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 |
| 351 | 30 | 10 | 4 | 4 | 4 |
| 87% | 7.5% | 2.5% | 1% | 1% | 1% |

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

|  |  |
| --- | --- |
| Would Recommend | Would not Recommend |
| 381 | 8 |
| 95% | 2% |

|  |
| --- |
|  |
| |  |  | | --- | --- | | |  | | --- | | **July 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** | | | |

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| |  | | --- | | Self service check in, advised how long to wait, seen on time, friendly service. Joined up service with  hospital notes available for nurse to read. | | Efficient, polite and friendly | | Treated well, instructions good and accurate. | | Excellent support from the Surgery. Very friendly and helpful staff. | | Kim called on time and was really helpful, as she is on all of our calls. She’s a really positive and nice  member of your team. | | Appointment started on time, nice thorough review and good advice given. Friendly nurse. | | Efficient service throughout. Very polite and helpful staff. | | Very helpful staff and friendly doctor | | The phlebotomist was great, she listened to me while I cried. But Dr Maronge seems determined not to give  me a Fibro diagnosis. He was very dismissive and simply decided to refer me to Rheumatology again.  A further wait of who knows how long. Unhappy | | Excellent professional person. Extremely polite and friendly | | I arrived and was seen by the nurse within 5/10 minutes | | Did.not.have.to.wait | | The Nurse was very quick and efficient | | Seen on time and dealt with quickly | | The usual friendly, helpful, professional service. | | The Dr was very reassuring and helped me tremendously in a positive and helpful manner. | | Physio rang as arranged and gave us all the information we needed. | | Very efficient service | | Dr helpful and informative about results and next steps | | ???? ???? ??????? ???? | | Didn't have any problems  everyone helpful | | Punctual, listened to my concerns, clear responses | | Nurse Joanne was very friendly , put me at ease . She listened to me which I really appreciated. She was very thorough and helpful. | | The call was on time and I had chance to explain my health experiences and to arrange to ring the surgery  when back from holiday to make another more convenient time. Bothcallers had a very pleasant manner ,  nice experience. | | I went for an injection and received it as expected and planned | | My visit to the surgery was first class from a very friendly and helpful staff | | Quick and cheerful | | Good service, friendly staff, very efficient. | | Professional and very efficient | | Seen promptly and my issue sorted. | | Excellent service, efficient, quick and considerate. | | Professional and friendly service | | Visited the surgery, receptionist was very helpful and offered an appointment the same day. Clinician was  lovely, very polite and put me at ease and reassured me. I couldn’t have asked for a better service. | | Pleasant happy experience, cannot say more it was merely a blood test and pressure weight and  height measure in machine. | | Friendly service, great staff | | Informative and very lovely health care nurse | | I honestly believe Willington surgery is a role model of what you want a surgery to be. Everyone from people  answering calls, to reception to the nurses and doctors are so kind, caring and deal with you as a person  always in an authentic manner. | | The Dr listened carefully and explained his decisions extremely well. | | Dr Saunders and Wendy were excellent today. They fitted a mirena coil - they were reassuring,  communicated well and put me at ease. I didn’t feel rushed and they did everything to make me feel  comfortable enough to leave. | | I managed to get to the next stage of my ankle investigation | | Quick and simple | | Prompt and cheerful | | Service was fantastic. The gentleman who showed you how to use the weight/height machine is such a  great idea. The nurse was great to. Many thanks to all of you. | | A lovely Dr Fletcher listened to me and sorted me out | | Dr Saunders was caring and compassionate and she went out of her way to listen to my concerns and to  explain the possible way forward. | | Minimal effort in getting to see someone via the messaging services Quick reply and action to take Appointment in person and did not feel rushed | | Great advice post my health check and how to get my risk score down using some dietary and medicine  Prescription ready when I left | | I arrived quite early for my appointment to provide a blood sample. (40 mins)  However 5 minutes later I was called. The necessary formalities were processed and the blood  samples taken in just a few seconds. | | Telephone consultation arranged with the pharmacist who ran me as arranged on time, very polite, friendly  and efficient. | | Caring and sympathetic in my welfare | | Explained all results in detail and listened to my concerns. | | I’m very satisfied with the time I Was given