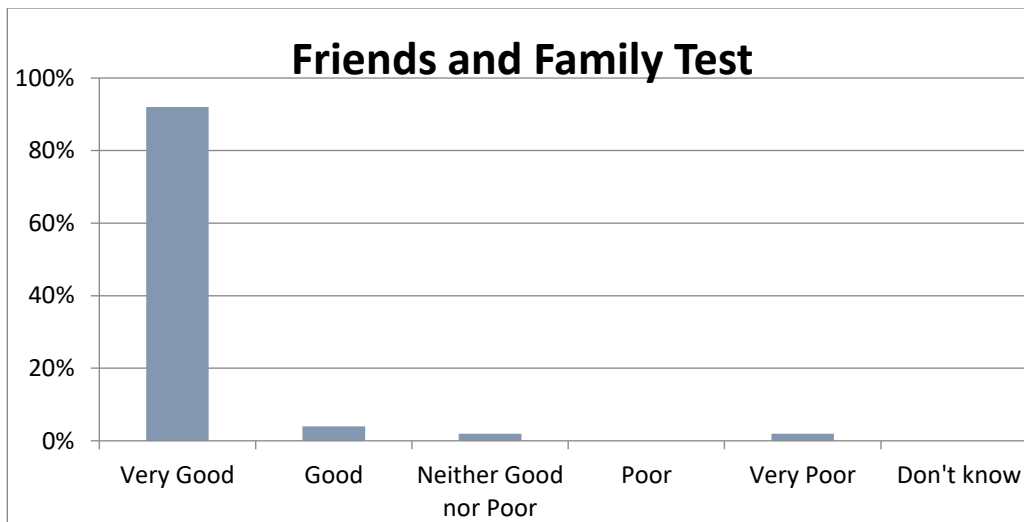


Friends and Family Test January 2024 Summary

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

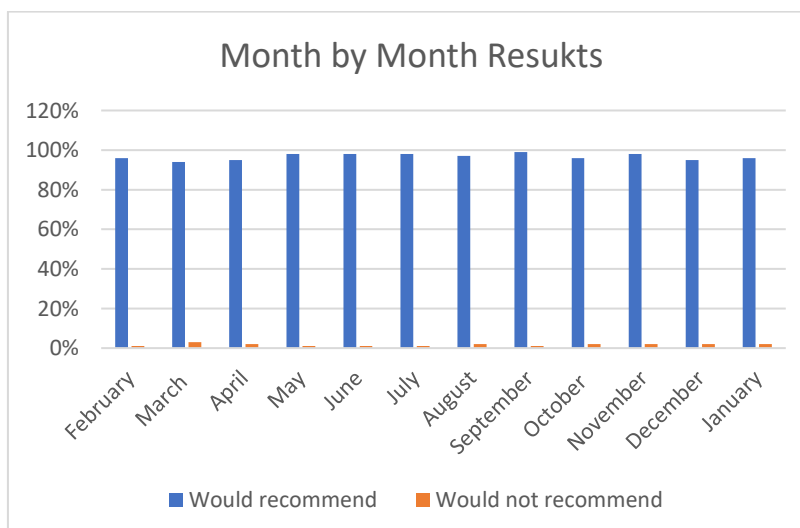
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
400	18	6	3	5	1
92%	4%	1.5%	0.8%	1.4%	0.3%



