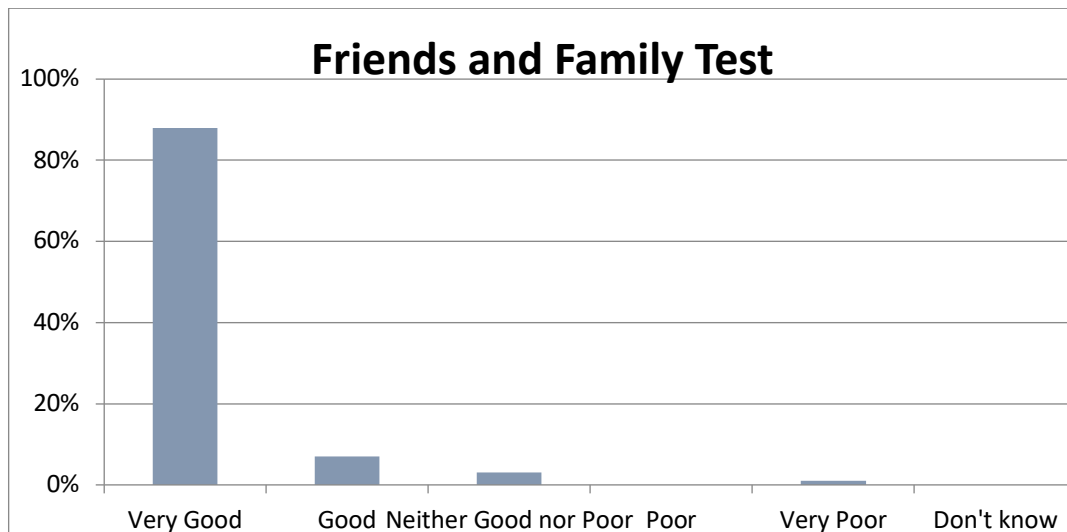


Friends and Family Test December 2023 Summary

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

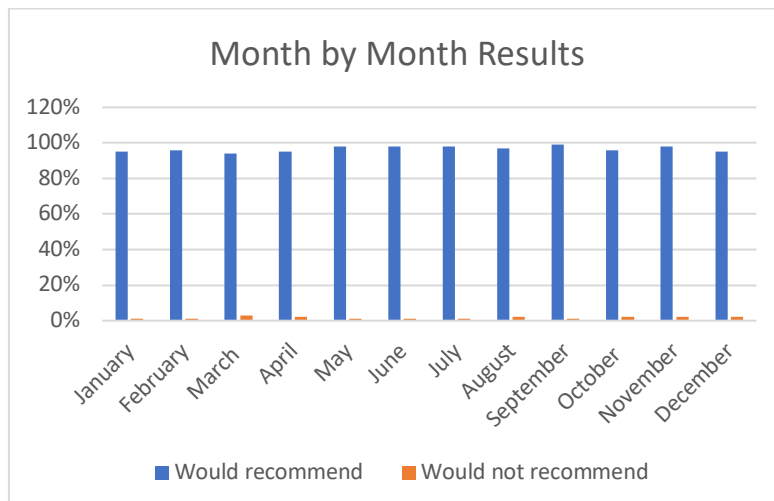
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
300	23	10	2	3	2
88%	7%	3%	0.5%	1%	0.5%



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

Would Recommend	Would not Recommend
323	5
95%	1.5%



Friends and Family Test December 2023 Summary

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

<p>December 2023 Text responses to question How likely are you to recommend our service to friends and family if they need similar care or treatment? Copied as sent</p>	The pharmacist was really helpful and informative thank you
	Dr Raj could understand my concerns regarding rising blood levels and will be writing to Derby to try and find the reasons for this.
	Dr Cowley was very thorough and didn't make me feel like my symptoms were in my head or insignificant. Felt hopeful for a solution in the near future.
	The nurse was friendly and put me at ease.
	Good appointment very thorough all my questions answered , all in all very helpful and informative
	On time, curtious
	The practitioner was caring, professional and delivered patient led care
	Friendly staff, efficient and helpful
	I came away feeling positive
	Usual good service
	On time, friendly staff
	I was seen right on time & and the nurse who took my blood test was so pleasant. She took all the stress away. I hate blood tests!
	We were seen on time, examined and listened to and treated appropriately
	Very friendly and welcoming staff and very efficient
	Only phoned this morning and saw Dr this afternoon. The receptionist was very caring and got appointment arranged. The Dr also cared.
	On time, very helpful, caring and professional
	Excellent and incredibly helpful receptionist, and very helpful and understanding doctor. I cannot begin to say what a difference there is between your receptionist's telephone manner and that of another local surgery. So much better!!
	Every appointment I have at the Surgery is always carried out with efficiency, but also in a friendly manner.
	Managed to get a same day appointment. GP was lovely and gave me the help I needed.
	Very helpful. Thankyou.
	I'm really grateful for the GPs quick diagnosis and action. My sepsis was picked up very quickly
	Very quick and efficient.
	Prescribed medication ? Use relevant for symptoms
	Lovely friendly lady, very reassuring whilst taking my blood. Thoroughly recommend her but especially for nervous patients. Very professional explains what she is about to do in a very calming way.
	Very helpful receptionist
	Up to the usual high standards, thank you
	Went in on time and very happy with service .

