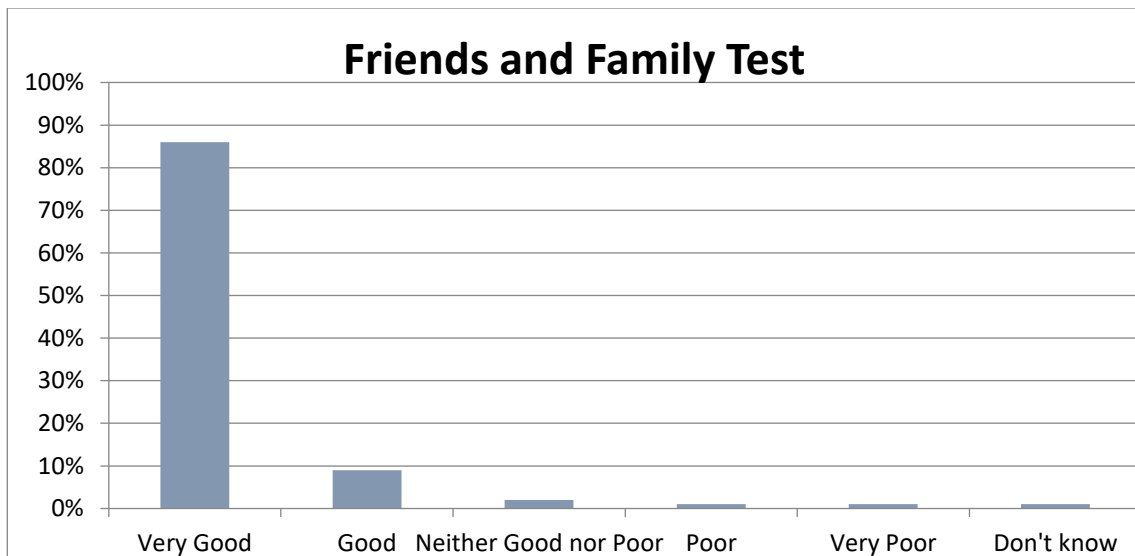


Friends and Family Test January 2024 Summary

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

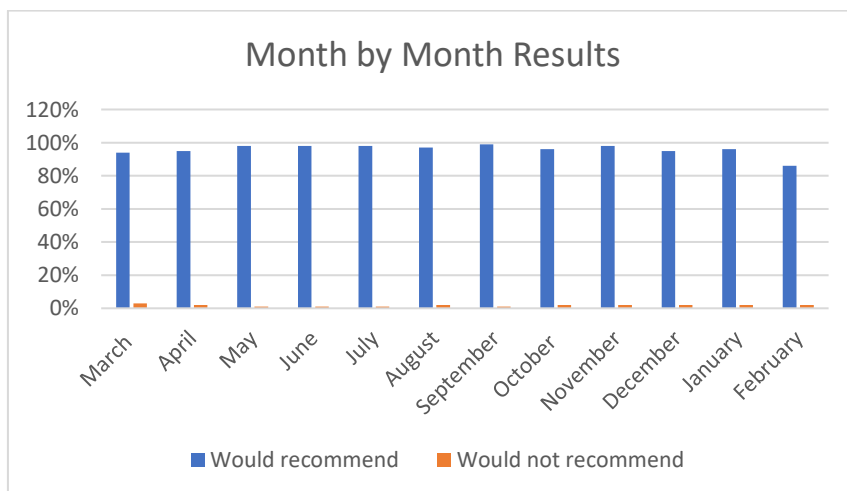
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
336	36	7	2	2	3
86%	9%	2%	1%	1%	1%



