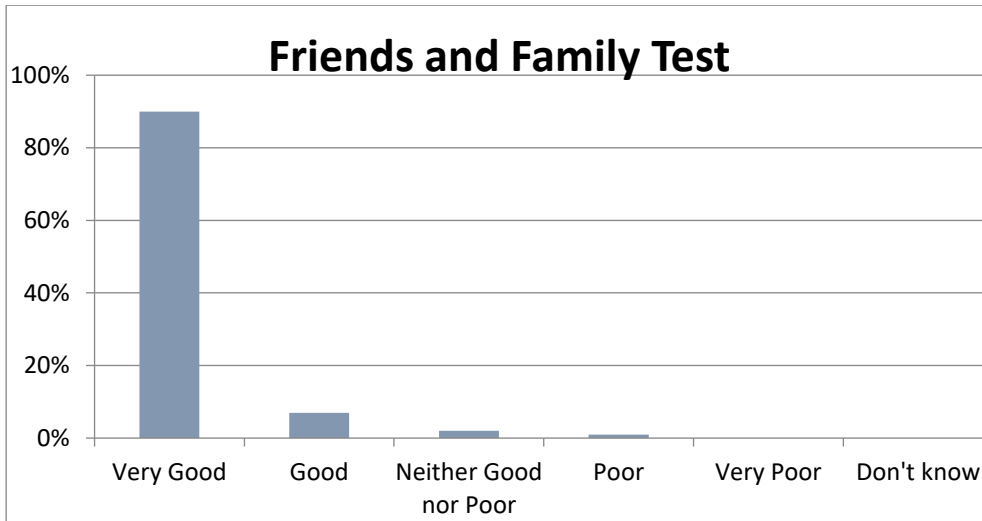


Friends and Family Test July 2024 Summary

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

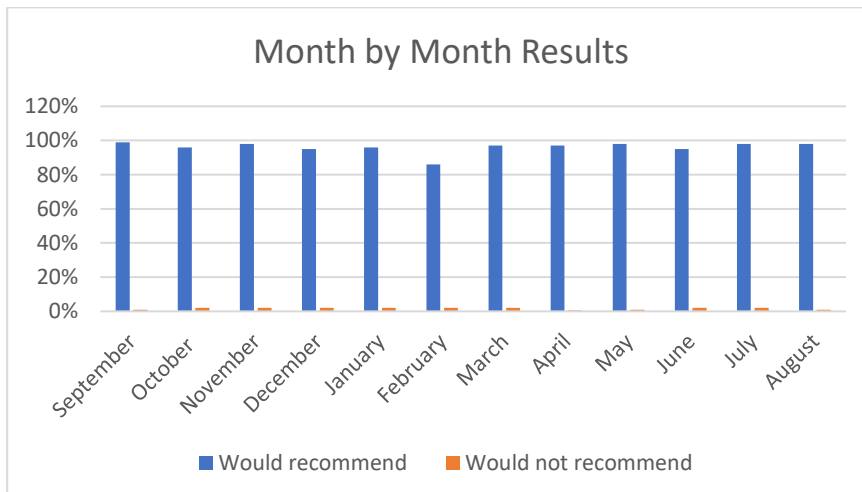
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
332	29	4	2	0	0
90%	7%	2%	1%	0%	0%



