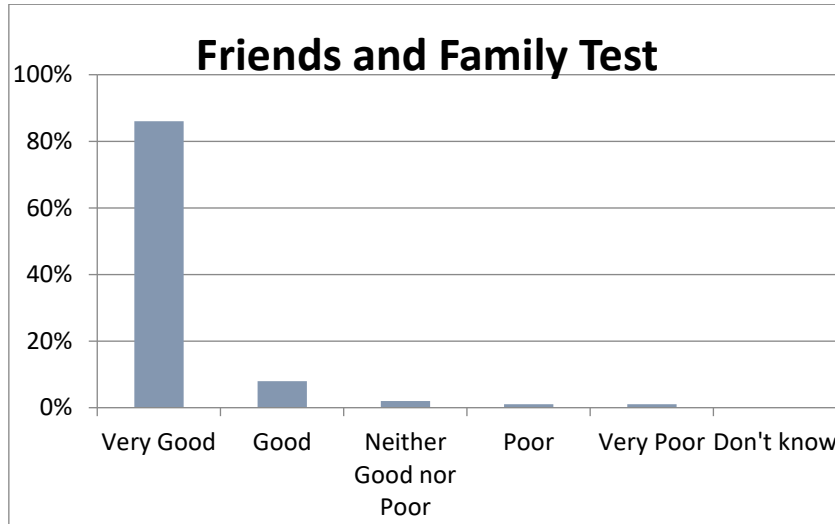


Friends and Family Test September 2024 Summary

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

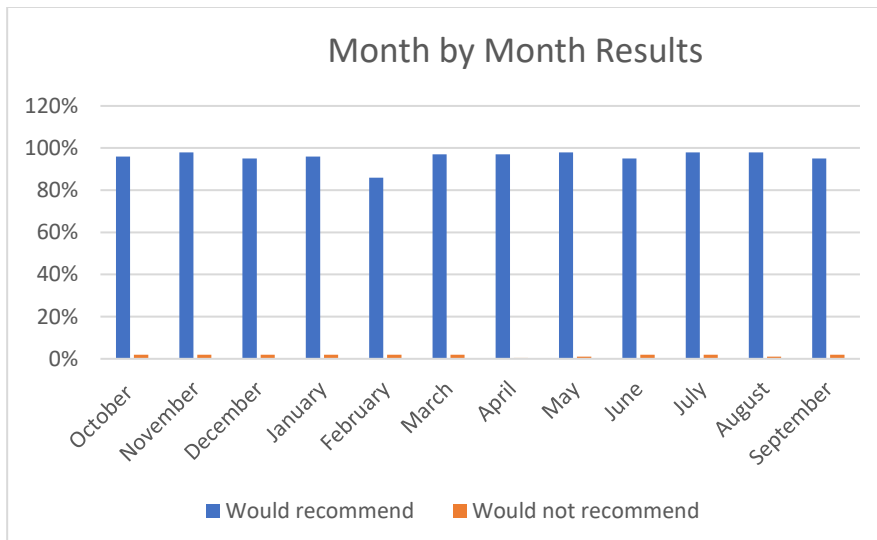
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
368	36	11	5	4	2
86%	8%	2.5%	1%	1%	0.5%



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

Would Recommend	Would not Recommend
404	9
95%	2%



Friends and Family Test September 2024 Summary

September 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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Excellent patient focused care, thank you
No waiting went straight in to the nurse.
Explained everything well
I was seen straight away and an X-ray arranged at Derby the same night.
Thanks to all involved.
Excellent service provided incl to return with further information/action to be taken.
Dr good but prescribed something I can't get. I wanted a referral to dermatology but he said no, quicker seeing him and treatment started. Not a lot of help when the chemist can't get my cream. The suggestion they had was I ring round all chemists.
Had a few questions about my medication and surgery, also blood pressure. Was told I had too many questions and had only 10 minutes, and there where people waiting. Did not have my blood pressure taken but took a form to fill in at home for a week.
Friendly and seen straight away
Excellent interaction and interpretation by the doctor. Thorough examination and next plan discussed. Confirmation of understanding throughout
Appointment on time, friendly and professional staff.
Quick and easy as usual - thank you
Julie was phenomenal, she was so caring and thoughtful. She went above and beyond.
Systems all down so the appointment was a waste of time for both myself and the doctor. Awaiting a call from him when the system allows.
Anna was Very informative and helpful and able to offer a plan that suited me without medication. Thankyou.
Quick, efficient, friendly staff, great nurse.
I had a steroid injection in my knee and the procedure was with minimal pain given by the doctor.
Denise was so easy to talk to. Felt very comfortable. Came away feeling encouraged and lifted.
Friendly Doctor
The lady who took my blood was so lovely, gentle and kind. Wish she could take my blood all the time
Great experience. Very prompt and with care.
Having relocated from Sheffield I can't express how fantastic my experience with you guys has been compared to my previous surgery. A really big thank you to the nurse I saw who was caring, thorough and very helpful - thank you
Every thing explained
My doctor was excellent. Very kind, reassuring and good humoured. I was seen quickly and she listened to me and didn't make me feel rushed. The pharmacist was also friendly and efficient. I also got great service on the phone when I called in.
Always very helpful
Everything happened as it should.
Everyone helped me
On time and efficient