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

Would Recommend	Would not Recommend
372	4
96%	1%



Friends and Family Test January 2024 Summary

<p>February 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>	My doctor was easy to talk to and very helpful and went through the different options to suit me
	The nurse took time to explain everything she was going to do and what everything was for and any risks
	Appointment excellent. Informative and personal. Booking difficult.
	During a telephone appointment it was ascertained that a face-to-face appointment would be needed, and this was made for the following morning. The doctor was very thorough and reassuring
	Quick and easy
	Prompt helpful and efficient service. Thank you.
	Lovely staff helpful and patient
	Whole appointment was efficient and timely and explained well.
	Efficiency and on time
	Very quick but thorough appointment. Dr was lovely. Got exactly what I needed.
	Dr Wright was great, she sorted out my problems within minutes.
	Everyone is professional, polite and helpful, making it a pleasant experience.
	Felt that an appointment would of been better only when the results were back but thank you appreciated it.
	I felt that we were really listened to and the GP made my young daughter feel at ease from the offset. From start to finish the consultation was efficient and caring to her needs. Thank you for your time and excellent care.
	Willington Surgery is always outstanding.
	In and out very fast with no waiting all information clear and questions answered
	Receptionist and GP friendly, helpful, professional, gave enough time. My support worker was very impressed by the facilities and level of care at the surgery.
	A friendly team always there is help and understand
	A delicate health problem was dealt with very professionally
	Phoned at just after 9am and got an appointment for the same day. Doctor arranged for hospital visit the next day. Excellent service
Staff are always lovely and welcoming	
Quick on-time and efficient	

Friends and Family Test January 2024 Summary

Excellent service as always
Rang to make an appointment and was given a cancellation seen quickly and referred to kin cancer clinic.
No delay. Pleasant doctor.
Quick appointment. GP very helpful.
Reception team are amazing and booking appointments easy to do. Friendly team all of them. Appointment was quick and friendly staff. Thank you
Pleasant lady nurse who explained the process, any problems I might encounter, checked I was happy to proceed and administered the vaccine. Although running a couple of minutes behind it was towards the end of the day and to be expected. Thanks
incredibly professional and caring. Explained everything really well, answered all my questions nothing was too much trouble. Absolutely amazing service
The experience of visiting Dr Cowley today 2nd February 2024 was nothing short of exceptional. Dr. Cowley proved to be a shining example of what a healthcare professional should be ? amazing, attentive, caring, and incredibly knowledgeable.
The Doctor I saw today was so polite and helpful even went in 5 mins early!!!!
We were checked in efficiently and put on blood pressure machine. Seen on time by very pleasant practitioners, efficient and knowledgeable. This was our 1st visit which was very good. Thankyou.
Concerns taken seriously and matter resolved by doctor face to face appointment.
Good system for making same day appointment. Doctors was running late but that can happen when busy.
Very helpful professional and kind
Excellent service as usual, blood test for me today, all done in a couple of mins, nurse was brilliant as always. Thankyou
Walked in, booked in, sat down and got called in to see the nurse
The vacs was painless, the nurse was helpful and caring, Indeed the visit was very pleasant.
Really professional visit kind and considering approach on time
Joanne (practise nurse) is really wonderful. She explains procedures in detail & gives all the information that you need. She's warm & friendly and is an absolute asset to the Willington practise.
Understanding doctor. Prompt service.
Dr Makava made me feel at ease and listened to me. She prescribed lots of medication and I am hopeful that I will be feeling better soon. Thank you
Very prompt appointment with Dr Morange who was very thorough.

Friends and Family Test January 2024 Summary

The GP was so good and thorough. My son has Autism and really listened to him. He probably spoke to her more than he has ever spoken to any other professional
I was given a prompt appmt and received the necessary treatment.
Fitted me in, and offered advice even when I wasn't making sense!
Lovely person, very warm and friendly.
Doctor was precise and I am pleased with treatment
No waiting and pleasant staff.
The doctor was very good at explaining what he thinks is wrong and is sorting out the problem.
On time only real issue was not being able to check in on the screen and see reception but didn't say why? Was to get a BP check. Why not say that on the screen?
Seen almost as soon as I arrived. Phlebotomist very friendly and efficient.
Appointment on time . Good friendly staff
Doctor was very good. She listened to my concerns and took appropriate action on it. Very happy with the outcome.
Excellent service. Friendly, Professional members of staff good space in the waiting area.
Very friendly and helpful staff and very efficient.
On time, very thorough, polite
Because the phlebotomist that saw was lovely. She found the vein straight away. Great.
Lovely staff, very kind but at the same time very professional. Always give you time to talk about your concerns which makes you feel like an individual not a number. Lovely practise, really make you feel they are looking out for you.
Excellent service from friendly and supportive staff. Many thanks.
Julie explained the results of my recent test well.
Seen promptly as per appointment time (slightly earlier). Professional and friendly service
I was reassured and felt very comfortable and at ease. Very happy with the service I was given. Thankyou.
The telephone was answered almost straight away and I was fortunate enough to get an appointment with the nurse the same day due to a cancellation. Reception staff were polite and helpful and the nurse I saw was equally lovely! Thank you
The doctor explains everything simply