to explain my problems and it’s sorted thankyou | | Helpful informative friendly | | Nurse was extremely helpful. | | Friendly staff, short wait, helpful and informative | | Excellent service as normal | | Comprehensive review and sound advice | | Dr Makava as thorough and kind as ever. Thank you | | My appointment was at 12 noon and that's the time I was called in the surgery very prompt | | Dr Wright was brilliant this morning! Explained everything to me. Thank you. | | I am always grateful for the patient care by Willington surgery. From my phone call to receiving a call from  my GP, I am always dealt with dignity and respect. Thank you for your care & kindness. | | Receptionist friendly, nurse very efficient | | Arrived early seen very quick | | Very helpful with the explanation of results and listened to questions raised. Responded with  recommendations and advice. | | All run to time Receptionists was friendly and helpful Dr Jackson was friendly and helpful. All good | | Review of all my meds with suggestions of how to get more exercise (referred to social prescriber)  All very reassuring & helpful. | | Always very accommodating, helpful & supportive | | Dealt with on time and clear, precise interaction. Thank you | | I am always pleased with the service I receive from all staff at Willington surgery!  Very satisfied!! Exceeds expectations. | | Efficiently dealt with. Friendly manner. | | Very prompt.  Friendly doctor and receptionist.  No complaints from me. ? | | Friendly, efficient practise nurse who had the time to talk. | | I have been struggling with symptoms for a long time. Since joining this new surgery I feel my symptoms  have been explored thoroughly and have felt listened to. I am pleased to have a plan! | | I was given an appointment but when arrived for it I had to wait half an hour before I was seen. He wasn't even  busy seeing people. | | Friendly welcoming nurse made it a great visit! | | The doctor explained every think I needed to know she explained to me that also my blood pressure was a  bit high so I am waiting to borrow one from the surgery they want me to make a note every day over period  of a week the doctor is going to let no | | Good service helpful staff | | Cancelled the appointment and need to reschedule | | I felt listened to and understood. The whole process was managed with a friendly sense of humour.  What a breath of fresh air! | | Took a while to get an appointment, and that was just for telephone appointment. However the GP was  very helpful | | Seen on time and tests done without delay | | On time, clear advice | | Friendly and respectful. | | Incredibly happy with the outcome of the appointment, and was listened to. | | The Receptionists & Heather was very helpful to me & appreciate their support especially as me the patient  affected by chemotherapy treatment & rock bottom & emotional & the Gp was v good too.  Willington surgery is always very good & helpful | | I got seen on time and she was very kind and explained things to me | | Very professional, friendly, dealt with promptly | | Gp very helpful and understanding | | Friendly nurse knowledgeable and helpful | | Efficient  On time Effective communication  Satisfied | | Excellent service and attention  Outstanding | | Always helpful and explains | | Julie was professional in her approach as well as friendly and helpful | | Physio prescribed home based exercises for 6 weeks but I’m still in pain so she told me to go back to the  doctor. Called the surgery and they have no appointments at all? So I guess Dr Google will be treating me  and hope I don’t get long term damage | | I received the phone call at the time I was given | | Appointment on time Nurse was very informative | | Fast and speedy process through reception very polite and helpful | | Very quick and friendly service, arrived early, I was going out before I should have arrived. Excellent. | | I didn’t receive the 2nd callback from the Practice Pharmacist I was promised this morning. I stayed by my phone with a good signal for well over an hour. Am very disappointed as my only day off work this week. | | Prompt and efficient. | | Fast and efficient | | Very organised and informative | | Doctor listened answered all my questions and worries and reassured | | Efficient timely service. Pleasant staff. | | Called through for appointment with no delay. Nurse was very efficient and pleasant | | Phone call was on time. Pharmacist was very helpful | | Was seen on time! And everything was explained to me | | Very efficient, friendly. | | Unable to attend owing to illness. | | Very fast, very easy, all staff very helpful | | The Dr listened and gave sound logical advice on drugs I am taking. | | Very very disappointed that I did not see Dr Maronge as was arranged. The surgery had three Weeks to sort This out and he was not in on Tuesday. It was a total waste of time seeing the other doctor, carry On with the tablets come back in 3 wks | | Helpful doctor, good appointment. Listened