Friends and Family Test September 2024 Summary

My doctor was brilliant
Great reception team and nurse
Professional, friendly, punctual and helpful
My appointment was good because the asthma nurse asked questions and responded to my answers with informative details should my condition worsen
I have regular nurse appointments and without fail they are on time and each and every nurse is just lovely
Seen on time. Dr Makava was very thorough and kind. Good experience.
Never attended as was an inpatient at the Royal there fore if things were joined up you would be aware
The doctor was so professional and made me feel at ease.
On time. Very thorough.
Lovely staff thank you ?
No queue, friendly reception staff, self check in actually worked, called for appointment straight away
Room smelled really bad of body odour. No pain relief offered and seems waste of time
The self check in wouldn't recognise me, I had to stand for 6 minutes waiting for the receptionist, which is incredibly painful. She then said I needed a blood pressure reading, could I use the m/x, no I can't. She said phone it in. She never said ab
Pleasant young lady, slight issue with communication issues. Not inspired.
Hi I think the doctor has doon a very good job I can't find any fault with them. today was very good doing their job they couldn't get me in to see them today so thank you very much
I was telephoned at the correct time for my appointment.
I was dealt with very professionally and everything was fully explained to me
I saw the clinical pharmacist who was very helpful, with my medication and also did my asthma review at the same which I thought was very efficient
Speedy friendly service
Very friendly and professional
Nurse very friendly and knowledgeable when I asked questions
Staff listened to my concerns and responded to my need
Excellent detailed consultation with no pressure on time. Genuine concern for the patient and reassurance. Very knowledgeable.
Appointment was on time, DR.FLETCHER was very informative and talked with me about what would happen next.
The receptionist and the nurse were very polite and efficient.
Quick and on time.
Review didn't have all my info. No message response, lost bp readings, unable to get medicine prescription
Accommodate me straight away without hesitation. Great team. Can't thank you enough.
The nurse was very quick and very thorough and pleasant
Pleasant manner, answered my queries so that I understood clearly what the diagnosis was and the treatment required.
Did not have wait, prompt service
I managed to get an appointment at short notice and was treated in a courteous and professional manner (as usual).
Mariya was very pleasant and helpful, sent exercises quickly and adjusted them after my feedback.
Grateful for an XRay, feel better as a result. Mariya has given good advice to help with pain.

