on time appointment
Always prompt and helpful very professional best Surgery in the Midlands
An alternative remedy was suggested and is proving to be good.
Anna was very attentive compassionate and all round professional. Thank you
Kind, caring, efficient
Always friendly helpful staff
On time and everyone very helpful
Very patient. Very pleasant and I didn't feel rushed
Great doctors
Quick and easy service. The lady helping out was very pleasant
Helped me solve my issue, very professional and polite.
Was so glad the Doctor could see me at short notice as I was feeling rather unwell, was very kind and reassuring thank you
Got an appointment very quickly after an early morning call. Seen and satisfied with the appointment outcome.
Seen as the appointment. Struggling to get the problem sorted, and to see a doctor not a nurse. But she was very helpful.
Dr Heidi quick and efficient. Put me at ease. Thank you
Very friendly and helpful pharmacist
Dr McKava was very sensitive and understanding. She did everything she could to help. She's a lovely doctor
Excellent service
I was able to book a non urgent appointment. I was seen before my appointment time. The dr was extremely helpful.
I was a bit disappointed that the physio did not show me how to do some of the exercises to ensure I was doing them correct. I have a printer at home but not all people have so that's not ideal
On time appointment, courteous staff and doctor, satisfactory outcome from appointment
Efficient and the lady on reception was lovely - super patient and friendly and helpful
On time, friendly and helpful
Very nice man. Kind and very thorough.
Receptionist friendly, and appointment on time. NHS staff polite and efficient every time.
We are very impressed with the lovely caring attitude felt at ease explaining our situation thanks Mike
Blood test appointment on time. Phlebotomist very friendly. Negative points- car parking almost impossible.
From walking in to walking out I have had excellent care today. Clearly busy surgery, delayed appointment which was

Friends and Family Test November 2023 Summary

understandable. Dr apologised for delay. Display/ self serve publicised a delay so was able to let work know. Thank all.
I'm not good with blood tests but the nurse really put me at ease
Always excellent. Professional and friendly.
Managed to get through and make a booking.
Always great service for my Depo. Julie is helpful and informative.
Ad always very efficient and kind
Quick to arrange appointment, friendly staff.
Prompt appointment. Helpful at reception.
Dr Maronge always attentive ,kind and professional makes going to the dr 's more bearable
GP was very thorough and reassuring. Treatment started and feeling better already. Staff are always kind and helpful try to offer appts when they can or get advice from GP
Maulik is a super star.
Always a good service
Swift booking in service and Doctor Wright was very professional and polite.
Phone call occurred as planned. Maulik Jhaveri was very helpful. He listened carefully to the points I made. I am very satisfied with the understanding we reached.
Nurse was amazing
Lovely Doctor, very understanding and gave sound advice. Thank you
Very good GP - professional but patient friendly
I rang at 8am, got an appointment straight away and Dr was thorough and very helpful
Very efficient vaccination set up.
Really friendly and efficient seevice
Dealt with professionally and efficiently
Always good service at our doctors
Explained how the process was to make the machine work for me. Felt at ease
Seen rapidly, doctor fantastic and xray booked. Thankyou
Very informative in a caring way. Didn't have to wait for an appointment. Spoke to doctor same day.
Friendly staff, very quick helpful service.
The nurse was very good very gentle and informative
Couldn't fault the service. And to having a Blood Test on the same morning of my Drs Appointment. Absolutely brilliant. ?
Friendly quick and efficient service .
Julie explained to me about my shingles vaccination very well indeed so understood about the next one in 6 months time.
Friendly and efficient service
Concise and helpful information.
Nurse telephoned ten minutes late, unable to take call as had just started an emergency meeting which I had scheduled for 16.20 due to my appt being at 16.10

Friends and Family Test November 2023 Summary

	Available appointments
	Nurse Joanne is wonderful, Compassionate and really listens and tries to find a solution to help. I always feel safe and listened to and that's really important for me. Can't praise her enough
	I like the doctor I saw she's very efficient!!
	Dr Crowley was clear about the visit and very helpful as was Angela from the Wellbrook Clinic. It is extremely helpful to have a point of contact and be able to ask questions and support
	Dr Maronge gave time for a sensitive discussion of my cancer issues. All on time and he came out to greet me.
	Telephone appointment was on time. Pharmacist explained clearly what was required and allowed me to respond. He was friendly and efficient.
	Solution found to fungal infection and importance of secure bras fitting advised to hopefully avoid problem in future. Appreciated advice.
	The pharmacist took the time to talk to me about my problems which has been a problem in the past as a doctor's appointment is only around 10 minutes. I do understand the time limit but sometimes result's in another appointment making it all disjointed
	Nice and quick and friendly service I never have any problems
	On time, PB kind and considerate
	I received a message via the app asking me to book for a COVID vac by answering the questions in a particular way. appointment made I attend the surgery. When queried why I thought I may be vulnerable. I couldn't answer and was turned away- no vacc
	The nurse was very informative to additional questions I had
	Purpose of appointment was addressed but felt rushed and not usual quality. It was busy day and accept pressures for clinicians but on reflection felt I perhaps should have had more time to consider the treatment and takeaway information.
	Very helpful and abligeing with a follow up telephone conversation.
	Nurse was very happy and cheerful
	Efficient friendly attention & advice from everyone
	Smooth check in, short wait, efficient procedure, a very good experience.
	Dr was empathetic and responsive to needs.
	Lovely blood lady and very helpful receptionist .
	Friendly sensible advice given by nurse. Receptionist was lovely too.
	Was able to discuss worries and get solution
	Receptionist was friendly, nurse was superb
	Friendly polite staff
	Very informative & knowlegable
	Good face to face appointment
	Very prompt and on time. Doctor dealt with my questions in an efficient and professional manner

Friends and Family Test November 2023 Summary

	I was able to get an appointment when I needed it & had a helpful consultation
	Was treated by a very friendly nurse who attended very quickly
	Everything explained simply
	'Cos it was smashing!
	Very efficient service Thank you
	Quick efficient service
	Dr was very informative and took time to listen to me too.
	On time, efficient and helpful
	Lady I spoke to was very friendly and polite. She was also very helpful with questions I asked and gave me information to help me.
	Brilliant doctors... and staff... my health is complex.both mentality &physically.. and Willington surgery have always been there to accommodate me for all my medical needs.. .many thanks
	Dr was very thorough, good care
	On time. Friendly and efficient
	Doctor was on time, and as Usual Dr Saunders was her caring and thorough self.
	Same day face to face appointment. Exceptional service as always.
	Friendly staff very efficient Gold star
	Excellent service This practice is a gem
	From phoning and making the appointment to seeing the doctor. The experience was very good. Nothing negative to say on this occasion.