well to my needs and future treatment | | I wanted an appointment to see a MALE doctor mid May, it has taken until today for that to happen. In the  surgery, no electronic register working, took 10 Mins to register, including your desk assistant serving a  contractor ahead of me. Stress | | Pleasant professional and addressed all relevant issues. Couple of suggestions made which maybe of  value if problems with prescriptions are recurrent. | | The nurse was very knowledgeable and professional | | The doctor was very informative listened to my concern and gave me v good advice | | Professional service | | Receptionist very friendly and willing to help - Thankyou. Nurse very friendly and I didn’t feel a thing –  Thankyou | | Ok | | The pharmacist Maulik Jhaveri is knowledgeable and gives advice in a clear and caring manner. | | Prompt appointment given. Thorough assessment of health before deciding not to give jabs. | | Got in early, nice pleasant lady to take my bloods, always the same at Willington, excellent all round. After  needed to have an up to date bp etc, lovely volunteer helped me. Must be one of the best in the UK. | | Straight in, lovely and polite nurse and receptionist. | | That's what I thought. | | Polite, considerate care | | Appointment was cancelled and rescheduled. | | Nurse very thorough and listened | | Today my experience was faultless. | | Spoke to the pharmacist he was very informative and helpful . | | Dr. Makava was lovely and she explained very well what she thought was wrong with my knee. And  requested an x-ray and physio. The physiotherapist was very good giving me loads of advice about what to do for my knee and what not  to do! Also exercises. | | Appt timing excellent! | | The HCA was lovely. Chatty and answered my questions. Made the experience lovely. The receptionist  was also very helpful. Explained why I couldn't check myself in and helped with the blood pressure machine.  Overall, a very good experience. | | Lovely person on reception. Got an appointment for mental health help same day. Doctor Saunders was  excellent, very understanding. | | Got a referral | | He was marvellous did feel rushed in any way and explained everything | | Nurse explained thoroughly the side effects of injection and how long for second dose, all in all good  service | | Prompt. | | Doctor was very helpful | | My appointment with Dr. Morange, was on time. I was received courtesy and my problems listened to  sympathetically and dealt with efficiently | | Efficient and effective | | Great service but time length of call to appointment time is too long. 2 weeks. | | The nurse was friendly kind and was on may wave length during our conversation Didn’t feel needle and  no bruise | | I gave that answer because I was very satisfied with how my appointment went. | | Pleasant manner, prompt decision and referral. | | No phone call from doctor even though I made multiple calls to check that I didn’t miss the doctor’s call.  Repeated requests to advise phone service is very poor in my area, was met with disbelief by surgery  receptionist. | | Really good consultation explained everything well. | | Explained results and provided option after asking more about my symptoms | | Friendly, helpful, professional advice | | Caring, helpful. | | Appointment on time  Nurse very helpful and friendly  All staff were kind thank you | | Very efficient and friendly phlebotomist. | | Lovely lady , great service | | No waiting  Procedure took just a few moments Very efficient | | Efficient friendly | | My appointment was with Dr Wright easy to have a conversation with and very thorough in checking all my  medical history | | The doctor was thorough and understanding. I felt listened to so was happy with the consultation. | | The nurse I saw was first class and thorough | | Brilliant nurse who came straight out to us as soon as we arrived. She took the bloods calming and  efficiently. Thank you. | | I needed a double appointment which I was told I had, waited over a week to see the GP, only to be told  reception had only booked single appointment!. I now need to book another appointment, no doubt being a week or more away | | I was seen early and the nurse was very professional and good | | I had an appointment booked with the Pharmacist at 9.30am and a call back from a GP at 12.15pm. on the  same day. When I arrived, the receptionist said I only have a GP call back, so I left. About 9.35am I received  a call from the Pharmacist. Was V G. | | Because it was very good. I didn’t have to wait long | | Kind, calm, friendly nurse | | Seen promptly & good medical advice | | I was seen on my appointment time and the staff are lovely | | Kind, caring, thorough, | | I received a phone call from surgery on time, thank you | | Very patient and calm nurse | | Cervical screening was quick, pain free and the nurse was very friendly. | | Diagnosis by computer. Cursory inspection. | | Could not get face to face appointment | | All was very good as always | | Quick, no