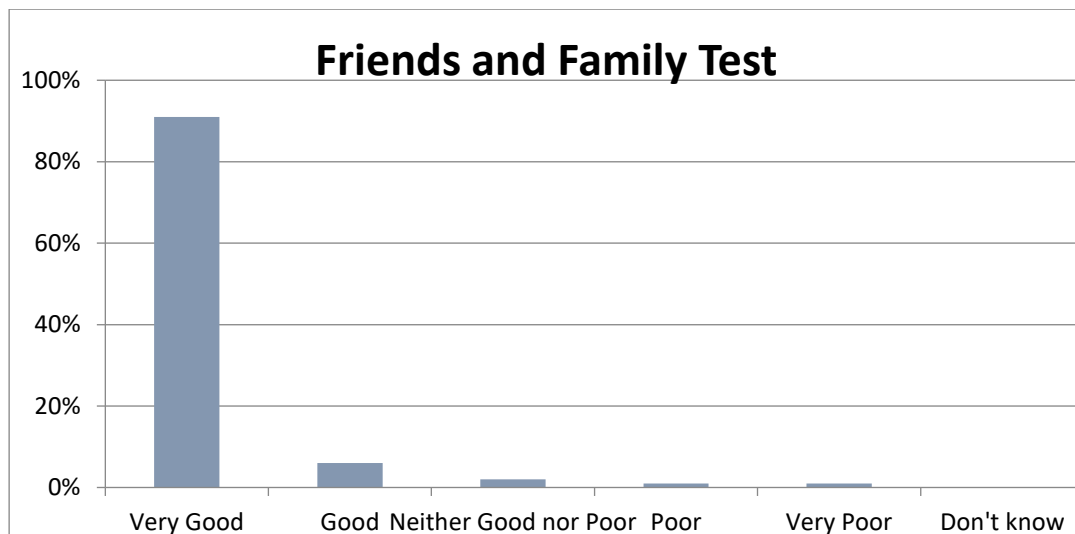


Friends and Family Test April 2024 Summary

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

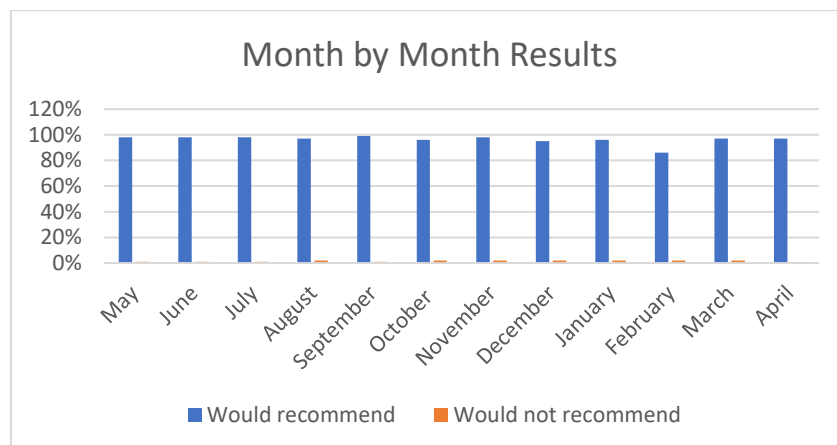
Responses from post appointment text F&F responses

| Very Good | Good | Neither Good nor Poor | Poor | Very Poor | Don't know |
|-----------|------|-----------------------|------|-----------|------------|
| 339 | 24 | 7 | 2 | 1 | 0 |
| 91% | 6.5% | 1.75% | 0.5% | 0.25% | 0% |



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

| Would Recommend | Would not Recommend |
|-----------------|---------------------|
| 363 | 3 |
| 97% | 0.5% |