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

Would Recommend	Would not Recommend
418	8
96%	1.8%



Friends and Family Test January 2024 Summary

<p>January 2024 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>	Friendly and efficient, all good.
	Very quick and efficient
	Always excellent
	The appointment was on time and professionally handled. The Dr listened to my problems and explained his answers when needed
	Lovely doctor, full and clear reasoning behind his thinking. Great manner and all staff very polite and kind.
	Because it was
	Prompt call Doctor dealt with my problem we
	Very kind and professional.
	Listen to what I Said
	Dr Ohara is a brilliant dr and very helpful
	Telephone appointment was well conducted. Appointment was only about 5 min after time Locum doctor was informative, positive and helpful.
	Missed initially call, Doc called back and was very thorough with follow up appointment.
	Telephone call was on time, and very efficient
	Always helpful and kind. I hear so many negative comments about GP Surgeries from friends and family and I can honestly say I never have any issues. Thank you for everything.
	Seen on time. Lovely friendly staff
	Doctor Raj listened and addressed our concerns very comprehensively. Thank you.
	Every visit here has been problem free.
	Doctor was lovely, dealt with my concerns in an efficient and informative manner. Really lovely lady.
	I was in trouble breathing and the doctor was so kind and sorted me out wonderfully
	The doctor listen to what I was saying and did not rush me out the door.
	Excellent service
	My experience at the surgery is as usual, when I get an appointment, all goes very smoothly.
	I feel the professionals I saw were both thorough and pleasant throughout my visit.
I received the service I required. Thank you.	
Dr Maronge was friendly & efficient, especially appreciated that he covered all the things I wanted to discuss and decided action plans on all.	
Good result I was very pleased	
Always excellent service from everyone at the surgery. From admin to medical staff	
The pharmacist. was very helpful and explained everything to me Was very kind	
My problem was discussed. Well	

Friends and Family Test January 2024 Summary

<p>The physio was thorough in checking my movement. I would have preferred to run through some of the exercises I was given.</p>
<p>Got my appointment Helen on reception was brill so was Dr Fletcher.</p>
<p>Fast, efficient and polite service</p>
<p>Not easy speech unclear.</p>
<p>As my car is low to the ground the road flooded and the road closed I took advice and didn't make my appointment</p>
<p>Was able to get a telephone appointment within 3 hours of calling the Surgery. Excellent service. Please keep it up</p>
<p>Dr Fletcher was clear, thoughtful, kind, professional and thorough as always. Thank you.</p>
<p>Iain my doctor was excellent. Listened to my concerns and was very thorough - great work Willington Surgery.</p>
<p>Always impressed with the service that I receive. The nurse that I met and that treated me was very good indeed.</p>
<p>V little wait time. Nurse Wendy made an unpleasant procedure very comfortable and perfectly doable. She was warm, friendly and helpful. Thank you.</p>
<p>Because Maulik was very well informed and able to answer all of my medication questions Nice to have solutions and good advice</p>
<p>It was very helpful to talk to someone regarding my meds. Only slight problem is I'm hard of hearing so need help from someone to hear what is said. Usually my daughter helps but had I been alone I wouldn't have heard clearly. Thank you</p>
<p>GP prescribed medication to hopefully ease my condition</p>
<p>On time (actually early), clear and effective communication, very professional.</p>
<p>Good service</p>
<p>I arrived on time and was seen immediately. Wendy was ready with my injection and my whole visit lasted around 5 minutes. Booked my next appointment on my way out and text confirmation received. Very good text reminder system in place. Thank you</p>
<p>Able to get an appointment with doctor relatively quickly.</p>
<p>Never phoned for my review . Should have been 9am today .</p>
<p>Quick service and easy to note attendance at reception via screen</p>
<p>The lady on Reception was really helpful with using the Blood pressure machine and the nurse that took my blood was lovely and the first time for a long time it worked on the first attempt.</p>
<p>Appointment process good and on time, was put at ease</p>
<p>I felt listened to as well as having a sympathetic and gentle examination.</p>
<p>The nurse taking blood sample very professional and friendly and helpful Excellent service. Thank you</p>
<p>Professional polite and friendly</p>