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

Would Recommend	Would not Recommend
361	2
98%	1%



Friends and Family Test July 2024 Summary

August 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

Such prompt and friendly service.
Dr wright is an amazing GP she is so approachable to women of a certain age. She is down to earth and sends helpful information by text which I have shared to my friends. she encourages you to get in touch if things
Receptionist/Doctor were very professional
Excellent service. Thank you.
System worked very well. Ask for a ring back thought I wouldn't get an appointment but was offer one that morning, much to my relief as I'm in quite a lot pain. My appointment was on schedule Dr issued prescription, job done. Perfect. Well done ??
Very friendly waiting time was minimal surgery clean
Professional service
My experience using Willington surgery is always very positive. Staff are very professional and kind and always happy to give you their time to listen and support in any way they can. An excellent service. Thank you.
Got an appointment and Dr was absolutely brilliant and lovely. Thank you for everything you do.
The call was very satisfactory. Thank you.
Kind understanding supportive and proactive doctors
The doctor was very good, explained what she thought gave me a blood test and referred me to Repton foot clinic
On time and efficient
Excellent treatment
Very friendly nurse who put me at ease
Immediate response on arrival at the surgery
Trust this doctor and she always polite and respectful. Listens carefully and explains to me the questions I ask
Very pleasant, quick and efficient
Quick and very efficient process and appointment
The physio was very professional
Excellent service
Very quick, friendly staff member, it was almost a pleasure to give some blood.???
In and out for blood test and foot check very quickly. Wendy is lovely.
The Nurse (Julie Harrington) I saw was very welcoming, took the time to listen to my concerns regarding my current medication and also took the time to speak with another colleague about a query I had.
Very organised
Very quick and painless for my blood test
Excellent service with a great nurse.
My appointment was very thorough and professional. I felt that I was given time to explain my concerns, and was able to get the solution I was hoping for. There is a delay as there is a waiting list for minor surgery but I am delighted. Thank you.
Good consultation, fast response with medication.
I was seen straightaway and treated in a very friendly and efficient manner.
Helpful informative and constructive
Because the young Lady who took my blood is Always so nice and pleasant as always , as is everyone at our surgery, the only thing that is annoying is that recorded message saying Unfortunately etc.
Good service, brilliant staff, thanks

Friends and Family Test July 2024 Summary

Been using this surgery for 60 yrs never had a problem and everyone involved been so kind and helpful you are ?simply the best? !
Dr OHara was very thorough and helpful as always.
The receptionist gave me an appointment at a time that was good for me and the Dr was thorough.
A perfect phone consultation well done in a friendly professional manner
Pleasant team and efficient service
All test results well explained
Usual, Friendly good service.
Very prompt
Fast and efficient
Appointment on time. Doctor prescribed treatment for my condition
Appointment was on time and doctor seen was very professional and helpful
First class in every way
I felt reassured by the doctor, she was attentive and suggested a future treatment plan and outlined different options.
Polite, personable and helpful
The person that I spoke to was very polite and helpful with advice about my prescriptions
Really great service again and the nurse gave me plenty of time for questions. Many thanks.
Good appointment Dr very good and considerate. Gave treatment and referred to Hospital
On time and well carried out appointment, clear explanation about a issue.
I had excellent service and Dr Jackson was very understanding and explained everything to me.
Saw Dr Makava, no nonsense, straightforward, well examined, plan in place, forward action attained. Listened to and actioned. Wonderful thank you.
Everyone friendly and helpful
Everything ran very smoothly and Miss Upchurch was excellent, as usual
On time appointment with GP, great support & felt I was listened to.
100 % excellent as usual.
Doctor Makava referring me to the knee clinic and also applying for a bone scan.
Appointment was in time all went well and the nurse was very nice
The service is brilliant?
A very patient, personable and caring lady. She explained and clarified a care plan. I'm very impressed.
All from start to finish all carried out in a pleasant and professional manner thankyou
The Dr was lovely and talked everything through with me, listened to me and gave me so much help. I left feeling so confident in my further treatment.
Straight talking Doctor. Said I needed a blood test, had that done today.
Seen on time and nurse was very pleasant
Very good and though. Thankyou.
Doctor was very good and helped to sort my problem out
The nurse was absolutely lovely, wholly professional, very friendly and put me at ease.
Done in a professional manner, no rush and I was well informed. There was another lady there and I was asked if it was alright with me which was good.
Very prompt on timing and good advice and remedy
Seen on time Dr Ohara was very thorough explaining everything to me so I have to wait for blood tests, over all a good experience.
Seen before my appointment time and the procedure was done extremely well
All three of the staff I spoke to were helpful and friendly; the experience was quick and efficient.
No delays appointment was on time and proficient service.
On time and very good staff

