

Friends and Family Test January 2025 Summary

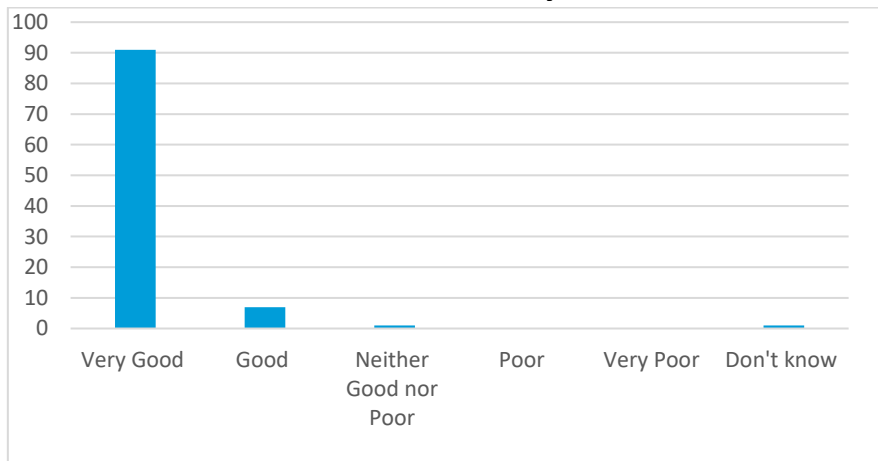
How likely are you to recommend our service to friends and family if they need similar care or treatment?

Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
448	30	8	2	4	6
91%	7%	1%	0%*	0%	1%

*too small to define

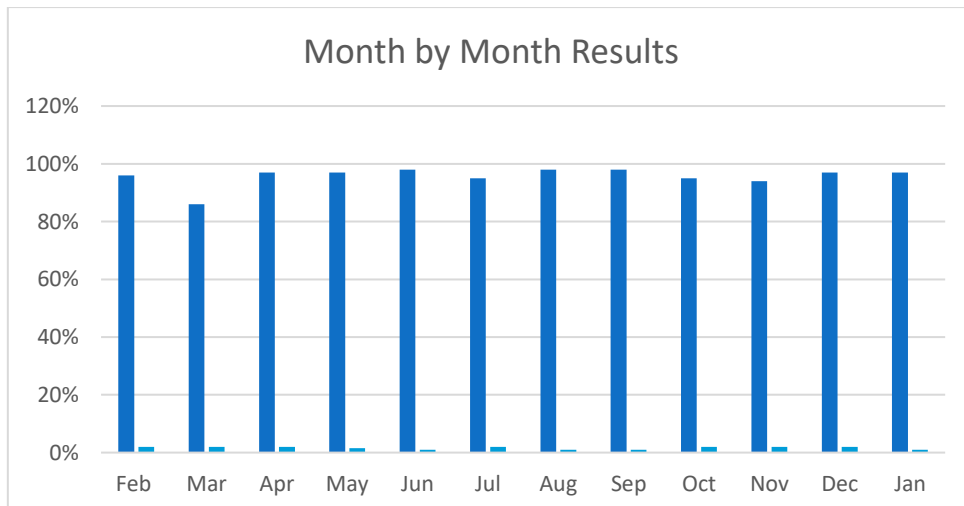
Friends and Family Test



This is presented to NHS England and the public as:

Would Recommend	Would not Recommend
478	6
97%	1%

Month by Month Results



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January 2025

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

Excellent phlebotomist

Didn't like getting weighed and BP in the waiting room somehow feels not very personal?. Taking shoes off can be difficult especially in winter so height / weight ratio will alter BMI

Volunteer was lovely chap though

Exceptional service

My appointment was very good the dr was easy to talk too and reassured me ..

I spoke to the pharmacist for the first time. He was really friendly and very thorough. I felt really confident that all his advice was good. The fact he arranged a follow up appointment with me was also great.

he listened and understood my situation

I was given an appointment straightaway which isn't always the case. Dr Iain is very knowledgeable, helpful, thorough and listened patiently. He asked me what I thought I needed and offered links for therapy as well as medication. He explained well.