Friends and Family Test December 2023 Summary

Excellent service
Appointment was swift and efficient.
I was very happy with the treatment I got
Phone call was on time and the pharmacist was very helpful
My appointment was on time. The professional I saw explained everything to me in plain English and was very helpful.
Phone call as requested near to time expected. Discussion with GP & appropriate plan of action made.
Got to pharmacy and the antibiotics that were supposed to have been prescribed hadn't been. I had to phone up and ask for a message to be given to the GP and wait until she was finished with a patient to put the script through.
Very prompt appointment time. Very nice and friendly staff.
Wendy, the health care assistant whom I saw, was competent and efficient. She is very good with people. The receptionists were very pleasant and helpful but ,as usual, there was a long wait because nobody was manning the desk.
I was asked everything clearly.
Dr Maronge is great. He is very thorough
Dr Cowley as always very easy to talk to, not rushed in fact just like the family doctor of old!
Blood tests carried out very well, good feedback on what comes next.
Appointment was on time. Dr Marange was helpful and understanding as always.
It was a question and answer session concerning my medication conducted between a pharmacist and myself over the telephone. It was quite simple and straightforward.
I got a quick appointment through 111 and the diagnosis was good.
Easy to make an appointment.
Phoned for appointment managed to see me that day which I was thankful for because of my condition
Excellent service as usual from all of the staff at Willington surgery
Easy appointment
The surgery is always helpful, consistent and a friendly enviroment.
Prompt and professional as always
The doctors and the surgery are great. I had a longer than normal wait today (20 minutes past appointment time). I know and appreciate emergencies happen and drs are very busy, I just struggle with waiting
Nurse was very friendly and professional
Succinct and pleasant conversation
I thought that the service was good but the blood pressure self serve machine instead of doing it properly was a poor effort and is I believe inaccurate
Happy with my appointment with the pharmacist as she gave me clues to help my arthritis
Nurse listened was informative and caring.

Friends and Family Test December 2023 Summary

Very professional very good nurse
Excellent service as always
Happy with excellent service
Dr Saunders was fantastic felt heard and understood nothing was too much trouble
She told me something the doctor already confirmed and all she said was she'll send me an email over with exercises on. She could of at least demonstrated these exercises or showed me. Total waste of time
Friendly, had read my notes in advance, provided information on other services.
Well since we moved to Willington from Hull we've always been well looked after so no complaints whatsoever keep up the good work
Excellent care from Dr Saunders, she took time to listen carefully and showed great care & empathy. Thank you.
Appointment was 9am. Always made to feel at ease. Blood test done didn't feel the needle at all also advised when to ring back or go on the NHS app for results. Always pleased with Willington surgery.
Telephone appointment was at 10.45am and I received the call on time and had a pleasant conversation with the pharmacist.
Dr Saunders was amazing. She listened and showed empathy whilst giving the best advice and care. I didn't feel rushed and was able to speak freely about my health concerns.
I received a thorough consultation with a friendly and efficient person who explained her findings clearly and put in place a potential solution.
Very pleasant made me feel at ease and answered my questions as a new patient
Anna was very sympathetic to my situation very reassuring thank you
This surgery go above and beyond for me nothing is ever too much trouble! I was listened to and then made sure everything was sorted and I was informed of decisions
The nurse was very kind and helpful.
Very quick and efficient service.
This was a very thorough telephone consultation with good background information available to the pharmacist
Nice friendly staff. Quick efficient service with pharmacy next door and prescription ready 5 minutes after consultation.
A very pleasant experience. Thanks.
Because he answered my question
My appointment was on time and very professionally handled.
I got an appointment promptly. Everything was done efficiently and with no fuss, thank you!
I've found it very efficient with my diagnosis very quick with my Blood tests and my re appointments and text to my mobile a Big thanks ?
Managed to get consecutive apps for my wife and I. The doctor was fantastic