Friends and Family Test January 2024 Summary

<p>Doctor explained possible diagnosis really well . Referral to physio made to affirm a diagnosis. Receptionist checked computer and Ten minutes later I saw the physio . Diagnosis made. Exercises recommended and printed out. Thank you all.</p>
<p>The doctor and nurse I saw had excellent communication, were patient took the time to check my understanding and were reassuring</p>
<p>GP listened to my problem without me feeling rushed. Investigations requested promptly. Advised on plan & how this will progress. Given safety netting advice.</p>
<p>MR MAROANGE I THANK HIM AT T 2ND JANUARY 24TH HIS HELP AND CARE HE GAVE TO ME AND MY HUSBAND BLESS HIM</p>
<p>Experience was fast and moved smoothly as expected</p>
<p>Always polite, professional and helpful</p>
<p>Speedy appointment. Followed up without request. GP courteous and efficient.</p>
<p>Always been there for me ..I live on my own ..and it good to know...I've always got help with my health problems.</p>
<p>Only Good as my appointment was 15 minutes late</p>
<p>On time and Sharon was brilliant. Very kind and professional</p>
<p>The phlebotomist was very professional and aware of my needs.</p>
<p>Appointment on time Very efficient and knowledgeable</p>
<p>Went to check in on the screen that wouldn't work then had to wait for 5 min to be served at the reception by this time it made me late for my appointment</p>
<p>My appointment was on time and nurse Rowena was very approachable in answering any questions I had</p>
<p>On time, Sharon her usual professional self, all done and dusted in less than five minutes.</p>
<p>A very pleasant experience today at the surgery.</p>
<p>The blood appts are always efficient and the nurse is very good with my son (he is special needs)and used to him now and is able to put him at ease. The parking this morning was busy and disabled was also full.</p>
<p>Phone call. Dealt with efficiently and hopefully solved my problem</p>
<p>Telephone appointment on time and very successful. Dr Saunders superb as usual.</p>
<p>Got me in very quickly for my appointment and the doctor was very thorough</p>
<p>The nurse was very friendly and professional. She took me through all the options for vaccinations and potential risks.</p>
<p>Very friendly staff</p>
<p>A great surgery with exceptional people ???</p>
<p>The pharmacist was really nice and friendly, but informative at the same time.</p>

Friends and Family Test January 2024 Summary

Excellent team from making the initial appointment to seeing the doctor. Thank you
Doctor listened in full. Checked the sample. Suggested antibiotics. I left satisfied that I had been listened to and hopefully cured.
Excellent in day appointment for a problem I was concerned about and thorough and professional treatment from the GP.
Quick service and very efficient
Really friendly and helpful staff
Excellent service
Nurse very friendly and appointment on time
Appointment available when I needed it. On time and felt I was cared for.
On time appointment, friendly staff and clear explanation of procedure.
Always on time with appointments and very professional
Excellent service
Professional and caring.
Very thorough & informative discussion regarding my HRT medications. Appointment duration provided enough time for a full discussion too.
Excellent service from the staff and doctor as usual
Excellent service everything explained well.
Poorly asked question: a) I gave the answer because you asked for it and b) I responded in the way that I did because the doctor was on time, concise and clear in her advice.
Telephone appointment, on time, positive outcome.
Appointment was punctual, very responsive and pleasant HCP and didn't feel rushed and was asked several times if I understood everything or had additional questions.
I checked in on time. Always plenty of seating in waiting room. Nurse was very nice and very informative.
Because of the excellent treatment I received.
Anna, the clinical pharmacist rang on time. She is friendly, helpful and encouraging. I couldn't do what I'm doing without her guidance and support. She helps me get through the difficult times. She reminds me how well I'm doing and how far I've come
The Doctor has great manner and I have a lot of confidence in him. Was able to get an appointment on the same day with minimum fuss . A great service
I rang this morning to say I'd been poorly for 3 weeks. I described my symptoms to the very helpful receptionist. She left me a message to say she'd made me an appointment with Dr Makava. Dr Makava was lovely, & helpful and gave me medication so ??
I had to "queue" on phone for a while to get an appointment, but I was happy to one. I rang straight away at 8.00 am and was already number 26!
Very helpful and well run
Prompt and efficient service as usual