Friends and Family Test July 2024 Summary

Amazing service best I have had from this practice in a long time rang after 9 still got appointment had a full check up by the doctor and listened to hopefully I will be better soon thank you
Wendy is friendly and professional
Very efficient and knowledgeable
Excellent as usual
Nurse was very helpful
Everyone was very pleasant, prompt and polite.
Friendly professional staff and appointment was on time
The receptionist was very helpful and the phlebotomist was very practised finding my veins easily which is not always the case.
Nurse was soooo good with me and my daughter for our vaccines - great advice and all done with a smile
All staff, medical and clerical, were most helpful, pleasant and empathetic re my mobility niggles.
Dr Makava is an excellent GP, has time, listens, helps and guides. I have been in a real pickle later and Dr Makava along with the reception team have been outstanding. Thank you
Quick and didn't need time out of work very convenient.
Dr was very informative and understanding. Made sure I was happy with outcome
The pharmacist whom phoned was very helpful and gave good information and advice
The phlebotomy was painless and professionally performed. Very friendly and pleasant person. Also had a query about a text I'd received from the surgery and the receptionist was very helpful, polite, professional and friendly
Quick appointment, doctor thorough and polite.
An excellent none judgemental review, leaving me confident with the advice given.
Very reassuring staff
Satisfied thank you.
Very quick
Appointment given on the day, running on time and referral made to hospital. Always a very good service for me/my son at Willington Surgery. Thank you!
Easy to get appointment. Relaxed, affable gp
Straight in and seen quickly
Kind and understanding nurse
Whilst seeing the nurse for a prostop injection she recognised how much pain I was in with my feet and made an appointment for me to see a doctor. The doctor ' examined 'my feet and seems to have provided a logical diagnosis.
The doctor was absolutely brilliant. Thank you.
The Doctor checked everything blood pressure, pulse, heart, and listened to my concerns. Made an appointment to check out heart
Nil waiting time
Certainly even though I was late because of the bus I was in and out thanks
Arrived 5 minutes before my appointment, details at reception, sat down and waited 5 minutes to see the doctor, all very smooth .
Dr Wright instantly put me at ease as soon as I walked through her office door. Understood and dealt with my problems/queries, with clear explanations and actions.
Friendly & polite
Efficient staff and on time.
The appointment was on time, and I can honestly say it was carried out in a friendly way.
Staff very welcoming, seen on time, nurse very efficient and pleasant.
Appointment on time, very thorough and professional but also approachable with a good rapport.
My appointment was on time. Dr. O'hara explained everything clearly and answered any questions that I raised. Thank you

Friends and Family Test July 2024 Summary

Helpful receptionist, appointment was on time, service was excellent. Very happy.
She was direct informative and gave me good understanding of what I need to change and giving me a referral to back that up. She was very respectful. Thank you.
Quick and efficient service
Appointment on time.
Pain free blood test on time and arranged another visit for results from a friendly and efficient receptionist
Dr rang between given times of telephone appointment and was very helpful and reassuring
Very informative& helpful for the question I asked
The GP listened to my concerns and offered a practical way forward to assist diagnosis
Easy way to follow up on physio. On time. Thank you.
Nice friendly lady and I felt like she had time to listen
On time. Friendly and efficient
As always the nurse who takes my blood is professional very friendly and lovely, please give her my best
The nurse was very friendly and explained everything clearly. Thank you!
Punctual and professional
I was related to as a human being, in an holistic way, by a GP I trust and respect.
Seen on time by a very professional caring doctor.
Very quick, on time and efficient.
Since joining the practice a few years ago I have only ever had a positive experience. I find the reception staff extremely helpful and understanding and I could not be more satisfied with the care of the medical staff and Doctors.
Carol was very good and informative
Got an appointment! Doctor was understanding and I felt listened to.
Very informative and pleasant to talk to
All went well and I was pleased to see you thanks
Friendly efficient service
Doctor lovely. Knowledgeable, efficient and helpful.
Excellent nurse, perfect service at reception as check in did not work
Very helpful, kind and professional.
Seen on time. Good explanations given with good practical advice regarding diet to reduce sugar intake.
Appointment on time. Quick and easy. My questions answered.
The Nurses have been very professional and helpful and appointments have been within a few minutes of the scheduled time.
The receptionist was very welcoming and helpful as usual , the phlebotomist was lovely and very reassuring for which I thank her. The centre itself is very bright and clean and comfortable.
Doctor was friendly and very articulate, sorted me out within minutes.
Pleasant nurse on time
Checked in, and was seen with in 5 mins of arriving. Very efficient, no complaints.
Always polite and efficient
Derailed help delivered on time
Punctual and attentive
Whole process was professional and quick.
Quick, efficient and friendly
Parking easy as appointment at 8.20am. Help from volunteer doing BP. Appointment on time as at 8.20 a.m. Blood test painless.
No waiting friendly staff.
On time. , clear information, pleasant staff
I was seen after a 5 minute wait. The nurse was knowledgeable and supportive. She answered all of my questions and explained everything very clearly.