Friends and Family Test December 2023 Summary

<p>As always, my appointment was very positive and helpful. Dr. Macava was exceptionally kind, understanding and thorough. I have total confidence in Dr. Macava and came away feeling very satisfied and happy after an enjoyable appointment. Many thanks.</p>
<p>Doctor was not experienced or skilled in how to respond to mental health issues. Or was not equipped.</p>
<p>I am always treated well when I am there</p>
<p>Early appointment. Nurse Kendrick was very welcoming and very kind.</p>
<p>We rang at 8 am and got an appointment with a lovely lady for the same day (Dr wright)</p>
<p>The Doctor was amazing, she listened to how I was feeling and my symptoms, re assured me and gave me a very thorough examination.</p>
<p>Prompt and attentive service from practice nurse</p>
<p>Dr wright has been amazing looking into my son's history and following up referrals. After seeing many doctors I finally feel like we are getting somewhere.</p>
<p>Always on time</p>
<p>The pharmacist was very thorough and took his time .</p>
<p>Fabulous nurse Rowena</p>
<p>The lady was attentive and was very clear in the conversation about the medications I'm taking.</p>
<p>Quickly in and out appointment was on time and helpful team thank you</p>
<p>Telephone appointment, rang on time, very positive outcome.</p>
<p>On time, professional and user friendly.</p>
<p>The clinician I saw ignored my concerns and went into auto pilot I did not feel listened to. I have checked the medical records on the NHS app and the clinician has lied in the documentation of the examination.</p>
<p>Polite and professional.</p>
<p>Friendly staff put me at ease. I was seen promptly. Absolute professionalism, as always. Willington Surgery is a huge asset to us all.</p>
<p>Dr Wright , as always listened to me. Patiently discussed a different treatment to try and assured me that i am able to get in touch with her with any concerns.</p>
<p>Didn't have to wait too long, nurse was very pleasant and took blood quickly</p>
<p>The female that took my bloods today was so kind and chatty. She took her time to get to know me and settle my nerves when I told her it?s usually a struggle to achieve. The process was quick and simple. Very pleased :)!</p>
<p>The nurse I saw this morning was really lovely. She was very helpful and friendly. Everyone at the surgery is always extremely helpful and friendly which makes the whole experience very pleasant.</p>

Friends and Family Test December 2023 Summary

I was in my appointment on time and had a nice chat with the clinical pharmacist who gave me some good advice.
Very helpful with what problem you have got thank you ?
I have received wonderful care from Dr Cowley and Wendy the HCA recently
Appointment on time! All round a good experience!
Had an emergency appointment today. Doctor very friendly and put me at ease, gave me precise instructions, spoke to me very clearly.
I'm so glad I joined this surgery. The staff, doctors and nurses are so friendly and helpful. The service is worth the wait but the wait isn't that long at all. This is how surgeries are supposed to be.
The person at reception was very courteous, helpful & professional. The person who asked me to have a blood pressure check & gave instructions was abrupt & terse.
Appointment was on time Doctor was thorough
We could not ask more from our surgery. Always available for an appointment and do not feel rushed when in front of GP
On time. Dr had researched issue briefly and was willing to listen. Thanks.
Overall your performance has been acceptable particularly from the nurses and support staff. My only gripe is attending an appointment recently to find it was cancelled by your staff which is unacceptable Your office manager hasn't yet responded.
Good service and excellent quality indeed
First class in every way.
Just Brilliant receptionists who go above and beyond to help. Nothing us any trouble Keep up the brilliant work
Staff are always helpful, reassuring and always going the extra mile!! Special thank you to the lovely nurse who takes the bloods.. well done everyone !!
Dr.Cowley was very helpful,and listened to my concerns,with kindness and consideration,and reassured me about my queries.
On time ? and pleasant nurse.
Staff very pleasant and helpful. Seen as soon as possible. All went well.
Nurse was clear and nice to chat too. Was called about 10 mins late but no big wait
We had to change surgeries.Best thing we ever did. Everyone very polite, phone answered,appointment generally sorted on same day when necessary. Fantastic service when so under pressure. Fantastic service did not know it still existed.
Th nurse was very helpful on all aspects of injections especially on how to access those that are not funded by the NHS.
Prompt attention on time, service with a smile.

