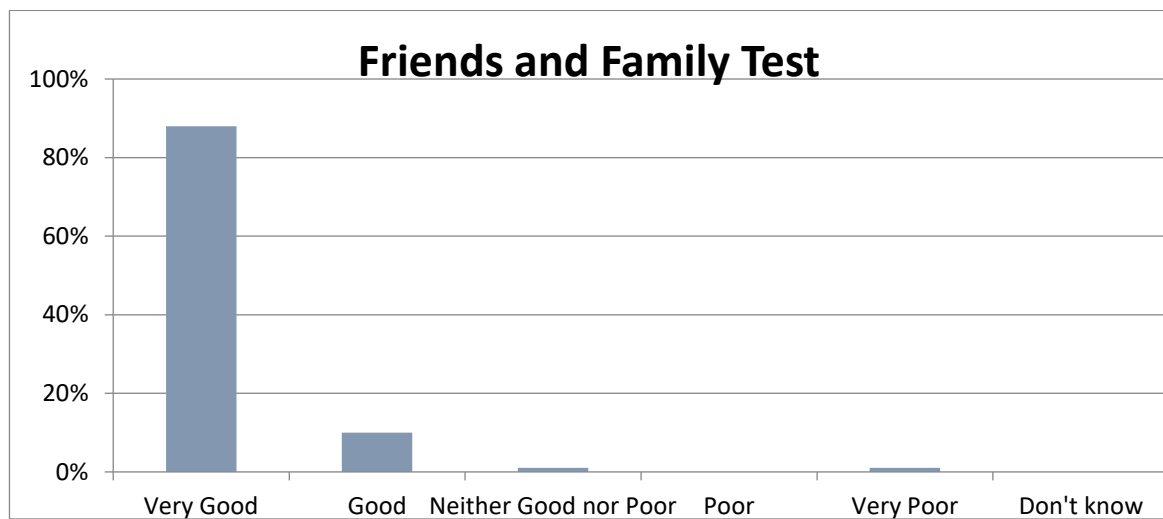


Friends and Family Test May 2024 Summary

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

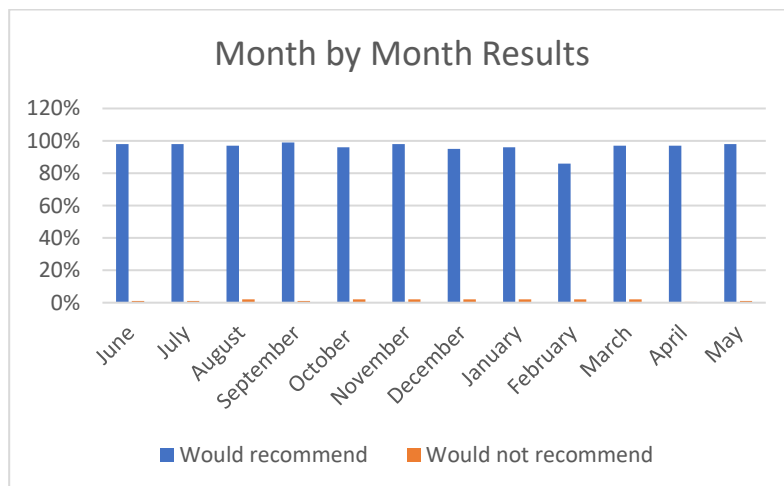
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
369	42	5	0	5	0
88%	10%	1%	0%	1%	0%