Friends and Family Test January 2024 Summary

Treated with respect from all staff as soon as I walked through the door. All very helpful and efficient. A pleasure to go to the doctors
I was seen quickly
I was seen at my appointed time and treated with kindness and respect. Thank you.
I felt heard and was given help, direction and compassion
Very quick appointment. Very thorough, caring GP.
Doctor was very nice and understanding
Prompt attention on time
Very helpful and polite staff. On time with the appointment
Saw GP Nurse and Physio all within a hour and it was clear that they knew when I had finished with each person as the timings were perfect
Got me in for a blood test within an hour of ringing. Wendy was great as usual
Dr Saunders was brilliant very caring and informative
The nurse I had an appointment with was very friendly and efficient.
The lovely Health care assistant was very nice and gentle and I didn't feel rushed. Also, my appointment was on time.
No wait and very friendly
Very informative and good advice on my asthma
Easy to get through on the phone, appointment booked in a timely way, short wait time, friendly and professional staff
Appointment was convenient, on time and the doctor gave me sufficient time and attention.
On time
Straight forward questions asked, straight forward answers accepted.
Parking was an issue and the self check-in didn't work. A long queue for reception delayed me further and increased my stress as I was concerned about being late for the appointment
Quick on time
Good appointment
The clinical pharmacist we spoke with was absolutely brilliant. She gave lots of advice and different options for treatment in the future. Lovely lady. Thank you.
Really helpful doctor and premises clean and welcoming
Very helpful advice and easy to talk to
Friendly efficient service. Staff were welcoming and supportive.

Friends and Family Test January 2024 Summary

The appointment was at 3.50pm (I turned up 10 mins early so I was on time). I was told there had been a cancellation so would be seen promptly but I still hadn't been seen by 4.05pm. I had to be back at work for a meeting at 4.15pm so had to leave.
Answered questions I had.
I was seen almost straight away the outcome was good.
The Nurse was considerate/adaptable, personable, informative, knowledgeable and interactive. All in all, an excellent experience.
Super staff, excellent communication and a welcoming, clean surgery.
Easy to book appointment with appropriate person, polite and friendly staff.
Lovely friendly staff but very professional. Put me at my ease. On time
In and out with no problems. Excellent services
Receptionist very friendly
Pleasant, friendly, very informative.
Appointment for 10:00, seen just after 10:00. Blood taken very efficiently.
I was very happy overall Many thanks
Friendly and helpful at reception. On time.
Very good
Prompt attention. Friendly staff and very pleasant nurse Excellent.
Miss Upchurch has a respectful, confident and friendly manner. She makes having a blood test seem quite pleasant!
The Pharmacist Anna was very knowledgeable and spent explaining things correctly. She gave me time to discuss the various options open to me, and helped with the pros and cons of each option. Brilliant service! Big Thank You to Anna!
Everything was explained clearly
Thorough and helpful
Prompt attention and very friendly staff
Help when needed a pleasant reception lady
I was in and home within 17 minutes of my appointment time. Fantastic service. Thank you!
The doctor was very professional and thorough. With a return appointment. Receptionist was very polite.
Doc . Is closer to my age. understands what problems I have been going through for 12 yrs. Really listening about disc problems... I am having another ct scan on back. Well overdue..