Friends and Family Test April 2024 Summary

| | |
|---|--|
| <p>April 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> | <p>The doctor was excellent, explaining what I needed to know, one of the best appointments I've ever had at the doctors.</p> |
| | <p>Very informative and helpful</p> |
| | <p>My appointment with the nurse was timely and super efficient. She was very professional. My interaction with the reception was not efficient or professional. I waited 13 mins to speak with the receptionist who was chatting with the previous patient</p> |
| | <p>Very thorough, not rushed and a prompt follow up message with recommended exercises for my diagnosis</p> |
| | <p>Got an appointment as requested</p> |
| | <p>Apart from the road works and all access to the Surgery being blocked off making it difficult to park and having to walk, making me late, the service for blood transfusion was excellent. However my tel. appoint. did not notify me to bring urine sample</p> |
| | <p>Very easy to use the service, and punctual</p> |
| | <p>Dr.Liam is very good he explained everything I asked and he left me very impressed</p> |
| | <p>I got a same day appointment and the GP that I saw was very thorough and professional</p> |
| | <p>Dr Saunders was both friendly and efficient, although my problem isn't as serious as many she discussed it with me thoroughly and I'm very happy with the actions she suggested.</p> |
| | <p>On time pleasant efficient nurse</p> |
| | <p>Really helpful advice. Prompt service</p> |
| | <p>Well received on time for appt.</p> |
| | <p>Phone call appointment with the pharmacist. As arranged and on time. The review of my regular prescriptions was useful and reassuring and the pharmacist was able to answer a couple of queries which I found very helpful.</p> |
| | <p>Although there was no appointments when I got through this morning, Ollie was still put on the duty list and triaged and appointment was offered. Thorough examination by Dr Makava, very grateful.</p> |
| | <p>Call was on time. The Doctor gave me the information I needed, simply explained. Thanks</p> |
| | <p>Asthma nurse was very informative and helpful. Thank you! Much appreciated.</p> |
| | <p>Prompt professional help and advice brilliant, even had a damn good laugh while I was there</p> |
| | <p>Prompt, professional service.</p> |
| | <p>I'm always impressed when a blood test is painless.</p> |
| <p>Dr Jackson was very patient with me and let me talk through a few issues of mine. He was very thorough, kind and respectful. Very pleased with the outcome of my appointment</p> | |
| <p>I felt that the doctor had my care foremost.</p> | |

Friends and Family Test April 2024 Summary

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| Surgery ran on time. Dr very pleasant. Prescriptions sent straight to chemist. |
| On time Efficient communication pleasant manner |
| Got a same day appointment and although the doctor was running late I was happy with the consultation and medicine/advice given. |
| I wasn't seen until half an hour after my appt time - slightly annoying when i had to leave work early to get there. |
| Very friendly and considerate service |
| Prompt. Efficient. Pleasant. |
| Very positive help received. |
| I was seen promptly, and my problem was sorted out with care and attention. |
| Doctor very helpful. Listened well and suggested ways to help. Waiting time could be improved but I understand this is difficult |
| The nurse was very helpful and explained everything I needed to know |
| It was convenient and quick. |
| The Receptionist was extremely helpful and managed to squeeze me in for a blood test after seeing a very thorough Doctor ! |
| My visit to the surgery today was first class, the pharmacist i saw was very helpful and informative. |
| Appointment offered same day which was excellent. Actual appointment was 25 mins late. Doctor couldn't use the pc programmes, printer wouldn't print. Wasn't confident that the doctor was fully listening to my responses |
| Helpful receptionist and doctor |
| Straight in and out Pleasant nurse |
| I went to have stitches removed. The nurse was overtime but gave me an explanation and apologised. She was pleasant and professional and gave me good advice about my condition. |
| I was able to get an appointment that was convenient, I didn't have to wait long at all to be called for my blood test and was in and out in less than a minute with the phlebotomist who was lovely and understanding |
| I found the staff very helpful and accommodating and helpful, and and within few minutes of arrival I saw the doctor. overall a good experience Thank you |
| No waiting time, easy to book appointment |
| Excellent contact, kept informed. Very efficient and professional. The service is much appreciated. |
| Dr. Okoroh was very thorough, reassuring, and friendly. |
| I got an appointment very promptly and was seen on time. Many thanks. |
| This was a ?follow up? appointment with the continuity of the same doctor who is obviously showing interest & help with my condition |