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

Would Recommend	Would not Recommend
411	5
98%	1%



Friends and Family Test May 2024 Summary

<p>May 2024</p> <p>Text responses to question</p> <p>How likely are you to recommend our service to friends and family if they need similar care or treatment? Copied as sent</p>	Prompt service
	I felt listened to and the Doctor asked questions to clarify information
	I had excellent care from the nurse who did my blood test. She is very concerned, friendly & caring.
	Quick and painless
	Two nurses worked together to get my stitches out very professional team work made it very Pleasant for me well done ladies
	Rightly or wrongly I was very worried about my health. I only had to speak to Dr Farrow and she put my mind at rest.
	Very efficient service with friendly helpful staff
	Very efficient and very pleasant and nice staff thank you.
	This surgery is nothing sort of amazing they always find a way to fit you in.
	Appointment was on time. Very helpful having someone help & explain how to use the blood pressure machine
	Ease of booking at a time when general practice is being lambasted. Willington is a standout in that regard. Friendly greeting from receptionist as well as a cheery bye bye. Dr Fletcher is an experienced stalwart of general practice. Thank you.
	First class service
	Dr called when expected
	Our doctor is absolutely excellent
	Punctual appointment, clean surgery, professional and friendly service thank you
	listened to my issues and acted appropriately
	Initial promises kept, and standard of care excellent
	Always happy with the service at Willington Surgery. We are lucky to have you. AND the pharmacy!
	I was given plenty of time for a thorough and professional appraisal.
	Although I had to wait a long time for the appointment the chemist was very knowledgeable about the medicines he was advising me to take and very sociable
Doctor was very understanding and helpful	
Prompt and informative	
Very friendly nurse who was very caring. A pleasant experience.	

Friends and Family Test May 2024 Summary

	I was late for my appointment, but looked after straight away.
	Super manner from Dr and I felt he was very thorough
	The doctor was very pleasant and polite
	Quick appointment. Dr Wright was incredibly kind and sympathetic, listened to everything
	Appointment was on time all the staff were friendly, helpful and efficient so very satisfied.
	On time. Professional informed nurse who answered my questions and queries. Made suggestions to enhance my treatment of my problem. A well rounded visit that start and finished with an extremely helpful receptionist. Well done Willington Practice ?
	Because it is always a pleasure to visit Dr Merongue, he looks after us , sorts our ailments , and always a Gentleman , and a pleasure to see him ,
	Very proactive
	Always responsive, caring and try and help as best as they can.
	Appointment on time Everyone helpful Felt comfortable while there
	All good service & dealt with quickly
	Nice bloke, fast and efficient
	Review of medication experience was a two way conversation
	As always, professional and friendly.
	Questions were easy to understand and answer and my request dealt with sympathetically
	Friendly, efficient, professional and supportive
	Everything went smoothly from start to finish
	Extremely thorough call and felt as though the issue was investigated in detail
	I was in and out. Very quick. Went in for blood test, handed in my blood pressure readings, weight etc and urine sample. All done very professionally.
	Absolute understanding to my knee difficulties and superb support! Thank you very much.
	Seen promptly and efficiently
	Had a bit of a wait due to an emergency. Perhaps if known a text message may have helped with having time out of work and would also help with car park congestion? Dr Jackson had a very nice approach and I would feel very happy to see him again.

Friends and Family Test May 2024 Summary

	Very professional approach to a minor procedure to remove a lesion.
	I saw the nurse today and they are always lovely
	Punctual appointment. The Dr was very thorough and very pleasant. Felt happy and reassured after my appointment
	Really respectful staff from receptionist to clinician. Clinical very respectful and proactive. Thank you
	On time, quick, thorough check
	Great practice from receptionist to Doctor, kind and helpful
	Lady was really helpful, I felt at ease with her, nice phone call
	Had thorough examination by GP
	Quick in and out
	receptionist
	Receptionist was very helpful gave me a phone number to help sort my problem out nurse very helpful too also lady helping on the weight/blood pressure machine was very helpful and kind.
	Very well explained lovely doctor
	Fast delivery of service and efficient check in
	Excellent service staff very nice doctor very helpful thanks
	Seen on time, quickly by friendly efficient phlebotomist.
	I was called on time and lovely nurse she was great
	Anna the NP saw me on time and explained fully about my medication
	Appointment & action taken
	Very helpful
	Had to reschedule today's appointment but last appointment I had it was a positive experience.
	Went in on time, blood taken and very pleasant person in and out within 5 mins If only everything went that smoothly
	Very informative, friendly.
	A prompt and professional service - thank you.
	Quick
	Helpful advice in telephone call as stated
	As always (and that based on previous experience) it was a pleasure to visit today, it was speedy, the staff were all very polite and helpful..thank you and keep up the great work ALL of you