waiting and the nurse was excellent | | Nurse Julie has a lovely calm patient manner and listens to your concerns. I was nervous having my  daughter vaccinated for MMR but she made me feel much calmer answering my questions and she was  great with my daughter. Please feedback. Thank you | | Everyone was very helpful. | | Feel face to face contacts would still be far better. You would even get to see the person you are engaging  with. We will seen be getting robots no doubt, to replace the clinicians. | | A quick and professional service, nurse was kind and friendly | | Very quick, friendly and efficient. Clean environment and calming atmosphere. | | Excellent diagnosis.. Very thorough and clear | | Got into my Appointment early & also had a NHS screening done at the same time by invitation on the day | | Excellent service as always. Very polite and professional. | | On time | | Very polite staff and explained everything so I could understand easily. | | No waiting, and the appointment was super quick | | Dr Makava is so kind, and I feel that she really listens to my concerns | | Everyone I met was brilliant the doctor helpful and very pleasant professional in everyway | | Efficient and friendly. | | Blood test done on time and completed by very competent nurse. | | Pleasant receptionist and seen to quickly and efficiently | | Staff member was excellent | | The consultation was professional and friendly and the procedure was conducted in a caring and efficient  manner. Thank you | | Appointment on time Staff kind efficient and knowledgeable | | Was so helpful with the weighing and blood pressure machine. The appointment was on time and the  nurse explained things clearly. | | Called into appointment before time. Helpful attendant at BP measurement device. | | Seen before time. Pleasantly received and looked after. | | Because I got an appointment quickly and was listened to properly. It was all very reassuring. | | Doctor thorough | | Seen on time | | Friendly staff, quick service, everything was explained clearly. | | Friendly doctor | | Answered my queries And provided appropriate prescription | | Friendly & efficient | | I was in and out in less than 10 minutes ? all very efficient and professional. | | Very satisfied with the staff and the way they handle things | | The service I received was excellent no complaints at all | | My appointment was on time | | I was made to feel horrible and uncomfortable. I had really struggle for a appointment. No empathy at all | | I was seen promptly. | | I was early for my appointment and I was seen before the appointment time. The staff were polite, informative  and professional with a nice balance of approachability. | | Very helpful and polite | | Neera was very good - friendly, helpful and professional. | | Neera was very helpful & gave good advice, very friendly too. | | I was late because of traffic chaos but was seen within 5 minutes and back out less than 5 minutes after  that! | | Doctor looked after me very well | | Receptionist dealt with my problem very efficiently. It was a good outcome. | | Pharmacist spoke very clearly & was informative & helpful | | Reported to surgery early. Didn't have to wait long. The nurse was pleasant, calm and efficient. | | As it is nearly impossible to get an appointment to see a GP at the surgery now it was good to be able to  speak to a health professional. I got more advice about my overall health from the pharmacist than I have  for a long time | | I felt the doctor had time for me and listened to my problem and I was seen on time | | Interviewed by a very knowledgeable and experienced person, and recommended a change to medication  to help to solve current problems. | | Managed to get an appointment same day, doctor very helpful & understanding. | | As always, I was treated with respect and dignity throughout my visit. I saw the nurse on this occasion and  she was fantastic. I also had to arrange x2 appointments with reception staff who were also kind and  respectful throughout. Thank you all | | Same as always. Really considerate and professional care. Feel very lucky to be able to use this surgery. Thanks | | As caring and professional as always. | | Because seem to improve your service and youhave started to smile | | Because it was very good. | | Thorough exam, felt in great hands. | | On time, reception was very helpful all good. Thanks | | Good exchange of information and analysis | | After being examined, I was told I gave soft tissue damage, I requested a scan, which I was told, I need an  xray first..  Daft as an xray doesn't show soft tissue damage, but is cheaper than a scan. | | The receptionist was efficient & friendly. Dr Jackson was very patient & helpful. | | Appointment on time with doctor | | I saw Dr O Hara, and was happy with his diagnosis, | | I was very concerned when I rang for an appointment. I was given a same day appt with Dr O?Hara.  