Friends and Family Test January 2024 Summary

I am a full time carer.. Nice to talk about to someone
Pharmacist is very easy going and inclusive in our discussions, which works well for me. An excellent informed advisor rather than a formal issuer of edicts.
Appointment was on time
Doctor saw me on time. Listened to me and then gave me advice on my problem.
Kind, friendly and professional staff - excellent. Thank you!
Quick and friendly service
Always excellent
I was seen on time and was. Met by Pleasant people all good thank you
Very good to get me in see me help me
Salaha, the physiotherapist was pleasant, professional and very helpful.
Fabulous professional advice Friendly and informative – couldn't have been better. Thanks
It took me 3 attempts at 8 in the morning and a 111 call to eventually get an appointment today
She demonstrated clear medical rationale for course of action whilst also having wonderful people skills. She gave a good, clear plan of action and was very supportive.
Very clear information given and advice very pleasant (pharmacist) I believe
The doctor was helpful and reassuring. She listened and helped devise a good plan for the future.
Appointment on time. Doctor understood my problem. Picked up prescription next door within a few minutes. Good service
It was as expected.
Went in on time and the nurse was very good taking blood.
Very thorough, informative and encouraging
As usual Sharon was great. I will miss her when she retires.
Dr Maronge was pleasant, familiar, understanding, efficient and effective. He diagnosed and advised a course of action promptly and with complete reassurance. I always consider myself extremely thankful to be under his care.
Always good service at this surgery! Lovely people and professional
Dr Makava listened to my concerns and provided an appropriate plan.

Friends and Family Test January 2024 Summary

Quick and efficient in and out in less than 10mins and the lady who did the blood test was very nice and friendly
It was a telephone call and although I understood the message and it was very helpful it was only after the call ended I thought of questions I wanted to ask.
Nurse was extremely pleasant.
Prompt and efficient
First time at Willington made to feel welcome
Timely appt, very professional and thorough. Great manner. Only dropped one star over all because we needed a second appt to address an alternative diagnosis. But physio consult was excellent. Thank you.
The person I met with was polite and seemed helpful
A good discussion
Attended by a very nice lady
Appointment on time with phlebotomist and very friendly
Everything was as expected. Well done
Have excellent service and very caring
Helpful and supportive advice
Clean and comfortable waiting area Pharmacist professional service thank you
Appt was undertaken in a timely and efficient manner
Lovely helpful knowledgeable nurse
Because is a friendly atmosphere. Doctors and staff very helpful and waiting time is minimal
Friendly staff and appointment ran to time. The lady that took my blood was professional and friendly. Great experience as always. Many thanks.
I rang for a GP appointment on Tuesday with severe foot pain and swelling, being type 1 diabetic, with medication for neuropathy and lymphoedema, given appointment with physio, only to be given a GP appointment in the near future! Waste of my time
Great advice and support from Dr Fetcher, and ongoing review and support too.
Because I was waiting for the call and calls usually come up with GP surgery number on my phone but no such call came. A no caller id number came and I'm assuming that was them now but as it was no caller id I didn't answer. No VM left either
Extremely professional and really put me at ease. Thank you so much.

Friends and Family Test January 2024 Summary

Same day appt with Dr Makarva. Concerns raised addressed and ongoing skin query actioned.
Phoned at 8am for appointment one given same day. Receptionist and Dr very helpful. Hopefully problem solved. Thank you
GP and I got on very well and problem is being sorted
Signed in easy appointment was only a few minutes behind schedule
Listened to all ailments and acted upon them.
Julie was pleasant, kind and did her job efficiently
Just very good
Just a good appointment
On time, simple log in, professional and polite service
Polite and friendly receptionist answered my call. The doctor I saw was very thorough and proactive towards finding the reason for my symptoms. My bloods were taken pretty much straight after my appointment, so everything was super efficient.
Quick efficient service,
On time Very helpful and patient
Concerned and understanding response to my condition
Seen on time Bloods taken painlessly and on first go
Dr Wright extremely professional and kind. However, you REALLY need to shorten the answer phone message. It is far too long, tedious and half of it is unnecessary.
Parking was good, signing in machine worked, 5 mins wait? all good!
From the moment I made the call the receptionist was welcoming and helpful, the GP was brilliant and was very quick and efficient at diagnosing the problem and prescribing medication. The pharmacy were beyond helpful. Over all a class service.
Both Dr and receptionists were very efficient and understanding
Concise, professional approach, explanations for actions given.
The nurse my appointment was with was new to me and she was very friendly like all the staff at the practice thank you
Prompt, efficient, competent, and courteous nurses at Willington GP.