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<p>I gave ?good? rather than very good for two reasons - the timing of the call 6 - 8 p.m. isn't the most convenient and the quality of the phone call was not great at times. The interaction with the lady caller was fine.</p>
<p>Seen on time and health issues discussed at length.</p>
<p>I was told it's a renal problem when my BP is over 200/110 but when I speak to renal they say it's a gp appointment, and the other problem with my nose she said she had no idea what it is and let's just see what happens !!! There are other things</p>
<p>Answered a query quickly</p>
<p>The Doctor that I saw was very thorough and has done exactly as I had hoped they would he examined me and has booked me in for a blood test. He had a sense of humour and that goes a long way in my estimation.</p>
<p>Appt on time. Nice clean premises. GP helpful kind and professional thank you</p>
<p>This was to be a phone call appointment. It came in 20 minutes after the appointment time 6.15pm. I missed the call, I don't know how and there wasn't another call and I couldn't call back.</p>
<p>Allgood no complaints</p>
<p>The nurse was very good and very reassuring</p>
<p>Because it was and I felt at ease with dr wright</p>
<p>Phlebotomist was very good - no bruising!</p>
<p>Dealt with me not only in a very professional manner but also with friendliness and understanding</p>
<p>Easy self book in. On time appointment. Lovely nurse.</p>
<p>Thorough check from Dr Solomain.. didn't feel rushed at all</p>
<p>Concise precise and factual feed back on my health check results which was put in a way thst i fully understood .</p>
<p>I always find that seeing the Pharmacist helpful as he explains the medications and what they are doing. Thanks</p>
<p>Prompt. Straight forward</p>
<p>Very efficient staff throughout</p>
<p>On time efficient service</p>
<p>Excellent service I got very friendly Nurse. Thank you.</p>
<p>Dr Wright has been exemplary. I was in acute pain and she immediately suggested that I had a blood clot on a lung. I went straight to hospital, and it became apparent that I had pulmonary embolisms in both lungs.</p>
<p>Staff always polite and professional.</p>
<p>In and out in no time Julie usual efficiently and made flu jab appointment with reception thanks</p>
<p>The physiotherapist was very helpful and understanding. She listened to my problems and suggested further therapy.</p>
<p>She is a great addition to the surgery.</p>
<p>Dr was very pleasant and very pro active.</p>
<p>Very good except I had booked on-line via the link texted to me. This does not ask for a sample or explain that you need to have used the blood pressure machine. Problem when you arrive!</p>
<p>My Doctor was very thorough my appointments resulting in my problem being resolved effectively from careful tests, and diet recommendations.</p>
<p>It takes too long to get an appointment!! To many people not enough doctors!</p>

Friends and Family Test September 2024 Summary

I am always pleased with the care I receive from the practice. From the communications pushed to me to the experience at the surgery I have nothing but praise. I understand how challenging the environment you work in is and I do my best to support.
I was able to get an appointment easily. The nurse was friendly, professional and reassuring. Thank you.
Anna was thoughtful and knowledgeable and was able to answer my questions.
Efficient, thorough and very helpful
Personable and really helpful
Good service from reception and nurse. Very accomadating.
Appointment was on time, Nurse was helpful and sympathetic, reception staff efficient, Faultless
The phlebotomist was Love and very helpful. She listened to all my questions about my health. I asked if I could have my blood inflammation levels checked for my polymyalgia- she checked my records and said that i could have them taken . Many thanks
Prompt and attentive
I was a little late and the team still agreed to see me. So thank you. Nurse was great too.
Everyone always helpful
The nurse was very polite
Friendly and professional
Good interaction with Reception, and appointment on time
No problems with the service but they were running late
Excellent.. fully checked over.
Very clear advice..
Very informative
I was very happy the doctor and quickly resolved my request.
Dr listened carefully, offered additional support
Satisfaction was had. Thank you
Call bang on time! Pharmacist asked all the right questions, listened supportively, understood my long- term vision and offered some sensible wider advice. Overall v helpful and a really efficient system.
Quick service
Long queue at reception desk. No one to help at health check machine. Blood test nurse Rowena was lovely an calming. Think it was best Blood test I've had.
Just very efficient and on time
Saw the doctor early, the dr showed great manner and concern and was through And communicated well
He actually listened to my concerns
Thorough examination by a very pleasant Doctor and follow up appointments made
Doctor listened very well and was professional and patient
Attentive and kind dr
Easy to make blood appointment, was in and out in 5 minutes.
Seen on time by friendly and professional flebotimist
The nurse explained what after effects the jab may have and put me at ease.
Answered all of my questions I now feel a little more reassured.
Great service, lovely staff
Very professional and very friendly
Good clear explanation and advice