Friends and Family Test May 2024 Summary

	Always a pleasure to visit
	Appointment was on-time, Health Care assistant was very friendly and clearly very good at her job.
	I got an appointment quickly in the same day Reception very understanding and GP compassionate
	Usual excellent service Quick appointment On time
	Anna took time to explain different medications I was taking, and talked me through options, very satisfied with appointment, thank you.
	Very helpful doctor
	I was seen very quickly and the phlebotomist was friendly, professional and helpful, as well as being good at her job!
	The doctor listened to our needs and was sympathetic and helpful!
	Dr Fletcher was very helpful & I felt listened to & cared about, thank you
	Nurse was very informative, calming and caring
	I found the appointment very helpful.
	Pharmacist was very knowledgeable and gave good advice. A telephone consultation was helpful with working & childminding.
	Well satisfied with the treatment
	As always first class service, brilliant Dr and surgery is as always a credit to the village
	Prompt and efficient
	Appointment all on time . Nurse Clare was so nice and friendly . Receptionist very nice and booked me a phone appointment for results
	Efficient service.
	Doctor was very thorough and gave helpful advise
	Fab interaction from reception. Minimal wait to see Dr. consultation, I was made to feel valued and cared for. No rush to get me out of the door. Resolved concerns re medication and I left feeling confident and positive
	Seen before time and all good
	Always excellent care well done
	I really felt listened to by the Doctor and that my thoughts were taken into account.
	Nice receptionists and lovely doctors

Friends and Family Test May 2024 Summary

	Doctor was efficient kind listened explaining clearly and gave peace of mind
	Very informative and understanding appointment regarding my Asthma
	Really prompt friendly service
	Always is
	Always on time, competent care, with friendly people who put me at ease.
	No problem my appointment was right on time.
	Friendly staffs and doctor
	Easy to book appointment, seen to quickly upon arrival, Dr Maronge very supportive and helpful
	My appointment was bang on time and the phlebotomist/nurse was professional and polite and made feel relaxed.
	I was seen on time treatment given explained well pleasant member of staff
	It's always top class service and nothing has changed in 25 years
	Efficient reception and phlebotomist was lovely and rd assuring as always
	Did asthma check and managed to do my pneumonia jab at same time.
	Prompt polite service.
	I was seen promptly actually before my appointment time all the staff and helpers were lovely thank you
	On time ,efficient ,friendly
	The service was efficient from receptionist to Dr who was very helpful and listened to my issues.
	Punctual, efficient, treatment fully explained.
	Appointment was on time . Doctor was very thorough
	Ran on time, doctor listened & gave good advice
	Everything is punctual and the best service
	Dr Makava was warm and kind. I?m always so impressed with the care at Wellington surgery.
	Wendy was amazing. She was lovely and very knowledgeable about the procedure. She made sure I was comfortable and made the process very easy.
	No waiting, a very positive, professional and friendly appointment.
	I saw the physio she was lovely. Appointment was on time, booked a follow up phone consultation. Everyone was helpful.

Friends and Family Test May 2024 Summary

	Appointment on time and nurse thorough and informative.
	All was good, booking service and appointment made and no complaints at all. Thank you
	Very informative discussion delivered with kindness and understanding fully explaining what my blood test indicated.
	Quick response to need for appointment and also managed another issues whilst we were there. Very helpful & friendly service
	Dr Jackson was a good listener and the appointment wasn't rushed. He was informative and helped me to understand my condition.
	Telephone call on time and informative
	I was made to feel at ease and everything was explained to me very clearly.
	Blood test was a painless experience, given very promptly by a professional nurse.
	The nurse we saw was friendly, professional and personable. Her bedside manner with my little girl was lovely. She took an interest in her, whilst explaining to me the reason for each injection and aftercare.
	I didn't have to wait long, the appointment was faultless and the nurse very friendly
	Amazing blood taker! best I have ever had no issues at all getting my blood don't let her go! I had issue with eye yesterday and asked if the duty Dr was available Dr Maronge was and he saw me & sorted my eye out top Dr can't thank you all enough
	100% Speedy, friendly service.
	It was excellent
	Really friendly and helpful
	Really good service very nice Experience
	We had a very helpful conversation with a caring Doctor Cowley.
	The Doctor was personable, knowledgeable, and listened to me. The Receptionist was also great despite being busy.
	Everything has up to now been dealt with in a timely manner and all matters have been clearly explained
	Friendly and attentive demeanour over the phone. Efficient responses in determining best way forward whilst allowing patient to provide their viewpoint.
	I was pleased that I didn't have to return as I had a later appointment, the nurse kindly did bloods and took stitches out. She was very efficient