Friends and Family Test April 2024 Summary

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| | Requested repeat prescription but needed to see a doctor and this was sorted same day |
| | Prescribed an alternative |
| | Punctual, Explained my results very comprehensively and the need for medication |
| | Dealt with early. Very pleasant staff |
| | Appointment was on time. Pleasant and efficient practitioner who dealt with task. |
| | Great service and attention to detail |
| | Excellent caring service as usual |
| | Prompt and efficient service as always |
| | Able to get phone appointment on day of call. helpful doctor |
| | The phlebotomist was excellent and really good with me during my blood test. |
| | Fast, no waiting, polite and pleasant staff. |
| | The doctor was wonderful and staff were very kind. |
| | Appointment was on time and ms Upchurch was very efficient and very friendly putting me at ease |
| | I didn't wait for long, doctor was understanding and very helpful. |
| | phlebotomist Was friendly and professional. Appointment was quick and efficient |
| | Great professional service |
| | Minimum waiting before seeing the Doctor...very nice Doctor |
| | Appointment was prompt and the pharmacist was very helpful and pleasant. He listened and gave good advice. |
| | Prompt phone call? very friendly and helpful service. Knowledgeable about my condition. |
| | Very helpful and thorough |
| | Excellent as always friendly and kind thank you so much |
| | In and out. Very quick. Made to feel very comfortable. |
| | Receptionist was very helpful with using the blood pressure, height and weight machine. Wait was very short and the phlebotomist was very friendly and efficient and drew blood with no pain whatsoever. Overall an easy experience |
| | I received a good care appointment thankyou |
| | Quick and efficient |
| | My GP took great care to ensure that I understood the implications of the test results and explained what next steps would be appropriate. The appointment was timely and reassuring. All questions were answered in detail. |
| | Short wait time and appointment on time, very professional concerned for me and efficient, has given me treatment and arranged another appointment for review in one month for further or different approach to my problem. |
| | Very helpful GP. Quick and efficient |

Friends and Family Test April 2024 Summary

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| | Apart from the usual little lateness of the appointment, very good, friendly service. |
| | Excellent service, always feel listened to when visit Willington Surgery. Lots of information given to inform and support me with managing my physical health |
| | Not the most pleasant thing to have done! But was made to feel at ease lovely nurse |
| | Called into appointment on time. Took test, which I apparently passed but Wendy realised I was struggling to breathe during/after test. She made a follow up appointment to see the doctor who originally referred me for tests |
| | I rang up around 11am to see if I could get an appointment for my a doctor to look at my infected knee cap Was told to come back at 4 pm for a doctor's appointment |
| | Emma was very helpful and answered a lot of my questions and gave additional information I never thought about asking |
| | Dr O'hara was very thorough and made me feel at ease. Went over my medical history without me bringing it up. |
| | The receptionist was very helpful. But unfortunately I couldn't book an appointment for a few days ahead. Have to ring in am at 8.00 for any appointment. |
| | Appiintment on time and efficient. |
| | Efficient service |
| | Rowena is lovely, always takes the time to put you at ease |
| | Lovely nurse, she gave extra travel advice and didn't feel rushed. Empty surgery yet waited a little longer than told, but all went very smoothly. |
| | Efficient, and on time |
| | Quick blood test & out 10/10 |
| | Lovely helpful team |
| | Great service great doctors, easy to approach and talk about issues, also quick to get a hospital referral |
| | The practice was able to provide me with a professional feedback to my need. |
| | Dr explained clearly |
| | Helpful receptionist and timely appointment. |
| | I went straight in, very friendly nurse, fast and efficient service. It was almost a pleasure!! |
| | Lovely nurse, kind and understanding and very efficient. |
| | Very quick, no wait and painless blood test! |
| | I was very nervous about having jabs and Mrs Gregory put me at ease. I would have graded her very good but for the needles which were not her fault. She was very thorough providing lots of information to consider about my trip. |
| | Appointment on time and efficiently dealt with |
| | Very professional and though examination |