Friends and Family Test September 2024 Summary

Seen promptly. The doctor listened to the problem, examined the foot and offered a solution. He also treated me with courtesy.
In on time
On time- no waiting. nurse explained to me my blood pressure and what the blood test was for.
Thank you
Got investigation and questions asked and expect follow up appointment
Very informative!
Kim is very thorough and really cares about her patient.
Appointment on time. Very friendly staff. Easy to use the self-check in.
GP was polite, sensitive and I felt unhurried.
Still in a lot of pain after 5 weeks and given exercises I'm struggling to do. Was hoping for an x-ray but will persevere.
Dr Farrow was very thorough and I was happy with the plan going forward. She was also friendly and approachable
Very friendly and efficient
It was quick and the doctor was nice and helpful
Quick appointment and medicines immediately supplied next door
Very pleasant receptionist and nurse
He was very helpful and informative
Brilliant understanding Dr Saunders
Fast, efficient, friendly
Friendly receptionists organising the call and a helpful pharmacist
I phoned up the surgery at 9am and was seen at 11.30am excellent
On time , nice nurse undertaking assessment
On time. Lovely nurse
8 am 10th Sept I rang 4 times and could not even get to talk to anyone at surgery, calls just cancelled after long unhelpful message. Via 111 I got an appointment next day. It shouldn't be like this. Help from GP I was excellent.
Dr Saunders is very easy to talk to and always listens to my concerns.
I was listened to, and put on the correct path to hopefully solve the problem.
Very helpful and understood needs by phone appointment. Much better than my previous GP
I arrived early and was seen early blood test taken very efficient friendly nurse
On time - quick in & out
The clinical nurse was brilliant but parking the car was nightmare had to park up by the farmers gate
Pharmacist communicated well. Listened and gave good advice
Saw a very good doctor who listened and explained things
I am happy with the follow up service to identify a painful and disabling condition and I will shortly be having an x-ray to help to resolve this problem.
Very helpful advice given. Thorough examination.
The whole appointment process was easy and quick and waiting time was short. The lady (forgot her name) who did my blood test was amazing.
Appointment was on time
Doctor Macava was very thorough and kind
Seen quickly by the doctor, hardly any wait time
Lovely friendly nurse gave good advice and useful information.

Friends and Family Test September 2024 Summary

I got an appointment same day despite calling after 10am. The system for letting the team know I had arrived was easy to use. My doctor was everything I needed under the circumstances.
Helpful receptionist and seen on time by friendly phlebotomist
A good series very helpful and chatty and no waiting
Was seen at my appointment time, GP listened to everything I had to say, did a full assessment and was honest with her diagnosis.
Just the same as always - Joanne is a consummate professional whilst also being caring and informative.
Thanks
Very good appointment and friendly nurse
Very quick off the mark today ,haven't met the lady before and she was very professional and pleasant
Friendly service
Always top class never any problems everybody helpfully and pleasant. Been coming
Excellent review with a positive outcome and further review in a month required. Great advice from the Pharmacist to try a new diabetes drug as a preventative measure with benefits also for the heart. Call was on time and interview was excellent.
Appointment on time,treated with respect and kindness.
On time appointment
Professional service
Answered all questions and arranged further treatment. Nothing more could have been done.
Efficient, helpful
I was seen on time and in a review of my latest blood test I was provided with clear answers to my questions. I was able to set up a review with the pharmacist on my current medication. I was given the points of possible concern in the results.
The call from the Pharmacist was informative and helpful. The follow up appointment with Dr Makava later that day was equally good with decisive action taken.
Very kind, thorough and helpful
Excellent friendly and professional treatment by practice nurse.
Nurse was very polite
She went through my review explaining everything
Gave me some good advice
All in all a very pleasant experience
Thank you
My appointment was on time and Anna was understanding and helpful.
Lovely receptionist who was very helpful and also the phlebotomist was so friendly and kind and went out of her way to be helpful.
I'm always impressed by the kindness and courtesy of all the staff I meet whenever I come to the surgery. Thank you.
Professional service and advice
I arrived a little before my appointment time and was seen straight away
Seen on time for blood test
Excellent practitioner.
Very Efficient and lovely approach
No
It was ok