Friends and Family Test May 2024 Summary

	The phlebotomist appointment was on time, over in two minutes and the practitioner so skillful that I didn't even feel the needle! She was also very welcoming and put me at my ease from the start.
	Excellent
	The Dr we saw was very kind to my daughter and we were in and out no problems. I also asked the lady at reception for someone further information and she was very helpful.
	The appointment was very prompt and the nurse was very helpful
	Very thorough detail of the results and good advice given
	Easy check in, I was seen at the time of my appointment. Doctor was very helpful and understanding.
	Everyone was so helpful and pleasant
	Looked after my daughter extremely well whilst having her preschool booster.
	Quick helpful and good service
	On time, not rushed. Took time to listen to my concerns and passed on to the Doctor for a small concern that the pharmacist couldn't deal with
	All good
	Friendly and good knowledge
	Very quick lovely nurse
	Good discussion providing information to allow me to make a decision with my GP on whether or not to change my prescription.
	Nothing to complain about.
	Friendly and efficient phlebotomist. Blood taken with no problems. Appointment on time.
	Friendly, fast service
	Very informative and friendly, was given information about medication I've not heard before (been on it for 7 years)
	In on-time friendly staff. Nurse lovely, didn't feel the blood being taken so gentle
	APPOINTMENT WAS ON TIME. DR WAS LOVELY, KIND & COMPASSIONATE. LISTENED TO ME. SHES AN ASSET TO YOUR SURGERTY
	Absolutely fantastic, was thoroughly listened to. Everything I asked was addressed and explained. Fully appreciate the service these doctors provide.
	Had bloods done I was in and out within 10 mins. Nurse was lovely

Friends and Family Test May 2024 Summary

	Got through to surgery easily. Not rushed through the appointment. Doctor was excellent and very helpful. The app is extremely useful, but I'm very happy that I can call and speak to human beings. ?
	Excellent appointment with friendly staff all around
	Helpful staff.....
	Nurse was very professional explained every thing and made me feel at ease 10 out of 10
	I was in on time and the blood test was painless.
	Seen on time by proficient and pleasant healthcare professional.
	Fast, good health care.
	Lovely people and prompt service.
	Seen on time. Pleasant phlebotomist.
	Saw the excellent Dr Marange on the day I rang up & he was very thorough. Friendly receptionist too.
	In-depth conversation about cholesterol and its long-term effects. Lots of help and advice given
	The Nurse was very thorough and asked lots of questions. She took her time to really help and has also arranged a follow up.
	Efficiency and polite
	Short waiting time. Doctor gave me options in my treatment, with pros & cons so I could make informed choice.
	Nurse Wendy was lovely and efficient as always, I was called in early for my appointment which was great . many thanks
	Prompt appt, parking good. Clean premises.
	The doctor was helpful and reassuring. I was running a couple of minutes late and the reception team were understanding and patient with me!
	He was very Helpful and gave me advice about my Health Excellent ??
	Always a high-quality service.
	The doctor really helped me and he was thorough what a excellent doctor he is a credit to the surgery so thank you for all your help
	My first appointment at this surgery as I have recently moved to this area. The pharmacist I spoke to was very nice. He listened and gave advice. He arranged for a blood test and within minutes I had a call back to book in. Thank you.
	Excellent receptionist very polite and friendly Doctr was very good too he listened to everything I needed to say ?
	GP really showed they cared and was extremely helpful.