Friends and Family Test April 2024 Summary

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| | The nurse was very lovely and my appointment was on time and very quick. |
| | Rowena (?) was very friendly and efficient. |
| | Pleasant and helpful staff. |
| | Dr Saunders listened to me, was so lovely and kind. She then asked me so many question relating to my problem and by the end had helped me 100% |
| | Very quick no waiting and an appointment at the end of it. |
| | I had to wait a week for the appointment which was ok and Dr Saunders was lovely and very understanding |
| | Thought the clinical pharmacist very helpful and thorough |
| | The nurse was wonderful very kind and reassuring and didn't rush the process of my daughters 12 week immunisations which I really appreciated as an anxious first time mum! |
| | Unable to self-check in. Stuck in a queue whilst receptionist socialising with another Patient. |
| | She was lovely very helpful and pleasant and easy to communicate with |
| | Dr O'Hara explained the results of my x-rays in an easy way to understand. He listened to my questions, and answered them, and gave advice. I have not seen Dr. O'Hara in many years but he still possesses a quality rarely seen in todays doctors. |
| | Dr was good |
| | Doctor new about my case, was very sympathetic and arranged a face to face appointment for tomorrow. |
| | Prompt response from both receptionist and GP |
| | Pleased with the service during my appointment. |
| | The nurse was knowledgeable friendly and attentive. Nice to have a human interaction for once! Thank you. |
| | Very friendly and easy to talk too. |
| | Always excellent care from receptionist to pharmacist to Doctors and nurses. |
| | Called on time. Friendly approach and useful information given |
| | Claire was very nice and understanding today as I was asking lots of questions regarding why another urine and blood was required. There seemed to be a lot of confusion but unfortunately I'm running out of space here to explain. (Not Claire's fault) |
| | I was able to sign myself in straight away and didn't have to bother the receptionist, as she was dealing with another patient, the waiting room was unusually quiet, and I was called by the nurse in only a couple of minutes. So, a stress-free visit. |
| | All my questions were answered in a way that I understood |
| | Listen to me and helpful |
| | Professional, thoughtful and kind treatment when I had my tests today. |
| | Quick, painless with pleasant nurse |

Friends and Family Test April 2024 Summary

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| All staff were helpful and empathetic. |
| The team at Willington Surgery are excellent. Thank you for your continued hard work. |
| Easy to book an appointment, friendly and efficient staff. |
| Helpful and understanding |
| The GP and the receptionist were very helpful. |
| Cared for and kind |
| Courteous, helpful staff |
| Excellent service |
| Seen on time. No waiting. Excellent professional service. Thank you |
| Very prompt and easy as usual. |
| Rowena was as fabulous as ever |
| The nurse listened really well and was very professional. Many thanks. |
| Seen quickly, efficient service. Professional But needed to speak to receptionist after but was a queue, could there be more than 1 person on reception at busy times please? |
| Jo was very informative, Knowledgable and pleasant, Lovely lady, easy to talk to, listens to you and answers questions Confidently. |
| Prompt and efficient in making arrangements |
| On time and well done |
| Seen on time. Doctor listened and gave good advice as always. |
| Efficient and friendly |
| Phoned to cancel a blood test because I was too sick. Was given a appointment same day to see a doctor. Doctor gave me immediate treatment. Very impressed. |
| Excellent service as always. Nurse very helpful and seen in a timely manner |
| Very good |
| The chemist was very thorough |
| Didn't have to wait. Given all relevant information re injection. |
| Appointment was on time. Nurse explained everything, nothing was too much trouble. |
| Nurse made me feel relaxed and listened to me |
| On time and the nurse was very knowledgeable and very approachable |
| On time Efficient Pleasant |
| The situation was explained to me a clear and understandable way which was very much appreciated. |
| Short waiting time. Lovely staff. V helpful, thank you. |
| Appointment was on time. Nurse Wendy was very friendly, and efficiently removed stitches from my shoulder. She was gentle and encouraging. Thanks for great service as usual. |
| Dr is always very thorough and caring. Appreciated his understanding and professionalism. Once again great service from willington surgery and the GP. |

Friends and Family Test April 2024 Summary

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| Quick response from sending my health concerns through the app and had an appt that afternoon. Brilliant service |
| Easy and friendly nurse |
| The Doctor listened and was very understanding and helpful, organising investigations rather than just sending me away like have in the past by previous doctors. |
| Saw Dr Jackson and he sorted my problem. |
| I was very concerned about my symptoms and asked for an appointment on the day of my concern. I was seen on on the same day and received a very thorough assessment and clear advice as to what to do in the following days. |
| Very professional and friendly |
| The Dr responded to my problem with a plan |
| Having found my blood pressure high, got me in to see a doctor and prescribed me medication |
| Quick and efficient. The nurse explained everything I needed to know about the jab. |
| Dr Farrow was reassuring and put me at ease. |
| Considerate |
| Appointment on time and doctor's advice clear and helpful |
| Managed to get through on the phone really quickly Receptionist really nice and helpful, Doctor running on time and very understanding |
| I was well received and delt with efficiently and politely. |
| It is easy to check in and on this, and other occasions, quick to see the clinician who was both friendly and knowledgeable. |
| All medical staff kind understanding. I have no problems with Willington Surgery. |
| Prompt and friendly service |
| I had 2 appointments today. First, Julie Harrington, excellent compassionate service. Second, Dr Marange, listened, gave appropriate advice. Involved me in the decision-making process |
| In and out very quickly. |
| I was seen on time, all staff I spoke to were very friendly, efficient and polite. |
| Yes I can. Appointment was with a nurse, friendly, on time. & very satisfied. |
| As usual Kim was extremely nice and gave excellent advice . |
| A very warm welcome friendly pleasant staff. |
| The phlebotomist was quick, professional and took blood with little discomfort experienced. |
| Dr Maronge was very informative and helpful. I felt very reassured and motivated regarding managing my newly diagnosed conditions.i have a good idea how to proceed now. Kim Davenport was also very kind and helpful when I saw her. Thank you |
| On time. Very pleasant, professional and done very quickly. |