Friends and Family Test September 2024 Summary

Very good service.
This was my third attempt to get an appointment, which due to the delay became urgent. However, following the GP appt I was offered a blood test appt 10min later which was much appreciated. Thanks to Collette, Dr McKava & Wendy.
Informative doctor. Need to have cyst removed from head. Thinking about a clinic in London. GP suggested I check that they are on the CQC Register. They're not!! So, although saves $\pounds 1\frac{1}{2}$, they haven't had a visit from the CQC.
Don't like having to use the BP machine rather than a person using a traditional cuff. Standing up on the machine seems to contradict all previous advice on how to produce an accurate reading using a normal cuff. Also the machine seems unhygienic.
Dr was very helpful and understanding. He offered very good advice.
Nice and friendly doctor
I struggled to see what it was, Dr Jackson could suggest as my condition has gone on since 2011 BUT I was pleasantly surprised by his comprehensive assessment and analysis of previous interactions, leading to a way forward.
Dr Maronge was very professional, kind and thorough! He gave me good advice too. Thank you!
Appointment was before my time
Expected a bit more conversation
Phone call was on time and resulted in a solution to my requirement.
I was treated as always with a friendly, professional approach. I never feel rushed and always put at ease
Lovely surgery
Very clear and good advice. Helpful reception team putting me through to Clinical Pharmacist after my mobile refused to pick up!!
Friendly, helpful staff , always polite
Friendly and efficient staff and excellent treatment
Very friendly and professional ?
I presume this was for a blood test 12th sept and not the telephone appointment to discuss other tests today 16th. Blood test was on time and quick.
Dr Saunders was extremely helpful and kind. She passed me some extremely useful information and took time to explain everything. Thank you
My appointment was dealt with in a timely and professional manner
Got a prompt appointment, dr friendly, issue sorted quickly
Telephone consultation with pharmacist. Rang me on time. Explained what my problem was and discussed a way forward. I felt in control of the consultation and was asked how I wanted to proceed.
Understanding the issues and providing a process to a possible solution.
A yearly health check.just about 15 min. Very professional as usual.
My nurse was super friendly, gentle and reassuring
Pleasant nurse. Blood taken efficiently
Gave me the answer I needed.
Very thorough and explained everything.
Very good response.to my problem I expect an improvement to follow my problem.thank you

Friends and Family Test September 2024 Summary

Hopefully progressing towards a diagnosis
I phoned up easily and got a telephone appointment. The doctor rang at that time and it was a very easy process. Always pleased with Wellington surgery.
Saw the same pharmacist as last year we were able to compare notes relating to last year's appointment avoiding duplicating questions and answers that had already been resolved hopefully more of the same next year.
Very professional & friendly, gave all the information required & administered our injections carefully
Zubia was extremely professional and a pleasure to talk to and discuss my medication review.
Thank you
Blood pressure machine out of order and check in machine would not recognise me. Person taking blood was excellent.
Very helpful. Professional and prompt in helping with appointment and seeing GP, who was also very helpful in listening and advising. Very impressed. Thank you.
On time no sitting around waiting to be called in. very good
Quick, cheerful and professional
Dr Saunders, was very kind, understanding and patient, she was lovely throughout. Just the right person for the particular phonecall I had.
Phoned on time and was able to understand the lady.
Dr Saunders listens and makes a plan with you not at you and makes things super clear
Good service, not too long to wait .
I was told the phone call appt would be at 19.15 so i had my phone ready 10 mins before but there was no call. I checked my phone and there were two missed calls before 7 pm. What is the point of giving an appt time if it's not kept.
Arrived on time and I'm and out straight away
Good friendly help when needed.
I was listened to and given advise. Thank you
Or nurse was wonderful and informative for Child's third set of vaccinations.
Bit of a wait, however good consultation
Everything went smoothly
Lovely doctor who explained everything clearly without patronising. Helpful reception staff..
Got an appointment on the day. GP was very nice. 8 felt listened to.
Everything fully explained
Rowena is always very good
No problem fast and friendly the staff are great and DOCTORS the same
Easy process to book appointment, doctor very nice and easy to talk to!
Gp was excellent- got an appointment within a reasonable time.
The nurse was friendly and in no rush.
Had vaccination. Nurse very calming and reassuring as I don't like needles
Doctor very attentive and thorough
Admin side of things was great - phone answered quickly, polite & professional & appointment the same day. The GP was polite & did some basic checks & offered standard advice. I usually get misdiagnosed at first, suspect this will be the same.
All the people I had contact with were very good and professional especially the practice nurse I saw