Friends and Family Test May 2024 Summary

	<p>No waiting time Friendly faces Excellent treatment</p>
	<p>The nurse was thorough and quick!</p>
	<p>Was Very Well Looked After . Got Marvellous Answers regarding my Medication. Pleased with the Service Provided. Thanks</p>
	<p>Rang on time, seemed aware why I possibly needed change of medication</p>
	<p>Very efficient doctor gave me good advice. Very caring.</p>
	<p>Receptionist was very efficient, the nurse had great bedside manner informative and kind.</p>
	<p>Dc. Wright was very sympathetic and caring..</p>
	<p>I went in with a problem to discuss. The Dr put me at ease, listened, understood and offered a solution.</p>
	<p>Very good service the lady receptionist got me in to see a doctor the same day of me ringing thank you</p>
	<p>Helpful consultation...many thanks</p>
	<p>I had some concerns regarding my child's health, but now, thanks to doctor, I have calmed down and know that everything okay.</p>
	<p>Routine blood test. Pleasant phlebotomist.</p>
	<p>Beautifully on time and super treatment.</p>
	<p>Appointment on time, the Dr listened to me and the outcome was very satisfactory. Needed a blood test and was offered it to be done there and then so no need to come back.</p>
	<p>Appointment was conducted on time, useful advice was provided, the app based exercise routine made it very easy to understand and remember.</p>
	<p>Staff are helpful & friendly & caring & always put patients first</p>
	<p>Appointment on time, very pleasant nurse dealt info and vaccine very professionally. Made to feel welcome.</p>
	<p>Nothing to fault took blood sample and still left me with approximate 8 pints all good and painless thanks</p>
	<p>Dr Saunders discussed in length and explained everything I needed to know a in full and clear way. I was able to ask questions if I wanted and made sure I understood everything and felt happy, which I did.</p>
	<p>Very quick and efficient</p>
	<p>On time & very pleasant phlebotomist.</p>
	<p>Dr Makava was kind, helpful and easy to talk to. She explained everything to me and gave me all the time I needed. I have full confidence in her.</p>

Friends and Family Test May 2024 Summary

	The nurse was very informative
	Excellent service throughout the practice.
	Prompt appointment.
	The surgery staff are always empathic, they respond effectively to patient needs
	Always excellent service from booking the appointment to seeing the necessary clinician. Thank you
	Very helpful and understanding.
	Efficient but friendly could not have been better
	Went well.
	Joanne has such a professional approach whilst also making you feel valued and at ease.
	Doctor gave me an honest down to earth report which I valued immensely also gave me option for further checks to eliminate the possibility of anything more serious which I was also grateful having had a serious illness in the past.Very honest Doctor.
	The doctor was very understanding and listened to my concerns and and answered my questions clearly
	Appointment was on time and Doctor very helpful
	Appointment on time. Nurse very informative with regards the shingles vaccination.
	Seen on time pleasant staff
	Timely efficient professional.
	Brilliant staff
	Positive feedback for my ailment
	On time no delays Doctor had time to answer all of my questions
	I was given an appointment when I phoned first thing in the morning. I was seen at the appointment time and was given the answers to my questions.
	As always very friendly. Really is a great practice.
	Lovely nurse , reassuring and professional . Thank you
	Malik is always very knowledgeable, explains what's going on clearly and listens to any concerns I may have. Great service.
	Excellent service
	Great service again by everyone. Very very professional surgery. Many thanks.
	Excellent service.

Friends and Family Test May 2024 Summary

	Very good advice from the doctor..
	The consultation was flawless- and ahead of time.
	Yes I had a sensible conversation with the GP resolved all the issues plan in place to move forward. Left feeling confident.
	Seen promptly
	I arrived a few minutes early for my appointment, and was called immediately after checking in. The HCA who conducted my appointment was very helpful and informative, she answered all my questions confidently and professionally.
	Always excellent
	On time, quick and friendly
	Quiet efficient service ?we are very lucky to have you all
	On time
	Very quick seen 15 minutes before appointment
	Seen early. Excellent service
	Nurse Wendy was lovely and I had a pain free appointment. Made me feel at ease and was very friendly
	Always do I get on with everyone at the venue and turn up everytime
	GP gave me results of my tests.
	Because it was
	Quick and professional
	I was seen quickly and the nurse was very pleasant and efficient. A good experience.
	All sorted and in and out in no time at all. Thank you
	Everything about the visit to Willington Surgery was great. The checking in, cleanliness, the GP, following up with referrals, etc. were flawless.
	On time with appointment no waiting around that's how I like it thanks
	The staff were very polite and I didn't have to wait
	On time and vaccination well explained
	Excellent efficient friendly service as usual
	I was greeted with a smile at reception which makes a huge difference.
	My nurse was ready and waiting and I was in and out in about five minutes. Excellent
	My Doctor was very kind helpful and friendly