Friends and Family Test April 2024 Summary

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| Prompt appointment, efficient reception. |
| On time, friendly and professional. |
| Coordinated two appointments together. Nurses were lovely. Nothing negative |
| Julie was wonderful, she got me talking so totally distracted me from procedure!! Thanks!! |
| Ahead of schedule by a couple of minutes, friendly nurse and very efficient. |
| Good discussion with doctor and was able to change medication |
| I was very impressed with the Doctor who saw me (Dr Jackson). He was very kind and understanding. I really appreciate his help and support in getting to the bottom of my rather unusual symptoms. Thank you. |
| All staff are friendly & v caring & it's a v good Gp surgery at Willington |
| The lady that took my blood was a very happy and cheerful Lady which was lovely to see |
| Very good service. The Doctor was very patient and pleasant, we discussed several issues concerning my health and I received good advice from her. |
| Lovely lady helping in blood pressure machine. Prompt appointment |
| I did not get a call |
| Very helpful and sorting my problems out |
| Cheerful efficient and on time |
| Dr hopefully sorted out my queries |
| Claire was very friendly and competent and also efficient taking my blood. Thank you. |
| Questions answered.,Listened to. Appropriate advice given |
| Dr Morange understands the issue and gives helpful supportive advice. Thank you |
| The doctor was reassuring and very thorough. |
| She was very helpful and listened |
| Anna rang at the time agreed she was caring and helpful |
| Good efficient service |
| Doctors always good. Easy to talk to. Staff all friendly. |
| The Pharmacist was easy to speak to, helpful and knowledgeable and made informed suggestions of how to move forward. |
| Dr Saunders was kind and considerate and listened. She was reassuring. |
| Very helpful and informative |
| Thorough, approachable, answered all my questions and pointed to further assistance if necessary. |
| Logged in and seen immediately although early. No waiting. Areas and waiting room immaculate. Phlebotomist very efficient and calm. A good experience. Thank you. |
| The Nurse was friendly and professional Also very knowledgeable and helpful |
| Was listened to |

Friends and Family Test April 2024 Summary

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| Seen on time by a welcoming doctor |
| Quick and efficient! |
| Dr Mcyver was very helpful in advising me about taking recently prescribed steroids. |
| In on time, phlebotomist was so friendly and very good at what she does, first class thank you |
| I saw 2 GPs about my back pain/ sciatica and they listened carefully to my concerns. I have been given a physiotherapist appointment to address the problem and received advice on pain management and meds I'm taking for it.Thank you. |
| For some reason I was referred to nurse Wendy with my toe nail Issue . Wendy was surprised by this ailment and immediately asked a doctor to take a look ?.,the matter then moved forward ?.. a follow up To this wrong referral should be investigated |
| Always excellent. Friendly and professional staff |
| I messaged on the app and got a call and appointment the next day. I did cancel the appointment via the app. I'd rather someone that needed the appointment more than me should have it. But the service a willington is always amazing |
| Very efficient. |
| The nurse was very kind and had time for me |
| Appt on time. Dr was good |
| Appointment was on time |
| I was very pleased that the doctor knew who I was and I was handle very well by him, thank him for me for his time |
| Listened to problem and dealt with efficiently |
| Addressed several health issues. Now waiting for referral appointment. |
| Quick and efficient as always - thank you |
| The clinical pharmacist did not call on April 19th, as arranged |
| Very efficient and courteous, in and out before my appointment time. Excellent |
| Great friendly staff. Please don't change. |
| Helpful staff, clear instructions, felt care was given. |
| On time efficient and very pleasant phlebotomist |
| Didn't wait for long before being seen by a doctor. Doctor understood what I was suffering with and has referred me for tests . Didn't feel rushed by the doctor . |
| Such a help with the pain in my hip |
| Queries answered, understood on my part. |
| Really helpful pleasant and professional advice. |
| GPS explained treatment |
| Called in to book an appointment and the staff were very helpful and managed to get me in on the day. |
| Very helpful and sorted out problem immediately |