Friends and Family Test January 2024 Summary

No problem checking in and seen very promptly. Staff member friendly and helpful
Always given good care & treatment
Efficient and explained process very well put my mind at rest
Swift examination and diagnosis. Medication dispensing also efficient.
The doctor did excellent examination, history taking with patient reassurance and suggested a plan if any further changes happen.
Very efficient, appointment on time, bloods done and out. Wendy the nurse friendly always makes you feel at ease.
Seen on time. Friendly, showed concern for patient. Everywhere clean.
The person I saw is sorting out my tablets I take which is actually improving how I feel, very helpful
All staff charming and friendly the doctor I visited was charming and informative an excellent experience thank you
I was treated with respect and given good advice
Felt listened to and all very efficient.
Always find my visits to see Drs that understand my needs and can explain everything to me in a friendly way, I do get this from Willington surgery.
Friendly atmosphere, timely appointments. Helpful doctor. Very good surgery.
The doctor saw me and covered everything I needed to do and hear he said I needed a blood test to check everything was fine and told me I needed another appointment in three weeks. I went to reception, was asked if I wait a little then had my blood.
Appointment was made the same day and very much needed
Lovely lady, put at ease, questions answered, procedure quick & professional
Was seen straight away nurse was lovely and I didn't even feel the needle go in for my blood test helped me to leave as I have a walking problem?
Phone call from Doctor with appropriate advice received
Everyone is always very nice and efficient
The doctor gave me a wholesome and patient hearing and met my needs
Very professional, helpful, responsive service
Was on time no waiting about was listed to
Efficient friendly helpful
Friendly. On time. Easy parking.

Friends and Family Test January 2024 Summary

Call handler was very patient, explained things well and was extremely helpful
Lovely doctor who took her time with me and gave me a prescription.
Quick and on time
Helpful gent on the BP machine
Dr Mcaver is always a delight to see , always a cheery smile and does her best with the current problems we have , Thank You Dr and all of you at the surgery .
Satisfactory review of my diabetic condition
Appointment on time. The best lady ever doing the blood test. Going to miss her when she retires.
The telephone appointment was professional with my needs put first,
It was with a nurse who had to take blood, I was not kept waiting and she was efficient and courteous.
Infomative, helpful
Dr Cowley was very good I'd like to book her moving forward
I had an appointment the same Day rang up with my problem and saw a very nice Doctor not one of our usual ones
I am always made to feel as I am cared for when I contact/visit the surgery. All staff are caring and kind and this really matters and is appreciated.
on time Listened to me. Have options Concluded and safety netted
Very helpful lady at reception And doctors very good
I found Receptionist when I spoke to her a little unprofessional and careless
Nurse did the job she was meant too
I got an appointment quickly and have clear next steps to take. It would been even better if I could have had the blood test needed at the same time.
Quickly provided with appointment and the doctors we saw was lovely and so good with my young daughter
The phlebotomist was the best I have ever had and I have had many. My thanks to her, bang on time too. HOWEVER. There was only one person on the counter, despite a where of about 6 people. When bust needs someone to at least check in.
Prompt appointment and very friendly nurse. Excellent service as always.
The booking in machine wasn't working and there was a long queue at the reception desk.

Friends and Family Test January 2024 Summary

Fast, friendly and very efficient service!
Receptionist was very helpful and pleasant and Dr Makava was super helpful and lovely, as always. Lucky to have such a good practice, thank you
It was quick and easy. Quite a pleasant experience.
Anna was thorough, efficient and kind during the consultation.
I got two other appointments Inc blood tests and xrays in the next 3 weeks.
After being on the phone over 2 days trying to get an urgent appointment 111 managed to get an appointment for me which I was very grateful I The GP was very nice and has prescribed my medication for a chest infection
I have occasional issues with blood tests. This was painless and anxiety free
Extremely caring nurse who explained everything, All my personal details were double checked which was reassuring and the procedure was carried out as dignified as possible and with no discomfort to me at all which Is a first for me !
Seen Promptly & in a timely manner. Pleasant and polite nursing sister. Did not feel rushed.
Very attentive to my care and supportive in finding a positive solution thank you
Everyone really friendly and helpful. Great to have someone helping on the BP machine in reception, lovely manner.
Appointment was prompt - nurse was careful and considerate. I have reluctant veins and she completed taking The blood sample gently, quickly and relatively painlessly. Thank you.
Given appointment with Dr Fletcher, very helpful and informative. Very good service from the surgery.
Dr Saunders is so caring and really does try to help all her patients, I always try and get to see her as I feel she takes her time to listen to me.
Doctor and receptionist were very nice and helpful
I went in on time, everyone is very nice
Helpful, friendly, listened to my concerns and came up with a solution
The reception team made sure I got an appointment for my concern and the doctor I saw was so lovely and helpful
Although I was seen 25 minutes late, it was a mutually agreeable drug review appointment. I was pleased with the outcome.
Prompt, helpful and kind. Thank you!
Short waiting time Doctor listened to issue and responded appropriately