Friends and Family Test May 2024 Summary

	<p>This is my first appt having transferred from Mickleover Medical Centre 6 weeks ago. Excellent first impression of surgery in general / friendly caring/ helpful receptionist. Lovely welcome by nurse - caring friendly informative. Put at ease thank you</p>
	<p>Walked into the surgery, checked in and was called through for my blood appointment within 5 minutes. Driving home 5 minutes later.</p>
	<p>The doctor is absolutely amazing</p>
	<p>Friendly Knowledgeable</p>
	<p>I got stuck in traffic so phoned ahead and they still managed to see me without any issues and now going to refer me to the hospital thank you</p>
	<p>The person I spoke to was very pleasant and informative, explained everything well and answered any questions I asked. Very good</p>
	<p>Seen on time. Friendly clinician. Clear plan</p>
	<p>Good phlebotomist</p>
	<p>Due to heavy traffic for some unknown reason phoned ahead to say will be delayed not a problem , once in waited nurse called me in professional as always</p>
	<p>I managed to get a same day appointment which I really needed. Doctor was very helpful & informative and gave me a prescription.</p>
	<p>I was seen promptly and the nurse was very professional.</p>
	<p>On time cheerful nurse nice waiting area</p>
	<p>Lovely person with a nice smile</p>
	<p>The doctor and receptionist were very helpful patient and kind</p>
	<p>Short wait time. Friendly nurse and didn't feel rushed.got to ask what I needed. Felt like I got all the info I needed and checked over thoroughly.</p>
	<p>Dr Jackson was very knowledgeable and showed empathy and understanding</p>
	<p>GP very generous with her time. V useful advice provided with clear plan going forward.</p>
	<p>Really easy check in and was out my blood test very quickly. Also I needed to request restarting a repeat prescription which the receptionist dealt with which was really helpful and saved me having to call in. Thanks for great service</p>
	<p>The nurse had lovely conversation</p>
	<p>Rang on time and thorough</p>
	<p>Lovely helpful doctor</p>

Friends and Family Test May 2024 Summary

Appointment took place on time. Claires questions were clear. Bloods, weight and BP took very little time at all. Claire's friendly manner was reassuring.
Got seen on the day I rang, friendly receptionist, doctor very informative
Quick and efficient
Excellent support from all staff I've interacted with. I find the Text reminders great (although I'm not likely to forget an appointment) Many thanks for all you do for me.
As usual, the nurses are pleasant and prompt.
Doctor's manner was very calming
I was seen promptly & received a very efficient consultation.
Always on time and excellent kind nurses
Prompt appointment .Given time and care by the Doctor who was very caring
Everything ran smoothly and to time
Phone appointment. Call received promptly at the pre-arranged time. Great communication. Willing and able to answer my questions. Suggested follow up appointment. Very happy with overall experience.
Nurse was very friendly and quick
Very polite & courteous. Interested in me. Knowledgeable. Easy.
Did not have to wait long to see the clinician.
I was called in slightly ahead of the appointed time. The phlebotomist was pleasant and efficient and I was quickly on my way without fuss.
GP was brilliant, very thorough. Very pleased with her level of care. Just had to wait 40 minutes past our appointment time which sometimes can't be helped but with an unwell irritable child moaning to go home wasn't the best.
Willington Surgery staff are always professional , friendly, helpful and reassuring?.. A great surgery.....
Dr Moronge is extremely helpful every time
?? ????????? ?????? ????????? ????????? ?????? ????????? ??????
Rang up wanting an appointment and received one on the same day. Showed care and compassion from Doctor and sent away with medication and advice all within half a day. thank you so much
Excellent service
Excellent service