Friends and Family Test April 2024 Summary

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| | Willington Surgery, their doctors, nurses and reception staff as well as the pharmacy are all amazing. I have had and am continuing to have a ghastly time with my mental health and they have been compassionate and very professional. |
| | Very thorough with all the tests they booked for me. I felt listened to and like my symptoms were taken seriously. Professional doctor and very friendly. |
| | Helpful and knowledgeable. |
| | Nurse was really friendly and got in quickly |
| | Very thorough and considerate to myself |
| | Good consultation regarding my HRT treatment and follow up tests to check on issues raised. |
| | Nice friendly nurse for a blood test. Very quick and easy. |
| | Firstly for fitting me in, And the loveliness of the phlebotomist. Nice to be greeted by a friendly face. |
| | All staff were helpful and I was seen at time of my appointment. Very satisfied. |
| | On time and dealt with in a friendly and caring manner. |
| | Appointment with nurse on time. Very friendly. My only concern was people had parked in disabled parking spots but not showing blue badge which stopped me parking there. |
| | On time. Quick service. Friendly staff. |
| | Seen on time and doctor very informative on my concerns. |
| | The doctor was fantastic really helpful |
| | Very quick efficient friendly service no waiting lovely staff so nice to speak to |
| | Short wait, excellent doctor |
| | The Doctor was helpful and understanding. |
| | Very good communication from the pharmacist. Very thorough & took the time to give explanation & information. Thank you. |
| | Because the Nurse was very understanding and explained about the bloods. Lovely personality which I think is important. |
| | Appointment was on time and the doctor took time to listen and advise on my concerns. |
| | I saw Mrs Anna Wood who was great, she put me at ease to discuss what I have been experiencing. The overall appointment experience was efficient and pleasant. Thank you! |
| | Friendly, on time, informative |
| | No waiting and the nurse was lovely. Very pleasant reception staff. |
| | I did feel I was wasting the doctor time, but he assured me it was no problem |
| | Efficient service |
| | On time, efficient . pleasant atmosphere in treatment room |
| | The experience went very smoothly. |
| | Supportive treatment and advice by Nursing staff, during multiple appointments for a wound. |

Friends and Family Test April 2024 Summary

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| Kim is always very kind and professional. X |
| Call on time and very good? |
| Very good, as ever- smooth process from start to finish. Really impressed with the surgery, wish more were like this one. |
| Appointment on time, concise description of results, pleasant demeanour |
| The appointment was on time and the staff were lovely |
| Very informative, clear and concise. Covered all aspects of my appointment. Made me feel at ease. |
| Personally I think blood pressure should be taken by a nurse or doctor and not using the machine by reception. Readings seem more accurate when taken by a person. |
| Excellent and clear communication conveyed in a very kind and thoughtful manner. |
| Its only the 2nd time I've visited the surgery and the staff are very helpful |
| I was helped with using the weight, height, blood pressure machine and taken straight through to see the nurse. She explained what the health check consisted of and how I would be contacted with results. |
| Very interesting conversation re my conditions. He made some very good suggestions and prescribed a new ointment to try on my psoriasis. I slightly struggled on understanding what he was saying. future I think face to face meetings would remedy this. |
| Very friendly, attentive and empathetic staff |
| Professionally looked after and question answered |
| I got a prompt appointment for a blood test but phone when I was unable to get one online |
| Wait time longer than stated, from point of arrival Consultation, thorough, good understanding of situation , examination , discussed nrxst step, should matter continues. |
| Efficient |
| Helpful discussion with pharmacist who explained issues clearly and offered advice which I am taking prior to a follow-up appointment in a few weeks time. |
| The service was great, Dr Wright was lovely . |
| As ever very friendly nurse and seen on time |
| On time, self-check in, professional Doctor, clean nice environment |
| Good friendly and knowledgeable service from Wendy, the nurse. |
| Appointment on time - doctor kind efficient and knowledgeable |
| The gp i saw was great, she answered every question i asked. She knew i was worried and she put me at ease. |
| Professional and caring. |
| Appointment was on time, nurse who gave shingles jab very professional and communicated well about the potential side effects. Thank you. |