I left feeling that I had been listened to and was in safe hands. | | On time, very efficient and friendly. | | After my initial call to the surgery for an appointment, i was given a telephone consultation with a GP  within a day - excellent, and based on that was given both todays face To face (within a week). The GP was  very understanding and helpful | | Friendly and knowledgeable nurse who explained everything in detail to me. | | Because the doctor was very good and put my mind at rest. | | Minimum fuss, pleasant staff at such an early hour of the day | | Despite becoming recently a frequent attendee with the same continuing condition, I was treated with  respect and my dignity was held in good stead. I had a time consuming visit but was never rushed. Most  importantly I left with a care plan. Thank you | | Excellent as always. | | Very polite and friendly and professional | | I was treated extremely well, nothing was too much trouble. | | Friendly, knowledgeable staff. Hardly any wait for my appointment. Many thanks | | The Doctor made me feel very comfortable to open up and I went away feeling a lot better and happy things  were moving forward. Thank you very much, you helped more than you would know. | | Rowena was so friendly and welcoming | | Short waiting time. Friendly service | | Quick efficient informative and helpful | | Appointment on time no waiting and was seen by a lovely lady | | Lovely lady did my blood test nice and chatty young lady on reception booked me an apportment for next  with a doctor very pleased thank you | | Every time I visit the surgery all staff are very pleasant and the INR nurse I see is wonderful. | | Fast, efficient and professional service ? | | I was seen quickly as I needed to query problem which arose at my pre op this afternoon and the doctor  was most kind and put my mind at rest | | Dr Liam O'hara is an extremely good GP. He listens, is patient and is thorough in what he does. | | Plenty of appointment reminders saw doctor within a few minutes finished short while after consultation | | Hi the doctors can get in to see them without a problem so I am very pleased | | Blood test was speedy and the lady was very nice and I didn’t feel a thing | | Volunteer was lovely on arrival and explained about the computers being down. Receptionist, helpful  friendly and informative. I saw pharmacist for a medication review and I think he is absolutely brilliant very helpful and understanding. | | No delays, blood test got it straight away!! | | Professional. On time . As expected | | I was treated very kindly by the receptionist when I arrived without my blood pressure reading or urine  sample. Nothing was too much trouble! The phlebotomist was informative and professional. | | Computer was not working on arrival unable to book in. | | The PPG volunteer was extremely helpful, patient and friendly. Dr Makava was attentive, thorough and also friendly. I felt most reassured. | | Short wait Lovely understanding doctor  Pleasant receptionist | | On time appointment, friendly and helpful staff receptionist and volunteer | | Listened | | Actually went in before my appointment time, the. Nurse was lovely, great experience | | On time.  Professional service.  Skilful technique.  Good explanation | | Prompt, pleasant and efficient | | Everything went okay | | The nurse I saw was really great - explained everything clearly and put me at ease | | Really because I my appointment was 4.30 and didn't get in until 4.50pm. Otherwise, excellent service and I  left with new ideas on how to control my pain. | | Was able to be seen at short notice. Didn’t have long to wait. Very professional reception service.  Excellent medical service as usual. | | When I eventually got to see a doctor, after having to go to physio, so wasted a month, the doctor was  good and got me straight in for blood tests, which could have been done a month ago and hopefully get to  the reason for the swelling . Annoying ! | | Good service | | Because I got an appointment within a week  And reception staff lovely | | A very understanding Doctor who listened and was very supportive, lovely staff in the pharmacy | | Very fast, efficient and friendly | | When an appointment wasn’t available that day I was given an appointment for the following but the  receptionist phoned me to offer me a cancellation appointment which meant I was able to get further  support quicker. | | Waited almost 40 minutes for a pre-booked appointment. | | Very good service | | Because the Doctor listened for once? pity he didn’t see me in 2017 when I complained about blood in  my stools, persisted for 2 years it was piles. No it’s not I keep saying. Wouldn’t listen. Got  diagnosed with Bowel Cancer early 2019. | | Efficient, only had to wait a few minutes before I was called into the Doctors room | | Clean surgery, friendly and helpful staff. Quick and efficient service and appointment. | | Making the appointment was not easy. | | Good service | | Staff are always very helpful and professional. | | Excellent service. | | Because I was seen on time and the