Friends and Family Test September 2024 Summary

Appointment time was kept and Dr Wright was extremely informative and friendly, I look forward to arranging another appointment with her once I return from holiday.
Very professional and friendly service
Was in and out very quickly for my blood test
Dr Saunders is a very kind, knowledgeable and understanding person and it was a pleasure to come to the doctors today, thank you very much
Great service and a lovely appointment - sadly I've had a horrible reaction to vaccine.
Warm welcome, timely and nice nurse
Appointment on time
Very friendly nurse
On time, very efficient - thank you
Seen on time. Good clear explanation of results, that completely reassured me.
I was seen, more or less, exactly when I was due to see the doctor and she made me feel that I was being listened to.
Staff and doctors kind and very helpful.
Always try to help whatever is asked of them.
Appointment on time.
Informative and friendly nurse
Very informative and felt like the Dr/pharmacist really listened and understood my concerns. Offered alternative, less risky meds and date booked for review
Really felt looked after and my concerns and worries answered thank you
No waiting past the appointment time. Very friendly and efficient staff
On time. Nurse very efficient
Doctor was attentive and compassionate. Made sensible recommendations and referred me on for further specialist. I was very anxious coming in, I felt much more at ease than anticipated
The nurse was empathetic, very knowledgeable and took time to explore and discuss my condition, excellent.
You cancelled the appointment and then attempted to ring me on my mobile while I was driving so it wasn't safe to answer.
Additionally, I have told the surgery that I would prefer to always be called on my landline as the signal is poor in Etwall.
All questions and concerns answered
I did however have a very long wait for a routine blood test with the nurse, which is very unusual, but never the less , did impact the rest of my morning
Blood test with no waiting and friendly nurse
Listened
Proactive and always on time
The nurse was extremely helpful and kind
Very polite, good listener and knew what they were talking about
I'm always put at ease when I visit Willington surgery. Young lady that took my blood did so with ease.
Excellent service from Dr Wright and also from Rowena. They both listen.
My nurse today was fabulous. Reception team are always happy and smiling. There was a lovely lady who helped with the blood pressure machine.
Very thorough and patiently explained.
Very pleasant and professional Very pleased thank you
Listened

Friends and Family Test September 2024 Summary

prompt
information provided
professional
I identified a health problem, and you acted very effectively and sympathetically.
Informative. Useful. Time to talk and listen. learned things.
Nurse kind, efficient, competent and knowledgeable
Appointment on time
Got an appointment on the day. Dr explained issues carefully
Nurse was really nice
Helpful receptionist, efficient phlebotomist.
Friendly efficient good knowledge and informative
Efficient and polite service
Professional and prompt
This was a revisit due to my blood test being lost in the system. I don't think I can blame the phlebotomist but some way the system failed on the last occasion. Hopefully I get a result this time.!
The phone call was when I was expecting it, and the caller was very understanding.
On time, efficient.
However, I don't like having to use the weighing/BP in the waiting room.
The doctor listened - and explained everything to me . I felt confident that she knew what she was doing and I trusted her judgement. Thankyou
Very prompt attention by a kind doctor, came away feeling reassured, thank you all
Because Dr phoned on time and answered all questions.
On time friendly and efficient
The pharmacist was very helpful and seemed very nice on the phone
On time appointment, nurse explained about vaccine and very pleasant manner. Thank you
I arrived early and registered my presence for my appointment with the Phlebotomist. I was then seen earlier than the planned time. I really appreciated this.
Quick and efficient. Clear to see the nurse was friendly and experienced, no pain needle insertion! Thank you.
Joanne was warm and caring whilst carrying out a thorough review. She gave me lots of useful information and was happy to answer any questions I had.
Very professional and friendly.
Always do as those that work at the surgery always give 110 percent
Superb chat with Julie. Very helpful and knowledgable
Timely appointment- DR was able to set my mind at ease following a worrisome symptom
My doctor was most helpful and extremely pleasant.
Was directly disability discriminated against due to my assisted Dog was refused entry despite me showing the ID registration for him. I was let through and made to feel bad as was told he wasn't allowed upon leaving. There is clear sign outside.
Very helpful and good advice
Dealt with very professionally
Made me feel at ease and calmed my nerves
Told to get in touch if I had any problems or concerns which I did the next day and got an appt immediately
Very happy
On time & friendly team
The Nurse was lovely, very kind and respectful, made me feel very safe.