Friends and Family Test January 2024 Summary

Although the doctor that saw me was good, I do feel the appointment time to be seen was running late.
Overall experience was good, she took the time to listen to any of my concerns, many thanks.
The phone came at approximately the time stated. I felt comfortable with the pharmacist question and the information we discussed. I felt reassured regarding needing a blood test.
The pharmacist I spoke to was lovely and I felt like he really listened. Thankyou!
It was very easy. I arrived a couple of minutes before the due time, checked in on the machine, hardly had time to sit down before I was called through, had a very friendly but efficient nurse, and I was in and out in about 5 minutes
Apart from the roads and the flooding and failed traffic lights in Repton - all good!
The Doctor was considerate and very supportive of my needs now and in the foreseeable future. Dealt with my reason for visiting today and gave me confidence for the future. Thank you.
Prompt attention
I was seen before my appointment, the nurse was friendly , polite and took my blood sample efficiently with no discomfort , a job well done
Excellent service
Because it was
Met with friendly staff and Dr Saunders has been very helpful and understanding. Thank you.
The Nurse was absolutely lovely, a credit to the practice
I was able to get an appointment quickly. The doctor was caring and thorough.
Nurse Wendy was very friendly and efficient. She removed the stitches on my shoulder very gently, and advised about future care. Thanks again for first class service.
Friendly, put me at ease
Quick efficient blood test. On my way home before my appointment time. Excellent
I got quick and prompt services and the staff were competent. cheerful and nice
Poor delivery of taking blood No full instructions using the blood pressure machine for the first time
Had stitches removed
Receptionist very pleasant and when my blood sample was being taken did not feel the needle being inserted as I have done on previous occasions. The nurse also

Friends and Family Test January 2024 Summary

told me what the blood would be tested for and put me at my ease from start to finish.
As always complete confidence in Dr O Hara
Polite and friendly staff.
The service I get from the surgery is always first class
I was prescribed Otomise for an infected ear that has a grommet in it-the leaflet in the spray says, do not use Otomise if you have a grommet fitted in the affected ear? The doctor was aware that I have a grommet & I queried it. Do I use it or not?
Happy that I had my injection saved a journey to the consultant
Great to get an appointment and Dr O Hara was very personable, listened carefully to our concern and reassured us.
Knowledgeable, helpful and friendly doctor
Always a good service from all departments and this time the service was brilliant
Dr Jackson listened to me. We discussed the best next steps which I was happy with.
Very punctual, efficient and pleasant nurse
The staff were very friendly and efficient
Seen on time. Excellent nurse. Comfortable environment
Rang on time Explained everything All good
Appointment was before time by a few minutes, nurse very friendly and helpful. Took blood with no bruising.
I managed to obtain an appointment without a hassle and managed to get all of blood tests completed very quickly. Grateful for hassle free service. Thank you.
I arrived 5 minutes before my appointment time & had to wait 15 mins over the time which I didn't think was too bad.
The Doctor who saw me I saw was very kind. Patient if I asked questions and was helpful. Explained things to me. More than once. Very good experience. Thank you
Always listen and have time to talk and empathetic
I was seen on time and the nurse was very sociable.
Dr. Saunders was very helpful in terms of explaining my blood test results and was very compassionate about my mental health issues.
Friendly and professional staff. Appointment on time.
Excellent always explain everything very well very kind and caring and professional