Friends and Family Test April 2024 Summary

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| | <p>Olivia is absolutely amazing, she made me and my partner feel so comfortable, we thoroughly enjoyed our first midwife appointment and have come away feeling really happy and excited for the next one. Olivia was very reassuring and kind. Thank you!</p> |
| | <p>Doctor's always listen and do the best to get to the bottom of the endless problems I'm having at this time of my life</p> |
| | <p>Quick and friendly</p> |
| | <p>Received quality care and support from GP today and reception staff too recently. Lot of health issues combined meaning a high number of calls and appointments to sort out health problems. Thank you Willington</p> |
| | <p>Problem appears to have been dealt with in a professional and more important to me reassuring way.</p> |
| | <p>polite and friendly</p> |
| | <p>Same day app</p> |
| | <p>Dr Wright is always lovely to see, helpful and kind .</p> |
| | <p>Physiotherapist phoned on time and took time to ask how I was feeling listened to my comments and discussed way forward to my satisfaction.</p> |
| | <p>I appreciate the ability to make a telephone appointment. The nurse was prompt, polite, professional, friendly and gave me options for my future medication</p> |
| | <p>Had to do my own blood pressure. Then wait to see the nurse! She could not do my re subscription. So got to come back again. No wonder you can never get in doctors. Process is far worse than years ago.</p> |
| | <p>Telephone call was late. No help given on how to rectify the issue regarding medication. Has been passed back to Neurologist to see if there is anything else that can be prescribed. We'll see how long that takes. Unhappy.</p> |
| | <p>Lovely nurse and exceptionally helpful</p> |
| | <p>Very nice welcome and experienced nurse to attend me thank you.</p> |
| | <p>The nurse I saw was excellent. She explained everything to me about my blood results and answered all my questions in a very professional and friendly way.</p> |
| | <p>The Dr that I spoke to was very empathetic with me and guided me down the right treatment pathway, however this was over the phone, I would've preferred this appointment face to face but was the earliest appointment I could get</p> |
| | <p>I had a phone appt at 9.50am in the morning with a super doctor. Dr Saunders. She listened. Within 3 hours I had my medication Many thanks</p> |
| | <p>Great service, very friendly phlebotomist that helped me this morning. Very quickly seen.</p> |
| | <p>Quick, efficient telephone appointment. Given clear advice and information regarding blood pressure.</p> |
| | <p>Very welcoming and helpful professional as always.</p> |

Friends and Family Test April 2024 Summary

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| Polite and well informed |
| I attended for an appointment only to find out that it was a telephone appointment. I went through the 'appointment' and felt that it was a tick box exercise without a conclusive outcome, apart from a new spacer on prescription. |
| Seen to very fast, and also very pleasantly |
| Couldn't fault her |
| Telephone appt with Dr Saunders who advised a face to face follow up appt needed. Dr Makava was also brilliant sending me to the Same Day Unit at Derby Royal who were equally efficient and caring. Excellent service all round. Thank you! |
| Julie did an amazing job getting my smear test completed which has always been very difficult. |
| I was dealt with without waiting for long and the doctor was very thorough when looking through my medical history. |
| Rowen is a very efficient, pleasant and caring. Which puts you at ease, especially as I have a needle phobia. We always try and ask for her. |
| They listened and advised |
| Very informative throughout the appointment. |
| Dr Maronge was very clear and thorough in his explanations of my test results. Has a very good manner. |
| On time, friendly, caring and professional - thank you! |
| Nice clean waiting room. Not long to wait. Very friendly and knowledgeable nurse. |
| Quick service and very helpful |
| Great service |
| Quick and efficient |
| Every member of staff were understanding and helpful of my needs. |
| Willington surgery is the best practice I have attended. It's calm and friendly. All the people working there are always pleasant and you never feel you are a nuisance to them. 1st class practice. |
| Happy with the GP and treatment. I had been waiting for my appointment after chronic illness. I then needed another appointment after acute illness and 111 booked me in. My pre booked appointment was then taken off me and I'm back where I started |
| Because I always find everyone very friendly |
| Friendly thorough considered response to a late in the day phone call. |
| Gave bloods the nurse was friendly and I felt at ease. Also the female voluntary worker was friendly and helpful. As usual well done to all staff. |
| Staff always kind, knowledgeable and helpful. They make you feel comfortable. |