Friends and Family Test September 2024 Summary

Always great advice and service
Chemist guy was good
Very easy to check in and did not have to wait long
Doctor was thorough and spoke directly with my daughter.
The appointment was easy to book, when we arrived there was no waiting time and the nurse was friendly and helpful.
Great surgery, great doctor and lovely friendly and helpful staff. Thankyou! :)
Friendly, helpful receptionist, very quick check in, no waiting time and lovely, professional clinician, clean setting... fantastic the best practice I've ever been too
Appointment on time and nurse friendly and polite.
I had a professional, caring & informative Asthma review today, which will help me manage this illness better in the future.
Very helpful
On time, polite and friendly. The receptionist was also helpful
Appointment was on time, nurse was caring and the volunteer on the BP machine was helpful.
Quick &. Easy
Child was seen on time and the nurse was very good with her whilst she had her flu vaccine.
The appointment was made for the same day and was on time.
Understanding, empathetic and compassionate care
Very pleasant professional and caring nurse who explained everything clearly to me and was happy to answer my questions. Never felt hurried in any way.
Doctor was easy to talk to and explained things well
It was a very good service I saw the nurse who was lovely and made me feel very relaxed I also saw the doctor who was just the same lovely and very professional In all the years I have attended this surgery I have never had one issue with all the staf
Very helpful and kind
Very punctual, efficient, informative, thorough
From a phone call with a friendly receptionist, a phone call and appointment with Dr Fletcher just brilliant . Time taken to listen. Thanks
On time appointment. Plenty of time to discuss issues.
Dealt with quickly & respectfully
Received call from the Pharmacist Maulik today to discuss medication review and as usual he was really good to discuss things with, it's nice that someone takes time to ask you if there's anything else you which to talk about.
Thank you
Sent a GP message, I was seen a couple of hours later and referred straight to hospital. Dr Marongue is always pleasant, polite and informative.
Your young lady receptionist was absolutely superb. Polite, professional and friendly. I got a same day gp appt and am very grateful. Dr. Maronge was brilliant and hopefully I will be on the mend soon. Many, many thanks to a fabulous team.
Great to meet Julie yesterday she dealt with both of us in a very professional manner and with a very friendly nature. Thank you
Loads of useful information, lovely lady
All staff where very nice and polite and seen to me straight away
I felt like I was listened to and understood. My medication was discussed at length and changed slightly and I was examined as necessary.
All very straight forward with no problems thank you

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I didn't see the point of a telephone appointment for medication review, as I still have to make an appointment to have blood test and blood pressure taken. A face to face appointment would have been more appropriate!
My visit was dealt with efficiently and staff were friendly and professional
Nurse was efficient friendly and clear in her explanations
Dr McCarver was so thoughtful, caring and kind in her delivery of my heart ultrasound results. She was also very respectful of both my age and of my decision.
Friendly and professional
The phone call was on time and a polite pharmacist who explained everything.
Excellent help with my questions and friendly too
The doctor who professional, I felt listened too and the doctor showed compassion and caring. She was very clear with what was happening and what was going to happen and explain everything thing clear. Thank you
Dr Morange saw me quite quickly, was well briefed and prepared and was attentive to my concerns. He explained the options and outlined his plan of action . An excellent consultation
On time. Excellent service.
Because the doctor was very nice and polite and gave me time to talk ??
Saw me at short notice. Excellent receptionist and friendly and professional doctor who could not have been more helpful. Thank you
Gp, listened, examined and answered my questions in a polite manner. She was empathetic to my problem.
Julie my nurse is very efficient with a lovely friendly temperament
I saw the person who deals with tablets etc. And will say since seeing him my health as improved by ajusting my tablets
Have not received the phone call that I was expecting at 9am from the clinical pharmacist ?.
Easy booking in Doctor saw me on time. Booked into physio for another appointment What was there to moan about Thanks very much
As per usual excellent service thank you
Great service; friendly and professional as always.
Very good service love this doctors
On time, nurse curtious, efficient and friendly
The analysis of my problem requires action, which has not yet occurred, not a reflection of your surgery, more a reflection of the speed of your request for feedback?
Excellent service from both my GP and the nurse. All my queries answered and very happy with the results.
Julie Harrington is a very caring professional who takes the time to listen
Friendly, helpful and efficient. Gave advice about wound care etc
The appointment was changed from a face to face to a telephone one. This was totally appropriate given that the results of the recent scan were good and very little time was required for the doctor to discuss the findings with me, saving us both time
Quick and efficient as always
Dr Wright was phenomenal. Very understanding, very helpful and answered all questions that were posed. Spoke to son directly rather than through me, which I admire as he felt included. Thank you!

Friends and Family Test September 2024 Summary

Repeat prescriptions for hypercholesterolaemia was not issued, and a message to the pharmacy was needed to provide an emergency supply.
Didn't really get any answers to the problem
Quick and efficient. On time, very pleasant.
Helpful and friendly staff at reception and the BP machine. Appointment with the nurse was very thorough- Thank you.
Just fantastic prompt service. Always is at Willington Surgery.
Called on time, no problems
Helpful reception staff, very friendly nurse, explained things carefully and listened to what I said
Very helpful conversation - thank you
Doctor very thorough and caring
On time polite welcoming HCA
Phone call on time and convenient.
Easy to understand, quite straight forward, Hannah was polite and helpful.
I feel that you care about not only my health, but also my well-being, thank you.