Friends and Family Test January 2024 Summary

Always receive a warm welcome and excellent care.
Excellent staff, kind and supportive.
Appointment was on time, doctor listened to me and gave sound advice and was very professional
Dr Saunders is lovely to me and super-efficient and helpful. Great GP!
Didn't have to wait and very helpful
Everyone was very helpful
Very efficient
Well organised, friendly staff
Fast efficient very helpful.
Appointment on time Good friendly efficient doctor Friendly staff
I was very impressed the attention I received at the surgery, like always the surgery waiting area was clean and tidy,
Nurse is the one I know and she makes me feel comfortable
Very efficient but not a welcoming environment.
The appointment was to do with my lung condition but the pharmacist also gave time to question me in detail about a current IBS problem I am enduring. Very thorough in her questioning and note taking.
Appointment spot on time
Appointment was on time, and nurse was lovely
Maria was very nice and polite, but if I am honest had trouble understanding her, and with my back problem I explained I do my own exercises which I have done for years through my Marshal Arts!, and would like an x.ray , had it for 6 wks ?.
Very friendly and helpful
My call with Dr Fletcher but missed two calls which didn't register on my phone. I called the surgery to advise that I got two messages advising I'd missed the doctor's call but she was unavailable. Hence, I did not have the appointment
Clear and precise information given following a recent blood test
Easy to make an appointment, text reminder of appointment, called in on time within a few minutes and good consultation with Dr.
I was dealt with professionally and kindly manner. I have no complaints.
On time. Straight in & Out
The appointment was on time. The doctor was efficient, friendly and caring.
Was in for my appointment before time, all went smoothly.

Friends and Family Test January 2024 Summary

Dr Morange understood the issue and helped me
Because it was good
The doctor listened & understood what I was saying. Seemed very friendly
Efficient and effective
Great doctor asked and answered question very well
Lovely and knowledge lady
The GP was very receptive , good communication , really personable manner . Really good experience .
Dr Wright is thoroughly professional while also being reassuring and informative.
Excellent response in appointment and doctor attention as usual from the practise,
Quick check in on arrival and nurse was really lovely and explained things well
On time without issues
Annual blood test - efficient and on time, as usually happens.
Very helpful right 1st time in taking blood and prompt response when ordering tablet shortage advised collect pm today
Julie Harrington is always kind, and explains things well, she is very efficient
On time phone call Good advice helpful Willington always good. Thankyou
I booked a non-urgent appointment without difficulty - checked how to this previously
On time
Very informative
Over the years I've been to many surgeries with my job. And as a patient. And I have to say Willington surgery and it staff are very good at what they do. Can't fault it.
Punctual and efficient, very professional service.
Disappointed in accuracy of appointment time ie given as 8.50 on NHS app and didn't take place until an hour and a half later. Telephone appointment not for me. I would prefer face to face.
No
Reassurance of my condition which the Dr did.
I arrived at the surgery, didn't wait too long. Saw the Dr, who was very attentive, listened to me and gave me his views. He said he would text me a phone number to book an X-ray, which he did and I made an appointment. Sorted for now, and wait.

Friends and Family Test January 2024 Summary

Never seems to be a problem. Always get an appointment.
Helpful, efficient and friendly staff
The nurse was lovely very pleasant and helpful, it was a review and she went through all my details, put me at ease too
From the moment you walk in the surgery till you see the doctor is a pleasant experience very friendly staff and Doctors
Friendly staff, on time appointment
I could not check in as I needed to use the weight and blood pressure machine, I even checked with the receptionist if I needed to which she said it will not let me, I had to wait an hour for a blood test as she didn't check me in.
I felt my problems we're understood and dealt with efficiently. I have confidence in dealing with her in the future.
Friendly, seemingly efficient care
No problem signing in at reception, the machine to measure blood pressure etc. was straightforward, and my blood was taken by a very pleasant and competent nurse.
Just so caring and really listens
I was expecting a face-to-face consultation with the nurse. I was only phoned on the morning a couple of hours before the booked time to tell me it was a phone conversation. The conversation itself was excellent - your booking system seems unreliable
Very prompt attention at very short notice. Thank you.