Friends and Family Test July 2024 Summary

Seen on time very efficient
The doctor listened carefully to me, and proposed a clear course of action including a referral.
On time, friendly nurse, quick and painless.
Efficient
Checking in with the receptionist was easy and they were polite. Waiting area was clean, bright and when called was by the info screens. The room was easy to find. My appointment was quick, detailed , and I came out with a plan to aid my condition.
Booked an appointment that would have been in 4 days time. The reception then phones me later in the day to inform me that there had been a cancellation and would I like to come in within the hour ??
I have developed a medical problem which is being sorted out methodically and professionally in a reasonably timely manner.
The appointment was on time, doctor listened carefully to my questions and gave helpful answers and printed information. She booked a CTC scan as a backup to the other tests results.
Professional approach and friendly
Seen on time and service was first class. All questions/queries answered.
Willington Surgery has given myself and my family excellent health care and support to myself with my recent diagnosis and staff and GP's are always friendly and helpful.
Excellent service as always, reception staff friendly and very helpful-thank you
The doctor listened to me and was very cautious in prescribing what I needed and also told me how to book up a follow up appointment
The nurse we saw explained everything clearly and we didn't have to wait long at all.
Pleasant receptionist , went in on time .
Aways received an excellent service from you. Long May it continue.
ON TIME VERY FRIENDLY DIDNT HURT UUKE ANOTHER MRMBER OF THE PHLEBOTOMY TEAM AT THE PRACTICE!
Because the doctor I saw was amazing, kind and thoughtful and recognised that I wasn't a regular patient and was one who tried my best keep well!
Efficient and friendly
I have never had a problem at willington surgery for appointments ect and all folks are fine and hospitable
Very prompt and friendly and engaging.
On time, efficient, polite and helpful
Staff are always very pleasant, nice and helpful.
Pharmacist was extremely helpful and knowledgeable. All the doctors and staff are kind and efficient.
The nurse and the receptionist were very pleasant and helpful and friendly and acted in a professional manner thank you
Very welcoming, made me feel at ease, with result I wasn't expecting
Lovely nurse put me at ease
Very friendly and efficient service
Very pleasant staff and on time
Everything ran smoothly & efficiently A+++
Because there very helpfull
On time, Very nice person explains clearly and very approachable answering my questions.
They the best efficiency is first class very professional service as good as you could get
Knowledgeable and friendly Doctor, efficient and understanding
Dr really listened to me. Gave a very good description of how to use the medication I was prescribed. I didn't feel rushed at all.
Very good dialogue, clear concise and professional.
The nurse was lovely and kind in and out in no time thank you

Friends and Family Test July 2024 Summary

Dr Saunders was very helpful, supportive and informative. I was anxious about the call as it was a mental health issue but felt at ease straight away and now feel positive about the future plan I have in place
Receptionist and Volunteer were very helpful and my ½ injection was on time with the nurse, who was very pleasant.
Julie was fab and took her time, thank you for explaining everything
I was very pleased to receive a telephone appt with the Doctor We discussed my problem and suggested medication which might help and sent a prescription to the Pharmacist for me to collect All very efficient way of dealing with relatively minor prob
Kim is excellent. Explains things very well and is reassuring. Thank you.
Very prompt and blood test done within minutes.
I was there before my appointment (10 minutes early) and was in and out quickly!
Really approachable and informative.
Dr was very thorough & explained everything very well Fabulous doctor. Thank you.
My appointment went well from start to finish. Everything explained so that I knew what to do.
Appointment on time, lovely nurse and all information spot on.
I was able to make a planned appointment for a non-urgent issue. The doctor rang at the planned time and took time to answer my questions.
Efficient service. In and out quicker than anticipated.
Even though I was late I was still seen which was appreciated The doctor I spoke with was very sympathetic and proactive, and made me feel listened to. She is a credit to the profession.
Was given appoint in super good time by pleasant receptionist . was called in the day and asked if I could attend earlier which suited me perfectly , seen promptly and the Dr was a thoroughly pleasant gentleman who dealt with all my concerns.
I was seen promptly and the appointment didn't take long.
Excellent in all ways
Lovely doc to talk too
No delay very efficient, friendly and helpful staff
Had no problem getting a appointment.
Quick and friendly service
No problems booking inoculation , could bring ok self in on arrival , Nurse had a caring manner , explained process and I felt very comfortable and confident. Thought she was excellent, thank you .
Kim is very good at her job and giving advice
Dr Saunders called on time and was lovely, informative and understanding as always.
Prompt efficient and friendly service
Rang 8am got appointment for same day, Report Ed for appointment, and seen on time. That's all patients want thank you
Julie the nurse was very clear concise and personable
Professional service. Answered my questions. Very pleased with the appointment.
Quick appointment, good diagnosis and training session established, all within just over 48 hours
Very professional and got to the cause of my pain
Friendly staff, efficient service. Thank you
The nurse who I saw was lovely, caring and very kind. I was running 5 minutes late but she still saw me and was very understanding. She made me feel at ease. I then saw Dr Saunders and hour later who again was caring and and very friendly
I was seen very quickly almost as soon as I arrived before the appointment time.
Very well organised in a professional manner with doctors and staff who treat you with care and respect.
Quick and easy to use