Friends and Family Test January 2024 Summary

Both the young lady on reception and hca Carden were welcoming, courteous and highly professional (oh I mustn't forget your volunteer today. The gentleman is the best you've had that I've seen in my time at the practice)
In to the nurse on time, lively lady, felt very comfortable and the nurse was very helpful with a question I asked.
Appointment was on time. Help was available to use blood pressure machine. Phlebotomist answered my queries.
On time and pleasant. Thanks.
Felt rushed and stressed, Nurse was very nice and confident in her position however not being told anything about my results didn't help my nerves. Hopefully I'll find out soon what they are.
Very friendly and proficient
Different options were given when I called to book an appt. Doctor was on time, communicated clearly, and explained everything.
Inspire of an observed improvement in the condition of my problem. A very thorough check was carried out and further checks have been arranged to ensure that the problems are improving.
I was to book a phone appointment with the pharmacist re my tablets. I was told when called by the pharmacist that my review was done earlier in the year and apologised for the error and rang off.
On time quick and easy (mnr jab)
Efficiency, polite, got the job done
I got through fairly quickly on the phone to make my appointment. I didn't have to wait long in the Surgery to see the GP.
Able to get an appointment that day, good communication from the front desk
Doctor was very informative and professional
Friendly welcome, appointment on time
Professional staff and quality service
The appointment was on time. The GP was very knowledgeable and efficient. The receptionist was incredibly helpful.
Helpful advice and very informative
On time and helpful nurse
On time no problem
Prompt. Caring
Excellent friendly and professional staff.
Had to do it twice
Very thorough appointment with all travel information given. Excellent service.
Staff are all so friendly and happy to help.
Appointment time was on schedule and phlebotomist was very friendly Painless blood test too
The consultation was relaxed and the doctor listened to me

Friends and Family Test January 2024 Summary

<p>My call was answered quickly and the lady was very nice. She spoke to the doctor for us and called me back to make an appointment for the same day after school. The doctor was interested, friendly with son. All sorted thank you!</p>
<p>Seen promptly, injection given with friendly conversational chat. Date given for when the next one is due. All delivered with professionalism.</p>
<p>On time, very kind lady and gave me some useful information.</p>
<p>Staff polite, respectful and understanding. Thank you</p>
<p>The nurse is brilliant.</p>
<p>I was given results of a scan and information that reassured me concerning my current condition. The Doctor was attentive and helpful.</p>
<p>The Nurse (Joanne?) who carried out my travel vaccinations was lovely and super professional, very clear, concise. Very impressed. Thank you</p>
<p>Dr Cowley was very thorough. Helpful and put me at ease, plus understood my worries, well done. Good luck to the medical student.</p>
<p>Quick, efficient, on time and very pleasant</p>
<p>This practice is extremely efficient. I was seen at my appointment time by a nurse who was cheerful and kind. All Staff are caring.</p>
<p>I felt supported. Anxiety level over my health both mentally and physical are now being addressed and I don't feel so alone.</p>
<p>Very happy with the overall response from the surgery as they are under so much pressure. they try their best</p>
<p>Convenient time and process i.e. by phone.</p>
<p>I felt listened too</p>
<p>Friendly, professional service. I was listened to and treated very promptly. Everywhere was clean and tidy.</p>
<p>Because I find the staff very helpful and friendly</p>
<p>Staff friendly and polite as always</p>
<p>Friendly punctual service.</p>
<p>GO was very thorough and got to the root of problem.</p>
<p>The pharmacist was more than very helpful in what I was trying to sort out</p>
<p>The nurse I had an appointment with was very nice to talk to</p>
<p>Seen on time by a first class Doctor, that's all anyone can ask for !</p>
<p>Quick results very well explained</p>
<p>Because Willington GP is extremely organised, I have been well-taken care of by both Willington GP and Derby Hospital. My health keeps improving and I feel very well taken care of. I grew up in the US, but the NHS has provided the support I need!</p>
<p>Support for use of blood pressure machine much appreciated before thorough blood test.</p>