Friends and Family Test December 2023 Summary

Manage to get to see doctor
Receptionist was helpful GP phoned within the time slot and was able to prescribe the repeat medication needed.
Phone call during time slot allocated. Doctor very helpful. All good.
Thoroughly professional, efficient and sensitive to my needs. Explained process and feedback of results (and all eventualities) clearly and concisely.
Telephone appointment. Very good.
The nurse in pathology was very kind
Efficient booking system, friendly receptionist and simple- to -use blood-pressure machine. I was even asked if I'd like a check up at a later date. All very impressive.
Needed to urgently speak to a doctor and was able to get a appointment. Receptionist where lovely and understanding
Told u the truth. Good nursing staff.
The Phlebotomist was very friendly and nice, it was also the best experience I have had taking bloods. Wish there were more like her
Doctor was very helpful and explained all that I needed know
Seen on time, GP friendly and efficient, referral made under 2wk wait, follow up process clear.
On time, nice lady, speedy, painless ?.
I was unable to log in at the machine and had to queue to see the receptionist which very nearly made me late for my appointment. I was then told it was because I needed to use the BP machine. Not ideal as I think this experience raised my BP !
She knew what she was talking about and didn't waste my time with pointless questions and explanations
I was very satisfied with the outcome of the appointment. We are trying a new inhaler which hopefully will be beneficial to me.
Appointment on time & the lady taking my blood was lovely, as she always is. The lady volunteer on the blood pressure machine was also lovely & helped me complete the form, as I have a visual impairment.
All as expected, thanks
Efficient on time courteous and very helpful. Added bonus was pain free needle insertion. Well done and thank you.
The doctor was understanding of my issues and very efficient.
Dr Jackson saw both my husband and I. Spent time talking us through symptoms, giving us advice and setting our minds at rest. He was very professional and courteous
I've never had anything but kindly service at Willington
Very welcoming nurse and efficient in her job.
Quick and professional practice

Friends and Family Test December 2023 Summary

I never have many problems getting in to see someone, although never seems busy when I go there
Lovely lady nurse, made her giggle
Excellent nurse
Prompt and helpful reception service, rapid callback on problems identified.
All staff very pleasant and helpful
On time and very friendly
Dr Fletcher is very thorough and approachable and takes the time to listen and advise accordingly.
Dr Maronge is an astute and compassionate primary care practitioner. I'm fortunate and grateful to have had key consultations with both he and Dr Farrow that have helped save my life following both acute physical and mental health issues. Thank you.
Short wait, physio made the most of the appointment time, she was clear regarding advice, and gave me a plan of exercises and when to escalate if needed
Nurse was very attentive and lovely
The Physiotherapist was very positive and very helpful
Friendly staff, nurse administering vaccines was great with my daughter who was clearly scared.
The appointment was on time. Dr Maronge was polite, efficient and helpful.
Efficient. Friendly, helpful at reception.
Phlebotomy appt was punctual and phlebotomist was polite and helpful
Staff very efficient and friendly. Sorted problems quickly.
Excellent service, straight in and out.
The appointment was On time, and the doctor was very helpful
I felt that the possible diagnosis were totally incompatible with my symptoms..pains in my left side going up behind my left breast.. worse when pantopazole entered my stomach..unable to eat much..Dr unwell & coughing throughout .
The telephone call was on time, the nurse was very thorough with my Asthma check, and sorted a few things out for me.
Because it was good no more no less
Dr Wright always listens and I feel understood
An initial face to face was much appreciated. Follow up investigations very thorough. And phone appointment right on time
In my opinion I sore the most helpful Doctor and it was a very good review.
They managed to fit me in,excellent from start to finish
I was able to discuss my concerns and given a clear understanding of my condition. I was given all the information that I needed.
I like the relaxed way the doctors work. Never feel like they're clock watching and more interested in getting you out of the door than listening and dealing with my issues.