Friends and Family Test July 2024 Summary

Always get very good service from your practice.
Blood test took less than minutes
This was a follow up consultation and this led on from the previous visit which offered me continuity. I felt fully involved and informed with the discussion of my ongoing issues. I feel I have a planned pathway going forward. Thank you.
Nurse Julie, was excellent explaining the results for my annual review. Thank you
Wendy (hope I've remembered that correctly) was lovely. Made me feel at ease, plenty of explanations and info. An excellent member of your team who you should be proud of. Previous experiences at another practice were dire. Thank you
I was welcomed by Julie at my appointment time and given a clear explanation about the purpose of the meeting. Good listener The questioning was straightforward without being interrogatory, and checking my understanding. Kept within her remit.
Excellent professional prompt service as usual.
Pharmacist was lovely and very thorough.
Great advice, seen quickly not far off appointment time
Good chat with chemist Very informative
Timely appointment and doctor was very understanding and helpful, also had blood test done very quickly without having to wait.
Everybody are very nice and friendly and good service.
On time and productive.
I was given the results of my MRI scan follow up physiotherapy is to be arranged and I will be making an appointment for a bone scan.
Prompt and good service
Seen on time by nurse. Bloods taken efficiently. Helpful receptionist.
I have always had an excellent experience at Willington Surgery and today was just as great as it usually is. The receptionist and Doctor that I spoke with today were professional , friendly and very helpful and informative. Thank you
Always in my appointment on time and the staff are always polite and friendly
Polite and professional staff. Quickly resolved the request.
The Doctor listened and we discussed my health in a sensible manner and found a solution. The Doctor was very professional
Excellent service so very proud of my gp surgery above and beyond every single time couldn't ask for better care thank you
Friendly and helpful. No waiting, I was in and out. Thank you
The entrance area is bright clean and calm. The self check in worked smoothly and waiting area was comfortable with lots of useful information. The consultation with the GPDr Morange was supportive, knowledgeable and caring with clear plan.
Very amiable, reassuring, professional and the procedure was conducted with care and with due concern for my needs. Thank you!
Listened to. Things explained. Positive action
Phone call was on time my questions answered to my satisfaction by sympathetic Doctor thank you
On time. Quick service. Friendly staff ?
Always a great service politeness of high standards
Lovely nurse as usual , all the staff are so kind at this surgery
Rang on time