person I saw was very professional | | GP knew background, answered questions fully, discussed next steps and organised next steps. Friendly &  professional, my GP also took time necessary. Exemplary treatment. | | I asked about getting my blood test done which was due the following week and this was accommodated,  staff very friendly and professional | | Didn’t have to wait long before I was called in for my treatment this was carried out with efficacy | | Anna was very friendly, approachable, helpful and clearly answered my questions and worries. | | Reception staff extremely helpful in getting my b12 injection sorted while I was at the surgery | | 30 minute wait after appointment time | | I was telephoned as promised with full details of tests etc. | | Procedure well explained and very courteous service | | All good | | I was very grateful for a prompt and helpful response. | | Rowena was very pleasant and ultra efficient in taking my blood sample | | Seen on time - phlebotomy painless and able to make future appointment with GP! | | I’m not convinced either the doctor on Monday or the one today truly knows what wrong with me, and I’m l  left in crippling pain still. | | The Doctor was very nice and explained everything to me so I understood. Very helpful and thoughtful. | | Appointment on time, friendly staff. | | Very help full and understanding .Took time to explain things | | I found everyone very friendly & helpful. | | Easy to make the appointment, on time and lovely Pharmacist Very satisfied | | The service is always excellent | | I was very happy with the service and the doctors thorough diagnosis | | Very easy to talk to Dr Wright, lovely Dr, explained everything clearly & now following up quickly on  information to the way forward to help my problem | | Very friendly and helpful | | Very little waiting time, area was clean, gp ver polite and put my mind at rest | | In early, out quickly! | | Spirometry process was well explained and carried out - thanks ! | | Very informative and helpful | | Great communication, thorough examination, sound advice - no antibiotics but I felt confident that it was  the right decision. Friendly. Approachable. | | Appointment call was timely. Questions were answered. | | Great service, caring people | | Polite, helpful, understandable and offered services going forward I did not think available, simple  questions I’ll now be able to ask without bothering the GP. | | On time. Pleasant, friendly and efficient nurse | | I know I am in safe hands at Willington Surgery who have professional & caring staff. | | Telephone appointments are really convenient if there nothing to be shown to the doctor. Dr. Makava  called within the appointment window, and was reassuring and explained things well. | | Anna telephoned me at the exact appointment time. She has been so helpful and explained everything thoroughly to me. Thank you | | Quick and good | | Updated on clinical findings, and planned next follow up test. | | Excellent service in and out very quick | | Reception was helpful. Was soon through to Nurse. She explained everything and answered any  questions I had. | | Was seen slightly earlier, nurse Claire was very kind and helpful, she successfully took my blood first time  which is usually never easy and needs multiple attempts. | | Very kind response to Katherine and helpful advice | | GP called, listened. Unfortunately, I didn’t discuss everything I wanted but that was my issue.  GP always understanding despite my complex needs. | | Top class. | | Painless injection and all fully explained with no rush | | Brilliant very good to have someone who puts you at ease quick and great service- a credit to Willington  practice. | | No waiting and very good consultation. | | Phlebotomist appointment. She’s lovely, bubbly and efficient. | | As always. Dr. Makava was very good. | | Pleasant staff, appointment on time. | | Only problem was Dr was running late by 20+ mins. Other than that excellent service received! | | The lady who took my bloods was very friendly and kind. | | Quick and easy | | I was early and called in, which reduced my anxiety, the phlebotomist was smiley & friendly & so  professional I didn’t even feel the needle go in & she was able to answer my query as to why I  needed more bloods taken so I left the building smiling | | Nurse has been very Helpful I am very Happy plus she is very helpful? | | Still waiting phone call appointment | | My doctor was so lovely and listened to all my issues. Feel reassured as all being looked into. Thank you | | I've never had any issues with them | | The staff are ALWAYS helpful, polite, and kind. My appointment was on time. | | Running to time. Pleasant members of staff. Blood obtained painlessly! | | I was early and invited in early for my appointment. The nurse was very friendly and helpful. I was out  before my actual appointment time. Fantastic! | | Extremely quick response and appointment to see the physio, all from a message through the NHS App | |