Friends and Family Test December 2023 Summary

Quick efficient and personalised consultation and had confidence in the clinician
Seen promptly and treatment swift
The Physiotherapist was friendly efficient , and listened to my concerns
Very professional caring staff
Had a blood test originally booked with Rowena, after a bad experience with her I asked to be rebooked with Wendy. When I arrived this morning the appointment was still with Rowena! The receptionist kindly rebooked it with Wendy. Many thanks to her.
Always helpful informative and explains in detail what one needs to know well done and many thanks
Dr Wright always very pleasant and professional.
Thorough examination but long wait to see GP
Always well organised and friendly staff
Everything was checked and I was happy to have a positive response to my annual revue.
Discussed,explained and listened
Could not understand why appointment as medication is by hospital. Understand cholesterol but repeat I have an allergy to STATINS as discovered by Dr Hands
Dr Maronge, is so lovely, kind and caring, nothing is a trouble to him. He has a wonderful way with him. My family and I think the world of him. Bless. ?
Got a response from a telephone call from my doctor first . Gave me confidence that the surgery was helping me with my problem . Also got an appt with the Physio next day . All went very quickly and smoothly .
Being asked to remove jewellery & shoes to use a machine which weighs & takes vital statistics & displays them on a screen, then placing this machine in the foyer of the surgery, in full view of other patients, is not appropriate. Cattle herding.
Everyone was very polite and kind. Which in turn makes me want to be polite and kind
Attended for Shingles injection, full details given before injection, clear instructions for follow up visit 6 months. Difference between live and non live vaccine explained.
I was seen a few minutes early and the whole appointment went very smoothly.
I booked my blood test 4week ago I confirmed at the 11of this month @10 am when go to gp no booking
On time and dealt with efficiently with understanding. Very pleasant atmosphere.
I felt that my concerns were listened to and I felt that the advice given was relevant.
Arrived early seen early by the most cheerful professional person I have seen for a long time

Friends and Family Test December 2023 Summary

staff very helpful and pleasant to talk to
Easy entry & registration, fantastic nurse. All round, was perfect. Thank you.
The doctor understood my problem, gave me time to talk and is treating me with the gold standard treatment for my condition
Dr Saunders followed up on a previous call as promised. She completely puts you at ease, listens and makes decisions with you. Excellent GP
Appointment on time Dr very helpful & understanding Lots of information about my problem Thank you ?
Process was easy and all involved were very professional.
Dr Makava was attentive and caring throughout the appointment. Thank you for your time
Friendly staff and very knowledgeable
Same day appointment and very good dealing with DR
Having recently moved to willington surgery from Hilton I am beyond impressed with the service from calling, getting appt and the care. The doctor was very thorough, helpful and informative. the reception staff are knowledgeable and very helpful.
The nurses at the surgery are all lovely
Nurse Julie was friendly, kind and efficient, explaining the various test results, and listening to my queries. Thank you.
Great nurse
Phlebotomist was on time and very efficient and friendly.
Appointment on time. Friendly staff. Clean and tidy buildings Space in the carpark
Doctor was so helpful and caring also very reassuring
Professional care was provided by all the staff at the Surgery this morning.
On time polite efficient service
On time,efficient and got help with the blood pressure machine which I'd never used before.
Very helpful and good service and look us very helpful
Excellent phlebotomist, found vein immediately, no bruise. Pleasant lady, happily chatted.
100 % excellent as usual, all done in 5 mins.
Pleasant staff. Arrived early got seen early. Professional
Because I was seen in a timely manner and treated with dignity and respect.
Appointment on time, staff explained reason for review and future outcome explained.
Kim Davenport is a credit to your practice.! She is caring and very knowledgeable.
Nurse was very knowledgeable and helpful

Friends and Family Test December 2023 Summary

Sorry I missed the call.
Was seen on time by a very nice doctor
I was asked to come in for a follow up after a trip in to A&E. The doctor explained why and walked me through the plan. Made me feel better about the fact I don't know what's wrong and why I ended up in A&E. Also took a personal interest in me.
Lovely nurse, very good at giving my B12 injection.
The GP was attentive & considerate of my problems. Thank you.
Nic was great
Dr Saunders was very understanding and made a good job of getting just right on the knee
I had to wait half an hour longer before being called. I understand that G.Ps do run late. Dr apologised straight away. She took time to listen and examine me. Told me I could come back if symptoms persist.
Very good service and look me
Effective quick and friendly. Thanks Wendy
The nurse was pleasant and helpful
Dr listened to my concerns and I felt I was not being rushed
My appointment was first class from a friendly and helpful staff
Phone call was on time Lovely pharmacist very friendly answered all my questions All ok
Phoned 8.30am, explained my problem to receptionist who went away and returned with a 4pm appointment. Dr was excellent. Listened to and examined me.
Able to get appointment at short notice.
Service was spot on
It was a telephone conversation with the pharmacist who was very pleasant.
Dr was running ahead of schedule, listened carefully to me and explained patiently what was needed. Systems put in place to monitor my ongoing condition.
The Doctor was really thorough very understanding and had a lovely manner.
V quick service
Excellent in all ways
Been coming to surgery every day to see the nurses plus other services the staff are all wonderful as always can't thank them enough for looking after me
On time helpfull and informative
Fairly quick and simple. Efficient too.
Prompt professional service. I was listened to!
The GP was amazing, super helpful. However, the receptionist was rude when going to book in a blood test and was smirking and laughing when she saw I was in distress about needing bloods.
Spoke with a lovely knowledgable nurse who took time to go through everything with me.