Friends and Family Test July 2024 Summary

Because I was heard by the dr and I felt happy with the result. Medication was waiting for me 15 mins after my appointment and an email straight away with a follow up as to my next step.Perfect and efficient ?
In on time quick and painless
On time appointment very efficient
Friendly and efficient service, thank you.
Very helpful and informative consultation
Relevant and concise
Surgery clean and welcoming. staff friendly and very helpful great experience
Appointment was on time. I was in and out in 2 minutes. The lady was so friendly and lovely and the blood test was over so quickly
The doctor was very thorough and very pleasant
Anna was lovely, so very patient and she understood what I'm going through at this time of my life.
Because I was late for my appointment and was still able to see me, receptionist very polite and also the nurse
I was seen on time and I felt supported and cared for.
Nurse was very pleasant and I was seen very quickly.
Dc Makarva such a lovely doc.. she's like a teacher.. a vocation.. cares..
Doctor took the time to cover all my issues and set in place the various follow up procedures
In and out like lightening!
Very friendly Dr who listened to my issues, highly recommend this Dr and service
On-time good Comms and attentive staff
The doctor was polite and helped.
Dr Fletcher was very helpfull
Very professional and friendly
Listened to my comments and initiated a course of action. Gave advice on pain management.
Dr Saunders listened, understood, offered options and hopefully resolving my issues. Thank you
Dr very obliging and thorough. Had time to listen, examine and prescribe.
Responsive GP...did not feel rushed.
The nurse I saw very helpful
Short Wait, received prescription for problem.
Great support and communication from my GP today
Very friendly and considerate thank you
Prompt and efficient, thank you.
The Dr. Whom I saw was excellent. She listen to what I had to say. She explained things clearly and hopefully found a solution.
Dr Farrow was very good and caring she doesn't rush you .
Went in on time. Had a blood test the nurse was very good.
Short wait time and concise visit with Doctor Farrow
I was pleased to speak to someone regarding my problem and the physio was thorough and informative.
Arrived early and was seen immediately for my blood test.
I am very grateful for the help received and for the speed of references
Service is always good and very welcoming
No waiting, appointment on time. Reception staff efficient and friendly, made me feel at ease. Also had an additional blood pressure test during the visit which was not pre booked. All round excellent service.
I'm new to this practice and am pleased that my complaint is being taken seriously. That justifies ?good? as a measure, at this stage.

Friends and Family Test July 2024 Summary

Very informative and helpful.
Friendly nurse. Explained everything well. The rest of the experience involved no contact with anyone. Surgery clean and spacious. Only 4 people waiting Waited 10 minutes after appointment time
The appointment/phonecall was freindly and efficient, but was 30 minutes late from the time I should have received the call.
This review was has expected.
Long wait to check in then appointment was over 10 mins behind. Once in with the nurse, she was so lovely - very empathic, kind and efficient. I was nervous but she reassured me and it was all over quite quickly.
The GP was running late and I do feel I was seen very "hurriedly" (unusually). They did, however, answers all my concerns but no thorough exam or bp readings taken despite fall previous night.
I was able to get a same-day appointment which was on time and the Dr was pleasant enough. The reason I didn't give a higher score is because I had some questions after the Dr had seen me but I felt like he was quite dismissive.
Perplexed that the NHS app report of this consultation says ?I get little exercise? and am ?moderately inactive?. I have a Fitbit which shows I have walked an average of 7.3 miles a day in 2024 (7.4 in 23, 7.2 in 22, 7.7 in 21 etc). Disheartening!
It was a doc I'd never seen before. Helpful kind understood my fears explained. Answer other question and put me at ease
I received a phone call from my GP practice at the beginning of the week saying the pharmacy wanted a call with regards to new medication. On the call the pharmacy had no idea why they were calling me and asked what I needed poor performance
Appointment with the midwife was great. Down rated due to having to attend clinic in swad as pre-natal not considered important enough to hold in Willington. No idea how people with no car manage.
I did not see the benefit of having a prescription review with a pharmacist, whose only advice was to contact the prescriber of the medication. The review was just duplicating the work undertaken by the practice nurse during my well man review.
Still not being examined despite stating back pain is further up my spine from the lumbar region which was MRId. Thankfully I'm getting referred on to MSK, but considering I've been saying the same thing for nearly a year, it's poor
Link won't open and felt I wasn't listened to. I advised that I used to be a PT and used to do a lot of hospital referrals and tried to explain what exercises I have done with my knee but wasn't listen to and sent what I suspect I a stock programme
Wendy was very good and sympathetic taking my clips out.
The pharmacist contacted me by telephone and he gave very helpful advice going forward. He answered all my questions
Always thorough and professional?..
Straight in and out
Everything went very smoothly and very helpful
Prompt appointment, good doctor and outcome.
The nurse I see is pleasant thoughtful and timekeeping is very good
Never have issue as everybody has been pleasant and professional
I felt validated by the GP and I felt my issues were heard
Always excellent
Friendly and helpful staff. However, felt I was being rushed through a process. Information delivered too quickly to absorb
Thoroughly checked me out. Hopefully outcome is good

Friends and Family Test July 2024 Summary