Friends and Family Test January 2024 Summary

<p>I saw Dr who has appalling people skills. He didn't explain the seriousness of the Dvlc form which we were filling in, he was curt and unhelpful. I have lost my licence which has caused me enormous inconvenience and stress I feel badly</p>
Great Nurse
The doctor was professional and approachable. I felt confident in her from the start.
Dr Wright made me feel at ease & was very informative.
The reception and helpers were great and Dr Wright has it right. Patient led treatment plans. Clearing up medication queries
Very prompt and friendly service
I am always listened to and my treatment is worked around these discussions.
Lovely nurse .. very knowledgeable.. explained everything clearly.. made me feel very relaxed
Easy check in process, clean waiting area, didn't have to wait too long before i was seen.
Efficient. Good facilities. Helpful advice. Friendly.
Because the doctor was very helpful and listened to me
Good appointment listened to and good advice.
Warm, friendly and proficient care. Excellent. Thank you
Very thorough with my E C G, explained very well, lovely nurse called Joanne who put me at ease
Punctual, pleasant & professional
I felt listened to dr was very helpful
Prompt and efficient
The treatment was excellent - Thank you
Excellent
I spoke to the Clinical Pharmacist who was very kind and helpful and explained all I needed to know. many thanks to him
Quick. Friendly and helpful. Sorted my health issue. Best practice I've ever been a patient of
I gave very good because there was no excellent. Been on holiday so missed booking a B12 injection. Phoned up this morning after 10am, had my injection at 12am. What a service!
On time , very pleasant
On time ,pleasant
3rd visit within 4 months for the same issue and still no treatment given
Seen on time and doctor very good
Willington is such a great surgery. From the receptionists to the doctors, everyone is polite and helpful and although I know they are busy, the staff never make you feel that way.
Dr Cowley is so kind hearted and gives excellent patient care. She always has time for you and listens. Thankyou

Friends and Family Test January 2024 Summary

The doctor was really helpful and kind, I have been struggling a lot lately with the health issues I am going through so it was lovely to have someone be so patient and caring, Thank you
She was very easy to talk too and very thorough! She did say she would put my hrt on as a repeat prescription but as of yet it's not on, could this be done please?
Well organised & polite staff
Asthma review, had a consultation regarding my asthma, the nurse was very helpful. Thank you.
Sent a request via online consult and got a response and an appointment on the same day
Because it was very good, what else can I say!
Everything very efficient but had a 10+minute wait at reception as self check-in would not check me in. This meant I was actually a minute or two late checking in for my appointment which I never am.
Very helpful information and follow up. Greatly appreciated.
Great consultation and quick turnaround of getting a brand new prescription to the pharmacy ie quick, efficient
Excellent service and support. Thank you ?
I managed to get an appointment on the day I rang and the receptionist was very helpful. The doctor was very understanding and I didn't have to wait for my appointment they were running on time
Clear, concise information
Very satisfied with the treatment.
Daughter is 11 and suffers with Asthma. While she is using a preventive inhaler she has had breathing issues and the surgery were able to see her the same day. Invaluable. Thank you!
Dealt with quickly.
Short waiting times, Consultion very through !
Staff friendly and efficient
I spoke to your pharmacist on the phone checking up on my tablets etc. he was extremely professional, polite and helpful.
Very helpful and listened to my info.
We were slightly late arriving but still managed to fit us in. Dr Farrow was very nice and thorough, we didn't feel rushed and felt listened to.
The nurse Wendy is very kind and understanding as well as patient.
Very efficient and friendly .all tests checked and results given. Very informative.
As always excellent service
Helpful & friendly doctor & nurse who supported me well through an uncomfortable procedure.
I felt comfortable and in safe hands during what I'm sure can be a bit of daunting procedure.
Assuring and prompt