Friends and Family Test May 2024 Summary

	Straight in for my appointment everything explained well and a big thank you to the lady on the bloodpressure machine for her kind manner
	Listened and gave clear advice.
	The doctor was extremely compassionate ? and thorough. I felt properly listened to.
	Very helpful polite and professional
	Efficient, and the Nurse who took my blood was great
	I was able to arrange the appointment easily and same day. I didn't wait once arrived. The nurse was kind and helpful, she quickly resolved my problem and offered advice. Thank you.
	Very professional and caring approach
	Was able to make an appointment and was seen in a timely manner but a very kind doctor in Dr Heidi
	Dr Okoroh was brilliant!! Excellent advice and reassuring on my baby's health as a new mother I was quite worried. Very pleasant and friendly. Lovely doctor, thank you very much!
	Wendy was very calm, kept me well informed and made me feel very comfortable before, during and after my smear test. Thank you Wendy.
	Lovely nurse, extremely friendly, explained everything very well, took time to listen and offer advice.
	Wendy, the phlebotomist was brilliant as usual. The receptionist was also very helpful and quickly booked me some future appointments.
	On time and nurse very friendly which helped me relax and feel less anxious about the appointment.
	All staff I dealt with, from the receptionist to the volunteer helping with the blood pressure machine to the nurse doing the blood test, were extremely welcoming, helpful and competent.
	Quick appointment
	Friendly professional staff.
	No problems. Helpful receptionist and very nice doctor
	Very good and given great service thank-you
	Always a friendly service had a blood test and INR Check. Thank you both ladies.
	Timely appointment and pleasant staff
	Very efficient
	Efficient, no waiting, a little impersonal

Friends and Family Test May 2024 Summary

Because it was a good call
Rang 2 weeks ago but given incorrect info. No pre-book able apps. Had to ring at 8 and hope. Lucky to get dr's app that day. He was really good and sorted my problem out. Very grateful.
Informed, helpful and supportive.
It was a telephone call with a pleasant and helpful lady, not a doctor. Just checking up on the medication I am on.
The phone call was very poor the doctor had to ring again.
Call was an hour late or would have been excellent
DR SPENT TIME TO EXPLAIN THE PROBLEM TO ME
The GP I saw was thorough , exploring all options available to me and helping me to make a decision as to my next step. The only slight complaint was waiting for my apt to see the GP for about 15 minutes .
The clinician was very nice but I?m not sure how effective being assessed without any actual physio and being sent an app with exercises is.
The appointment was on time and my questions answered. I was reassured that no further investigation was necessary.
Few minutes late but can't be helped
Nurse was lovely. Receptionist was helpful. I couldn't log my arrival on self service machine. Had to queue for 10 mins which then meant I was late for appointment (but had arrived 5 mins early). Blood pressure machine being by reception is not good
Happy with information given
I only had to wait about 10 mins over my allocated appointment time.
Easy and convenient phone conversation
Didn't have to wait long to see some one
Blood test done quickly and pain-free Appointment was on time Nurse friendly and efficient
Appointment very quick and efficient. Few issues checking in on self checkout not working.
After an error with my prescription, being cancelled by the time I walked to the chemist, and returned to surgery again, it took me 45 minutes for a simple repeat prescription.
On time and helpfull staff
I was surprised by the call as I was not forewarned
Seen promptly. Nurse carter pleasant but first time It hurt during taking blood.

Friends and Family Test May 2024 Summary

	Quick. Efficient. Friendly
	appointment on time. Physio pleasant
	I had to wait over 3 weeks for an appointment. The doctor I saw was excellent and i felt confident that it's her diagnosis
	Friendly pharmacist
	Very helpful appointment with the doctor
	Dr - very thorough and professional. Just running 50 mins behind schedule poor thing!
	Good
	Still have to see a doctor
	As usual up to good timing in and out thank you
	Friendly helpful staff
	Phlebotomist struggled to find a vein, which is unusual for me, I now have 2 painful bruised arms
	It was a tick box exercise rather than a health assessment. I wasn't asked if I had any particular health problems or worries. The staff member was very pleasant and efficient but I didn't feel any wiser about my health.
	Not able to check-in using machine as the purpose of the appointment had changed, all of this could have been discussed over the phone, before the day of the appointment.
	Good having appointment fitted into cancellation
	GP was vey helpful. The only down side was the length of time it took to actually obtain an appointment
	I was suppose to be given medication in stead of omeprazole When I arrived I was told I needed an eye test. And a blood test before this was given This information was not given prior to the appointment
	I was finding it hard to understand your member of staff, and I'm not sure if I was answering her questions with the right answer, I made the appointment as Im experiencing pain in my knee. Nothing given apart from exercises which cause more pain.
	Made my spear appointment over three weeks ago also picked up my her cream for the smear test no instructions on the meds went to the pharmacy who said take it two weeks before smear which I did got to my smear test to be told can't do it
	I can never get an appointment not ever to many people are at this surgery and in this country for that matter
	Missed gp call by minutes. Called back, told not available. Never returned my call. Still waiting....