Friends and Family Test December 2023 Summary

As you know I'm a new patient to you, At the last one they never listen to anything that I would say to them, The doctors that I saw today listened to me and has helped me so much in one day it brought tears to my eyes, I no in my heart its all good
I am deaf and I've emailed for appointment earlier but still not heard quickly. I went to the reception instead. I wasn't well enough but I have no choice. The receptionist is helpful. Is there any way for me to contact the surgery quickly, SMS? Pls?
Friendly helpful receptionist and excellent Doctor's advice
It just was
Prompt and very friendly service. Thank you.
Nurse was re assuring and friendly
Nurse kind, knowledgeable and efficient
Friendly, helpful and caring
Dr Wright could. not have been kinder or more helpful. Very much appreciated.
Lovely, friendly and informative call from pharmacist for HRT review. A pleasure to speak with.
Dr Cowley is am excellent GP. All concerns considered and a robust way forward agreed.
The receptionist on duty was most helpful. Dr Cowley was very sympathetic and helpful.
Prompt appointment time. Dr very helpful .
25 minutes late
Fast and efficient, appoint given for the same day
Fast, friendly and efficient appointment
All round excellent service as usual
I was listened to and involved in the decision making process
Very efficient service
Doctor understood what I was telling him and gave me antibiotics
Excellent service and very polite
The Dr was excellent. Very patient and understanding.
Excellent proactive health care
All my questions were answered so I could understand and in a helpful manner
I was seen quickly. The receptionist and doctor were both brilliant. Many thanks.
Was good to get a same day face to face appointment after phoning late morning. As a health professional working in a different area, this is not a common experience. Also, my elderly parents in a different area do not get this level of health care
Appointment made easily And appointment on time
Wendy was lovely, very professional and efficient. She made me feel at ease.
Dr Makava was very informative

Friends and Family Test December 2023 Summary

Efficient and friendly
Was in and out very quickly
Great Doctor and no waiting and front reception very good
Very good service from the nurse, my only slight thing was late getting in slightly late although nobody else in the waiting room
Friendly staff, and quick service
Approachable friendly doctor who took the time to listen to my concerns. She examined me and explained her diagnoses and answered my questions. Arranged to review my situation in 4 weeks.
Very helpful and good advice that I will follow
Very thorough and efficient service. All clearly explained and next steps set out clearly.
Very efficient
Answered my questions
Very pleasant and efficient.
The doctor was excellent
Appointment was on time and efficient. Only negative was on my side for not saying something during the appointment but don't think it impacts the result
In and out in 5 minutes.
I was seen on time , treated with courtesy & given advice ? all carried out efficiently
It was easy to get an appointment and the Dr was helpful and I have seen him several times before which makes things easier A good experience
The service today received has been absolutely first class! I arrived at the surgery at 8:00am to request an appointment today with a Doctor. The receptionist was friendly and very helpful. I was allocated an appointment at 9:30am. Many thanks!
Great phone response, really professional nurse- excellent service.
Went in ahead of time, done and out before appointment time
I felt like I was listened to, taken seriously. The care I received was quick, thorough and person centred. A massive thank you
Dr was nice to me and friendly
Same day appointment excellent service
Had blood sample taken. I don't like needles but the nurse made me feel quite relaxed about it
Very kind and in on time
Always happy with the quality of service from the surgery.
On time, friendly and capable nurse who removed my stitches
Did not have to wait long . Nurse very min and explained everything
I checked in and was seen immediately, a very thorough consultation with Dr O'hara.