Friends and Family Test January 2024 Summary

Dr Maronge was very thorough and explained everything to me in great detail.
The Nurse was extremely understanding and made me feel at ease as I was worried about my blood pressure.
Very helpful
A thorough, helpful and friendly telephone consultation. The nurse listened, answered my questions and gave appropriate advice.
Appointment on time and efficiently carried out
Good response from gp ref my surgery 6 weeks ago .
Prompt timely and efficient treatment.
It was a medication review. They rang when they said they would. Went through medication clearly, discussing if still required and any issues. I was able to change repeat prescription of HRT to one that is readily available.
Pleased to have been given plenty of time to explain the background to my illness before being examined by the new Doctor.
I got exactly what I wanted, thank you.
Doctor was brilliant, on time, very thorough and listened to my concerns. Very pleased! He was also amazing with my little boy.
You were v kind, called me back as you said you would and I got an appointment same. Dr was lovely and very reassuring even tho it was probably at the end of a very long day for them.
Wendy explained everything, answered all of my questions and spoke to me throughout the procedure which made me feel comfortable. She also listened to my concerns and gave the necessary advice.
Very quick, no waiting
Always good
My 1 year old had yo wait a whole hour for his appointment. Iv never waited that long here before
I experienced professional, efficient attention - thank you.
I had concerns about changes to prescriptions following my discharge from hospital. These were resolved satisfactorily thanks in my conversation with Maulik.
Absolutely perfect as always at Willington.
Great service again from everybody. Many thanks.
Extensive unhurried discussion with care and compassion.
Sr weight was very professional and friendly
The practice is very professional in its approach and modern thinking. Eg:- using technology to communicate with patients. The staff are very understanding, reassuring, and helpful. All of them.
Receptionist so helpful and pleasant first time there and felt so at ease
GP was very thorough. No delay on appointment.

Friends and Family Test January 2024 Summary

	A good response to the problem s with my foot . When I go to the doctor s they never give with ideas to help me with my problems. Really pleased thank you ?
	Did not have to wait long for a call back and managed to have an appointment same day Doctor was lovely and very thorough
	Dr Cowley was very understanding and spent a long time trying to help me
	Time given to listen
	Appointment on time Nurse efficient and friendly Informative and professional
	All on time and very good thanks you
	The place is clean the staff is friendly and very professional
	Because the Dr was interested in my problem and looked into my record
	Always excellent
	I have seen the practice nurse for my annual check following blood tests and found her to be very knowledgable ,helpful and reassuring
	The doctor was very efficient and the wait wasn't to long
	Treated well and quickly in and out in a few minutes for blood test
	Wendy's always very efficient and personable
	Having an assessment during my visit which was conducted very professionally , I'd had another question about a different issue which wasn't dealt with the same way. I am satisfied overall with the time scale being seen from making the appointment.
	Good honest doctor answered all my questions
	Went into my appointment about 10 mins after my appointment but the nurse was very friendly and personable.
	The nurse was kind friendly and professional
	Relaxed but efficient treatment. Friendly and caring
	The service was very good and helpful
	Fast efficient service
	Very understanding and easy to talk to. Thank you
	Polite friendly and quick
	Friendly knowledgeable and ver professional
	Kind, sincere and knowledgeable staff
	Very friendly and helpful
	Very helpful staff, couldn't be more helpful
	Great Staff, the Doctor was very reassuring
	Lovely friendly nurse. Quick and efficient phone call appointment and prescription sorted. Very much appreciated. Thank you.
	Team were polite and understanding Doctor was helpful
	Good Service

Friends and Family Test January 2024 Summary

Doctor explained everything clearly
Excellent service and extremely professional service from Mrs Leggett as per usual. However, problems yet again with the electronic check in system which caused a queue meaning patients were late checking in for their appointments.
The receptionist was very helpful making the appointment for me as I needed to be seen as soon as possible. Dr Saunders was so great, I felt I had been listened to and after discussion found a way forward with medication and a referral. Very grateful
The doctor was very patient,
Seen on time and painless blood test.
On time, efficient
Short wait time, felt like I wasn't being rushed, very pleasant staff. Super impressed with Willington Surgery
I was seen the same day (thank you) & the Dr was pleasant & very thorough.
On time and a welcoming experience
The appointment was all on time and the nurse very clear and I felt very comfortable asking the questions I wanted to know
Short visit, no problems, all clear and concise
Just went well
Quick service clearly & Professionally delivered
Very empathetic nurse made the process extremely easy and unstressful!
I was given an appointment very quickly & prescribed medication.
In and out b4 app time
The Physio is very caring and helpful .
The doctor and nurse were really kind and put me at ease.
One of the best doctors surgeries ever, no long faces and so helpful 5* from me
Quick and easy
Every one was friendly and polite.
Quick efficient pleasant experience
Good prompt service
Very helpful doctor & we went through my issue well. A way fwd has been discussed & we await outcome. Nice experience.
All good, pleasant staff
Although I had to have an intimate procedure, and it was painful for me, both the dr and nurse were incredibly kind and sympathetic
Doctor was very thorough and put a plan in action
The doctor took a lot of time asking questions and getting to the root of the problem, even did an additional examination just to be sure, very kind and reassuring attitude towards me, super consultation, even booked me a follow up
Wendy the nurse who delt with my problem was extremely professional , she put me at ease immediately and made me feel confident in her ability.

Friends and Family Test January 2024 Summary

Kind caring and helpful advise
The physiotherapist was very pleasant and thorough. I have been given exercises and a follow up appointment.
As always I received prompt attention, I have no complaints at all.
The pharmacist that called me was thorough, very friendly and very courteous
Extremely quick and organised, brilliant service
The Doctor was very professional and knowledgeable. Discussed with me how he would treat the issue in the first instance and organised secondary testing to ensure the issue has no underlying as yet unknown cause.
Went in promptly and was fitted with a blood pressure monitor - clear advice
Went in ahead of appointment time and the lovely Rowena did my blood test efficiently and painlessly. In and out in minutes. Keep up the good work!
Very efficient service.
Very efficient
Quick, friendly, efficient service
Doctor was very thorough and reassuring.
Was seen 10 minutes before appointment time - painless blood test
Thoroughly explained procedures by very polite and friendly practitioners.
Appointment on time very efficient
Doctor was very sympathetic and did his job efficiently.
Nurse Wendy was amazing explaining and administering my injection
Lovely and attentive and really listened to my concerns Thankyou
Got seen, short wait, thorough appointment/ thank you
Same day appointment was made really easily. Dr saw us on time and was lovely with my little boy. Super service all round. Thanks!
Very satisfied with Dr Wright. Very helpful.
Everybody was friendly and efficient and was not waiting to long
Nurse Wendy very nice and friendly and puts you at ease
Nurses were really excellent helped very well today. High respect to them.
The appointment you're asking about was cancelled by you due to illness. I'm not able to review it.
Dr was kind, caring and made me feel listened to.
I wasn't rushed, I was listened to and examined and put at ease, advised. Everything I needed
Always helpful good feedback and follow up . Need to work on access to telephone booking in the morning.
Appointment went well and everything was explained clearly.
I had time to discuss a number of minor conditions with the doctor and take on board her comments on the actions that I had taken to try to improve my condition.

Friends and Family Test January 2024 Summary

<p>Need to go back to see doctor re my prescription review after being told the clinical pharmacist would be able to help me when I previously asked to book an appointment with a doctor. However the clinical pharmacist was as helpful as he could be</p>
<p>See previous feedback</p>
<p>I had a good appointment and was sent to hospital quickly for further checks.</p>
<p>My daughter was seen and sent to hospital for further checks. Fortunately all has been positive and was discharged from the Children's A&E.</p>
<p>The service at the surgery was first class as always.</p>
<p>Wasn't overcrowded, waiting time was good. Also doctor was very good.</p>
<p>Questions asked and answered hopefully outcome will be good</p>
<p>Because I was impressed by every element</p>
<p>I was made to feel at ease, The doctor listened to what I said , examined me , explaining what he was doing al the time</p>
<p>It's easy to book in and the appointment was on time and the Doctor has a nice manner explaining issues clearly.</p>
<p>The nurse was lovely. Informative and kind</p>
<p>I was very happy that the surgery got me in on the morning of phoning in at 8am. Very pleased Dr Jackson gave me antibiotics to try, to help me get better</p>
<p>Issue resolved over the phone, I missed original call. Doctor called back.</p>
<p>Had a lovely doctor who listened to me and my needs. My appointment didn't feel rushed and I felt my doctor genuinely cared for me which to be quite frank I've never experienced before. Great experience as my first time at my new surgery.</p>
<p>Prompt appointment.</p>
<p>Friendly reception, appointment on time, approachable doctor</p>
<p>Seen on time.</p>
<p>Doctor listened to my complaint. Seen on time.</p>
<p>Because I have 4 different appointments instead of 2 - just for diabetic review! I would like to talk to someone about this please.</p>
<p>Sharron has been a wonderful phlebotomist over the years. I shall be sad to see her retire.</p>
<p>Managed to get an appointment to see Dr Cowley. Lovely doctor, very pleasant and made me feel very comfortable. Appointment went ahead on time</p>
<p>Seen on time, very friendly nurse Rowena.</p>
<p>First class in every way</p>
<p>This has been a series of calls each concluding with a next step outcome. Each new call has started where the last call ended and were informed and helpful without time being wasted having to review old conversation or start again.</p>

Friends and Family Test January 2024 Summary

<p>Consultation was friendly and informative and conducted in a patient manner</p>
<p>The service was great from making the appointment to the promptness of the GP</p>
<p>Dr Cowley was lovely. My appointment was on time.</p>
<p>Got an appointment same day via phone, also sorted a visit for same day for blood pressure reading and prescription ready waiting for me (although pharmacy waiting on delivery of it). Everyone helpful and friendly.</p>
<p>The service was quick</p>
<p>I was satisfied with the outcome!</p>
<p>I was seen promptly by the GP, and the plan she formulated for dealing with my ailments seemed sensible and appropriate.</p>
<p>Dr Marange has helped us so much over the last three weeks. He has done everything that he can to assist us. We have a plan moving forward. We are so grateful to have Dr Marange as our gp and looking after my daughter. Such quick feedback. Thank you</p>
<p>Phoned at 10 appointment 3.30 unbelievable service cannot get better. Thankyou</p>
<p>Able to send photos in preparation for telephone appointment. All symptoms considered and a short and long term plan agreed. Felt listened to and thoroughly thought about. Person centred.</p>
<p>Always good service in time and professional</p>
<p>Dr Makava is brilliant, son is Down syndrome and I emailed to say he had an ear infection, she called me a couple of hours later and arranged to see him after her clinic. Fabulous service</p>
<p>Since being with Willington Surgery the service for me and my family has been amazing...I cannot thank them enough for everything that they do.</p>
<p>Caring Doctor who took the time to discuss my problems and offered a resolution</p>
<p>Same as always. Well looked after as well as being prompt and professional</p>
<p>Appt on time. Efficient, pleasant and professional nurse.</p>
<p>Great service as always</p>
<p>The doctor phoned me and she was very thorough. I was able to answer all of her questions.</p>
<p>Because the GP surgery was able to get me seen quickly. Being seen on the same day that you book the appointment makes all the difference, doctor was excellent ?</p>
<p>Excellent staff very caring</p>
<p>10 minutes before I was due at the appointment, I was called to say that I didn't need any travel vaccinations or boosters so didn't need to attend. So I wasted half a days holiday from work completely unnecessarily. What rubbish customer service.</p>

Friends and Family Test January 2024 Summary

	The nurse gave me excellent information about my asthma and answered all my questions about health care for my polymyalgia and information about my coming up health checks in May. She was very kind and very clear when explaining things to me.
	What answer would you like?
	Efficient and very cheerful. Especially the young lady on reception.
	Staff were extremely helpful
	Wendy was really helpful and friendly and efficient. Thanks very much.
	Appointment on time. Friendly very efficient phlebotomist.
	On time; ear syringe immediately beneficial !
	Dr Fletcher really cares and it comes across, I have never known a doctor follow up as much.
	I found the Doctor very helpful
	Dr fletcher was very thorough and puts you at ease
	Clear advice and explanation
	Excellent service as usual thank you
	Wendy was lovely .
	I find Maulek very professional and feel as if I am I very good hands as I think he does his best to ensure I am on the best possible medication.
	Very thorough and understanding