From your lady receptionist, who is always excellent, to the Doctor the who visit was flawless. Both treated me with courtesy, kindness and respect and the communicated in a clear & understanding way. Very professional in every possible way.

As per my feedback about Sophia- Understanding, sensible and professional response by Doctor to my concerns over my child's hearing. Doctor interacted well with my child and I got the answers I was needing.

Follow up on a blood test , keeping a check on me

Rang at 8.15 and saw GP at 11.

Understanding, sensible and professional response to my concerns over my child's hearing. Interacted well with my child and I got the answers I was needing.

Friendly professional staff, a credit to NHS

Time of appointment was exactly right.

The doctor was caring and thorough. An appointment for a scan was arranged while I was there. Prior to seeing the doctor I used self check In, which was easy. The waiting time was also reasonable.

Staff always friendly and helpful

I was pleased with the service

Didn't have to wait long for my appointment and the Nurse was very friendly and efficient.

Very efficient and friendly service. Was made to feel comfortable from the start.
Thanks

Happy with my appointment all round, on time and efficient, big thanks to all in reception for there help too

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The nurse was lovely & very informative. Only thing is appointment was 8am & surgery doesn't open the doors until exactly 8am so had to wait outside. Perhaps start appointments 5 mins after or open 5 mins earlier.
Nurse was very prompt, efficient and pleasant.
Quick appointment, on time. Think I got answer to my questions. Still a little confused
Helpful doctor. Able to be seen the same day. Good advice given. Thanks
Got through on the phone to make appointment quickly, did not have to wait long at surgery to see doctor who was very thorough
Very nice people from the receptionist to the doctor. Also stunningly efficient and on time
I got an appointment the same day as I needed it
Easy to have a call with the nurse at home. Informative and friendly professional
Given time to explain concern and thorough examination and explanation of diagnosis and care plan.
Very friendly staff. Appointment on time and blood test did not hurt at all. Thank you for all your help I appreciate it .
Very patient and took plenty of time explaining things
Swift, very efficient and very pleasant consultation. Everything was explained clearly. An excellent experience as always. Thankyou
Excellent care and information about treatment
Although there was a short wait for my appointment, the nurse I saw was very pleasant, friendly, kind and efficient, which goes a long way in helping put patients at ease.
It was for a blood test. I was not kept waiting and the nurse was pleasant.
My appointment was phlebotomy it was very quick, efficient and friendly.
Very short wait, pleasant staff, dealt with efficiently!
All good
Good service
Excellent conversation with very knowledgeable asthma specialist nurse.
I managed to get an appointment quickly and supportive of a time I could do. My appointment was on time and with a lovely GP who listened to my concerns and discussed the sensitively with an appropriate plan to address them. Many thanks
The conversation with the doctor was very satisfactory and worthwhile.
Helpful, thorough and prompt
Reason for visit dealt with professionally and effectively.
Person I spoke to was very pleasant ?
An excellent service. Very helpful staff. Very easy to manage appointments and very good communication with patients. Thank you.
Consummate professional service, by a lovely nurse !
Nurse was very supportive
Very thorough, listened and advised. Felt like Doctor Solomon really cares. Thank you
Appointment on time and very kind and efficient nurse
Good service.
Was listened to and understood
Short wait, easy to check in and Dr was thorough and supportive - thank you
Kim was very on the ball with everything

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The surgery phoned me with appointment I didn't have to phone and be in a queue! Dr Makava was very kind and understanding a real family doctor.
Seen quickly & the nurse was very friendly.
From arriving at the surgery for my appointment and then leaving every member of staff I came in contact was helpful and professional
Nice and freindly and helpful
Receptionists and staff at GP always very good, efficient and professional and nurses very good and all staff at Willington GP always make time for patients and listen.
First rate service from appointment to consultation.
Mr Jhaveri was polite and clear in his remarks
Welcoming, polite, gave me all the info I needed. Excellent experience overall.
Excellent
Dr Saunders was lovely, understanding and very thorough.
Because you asked me my opinion Not only today on my every visit very very good service and very friendly and cooperative staff Very nice and very impressed
Just sat down when called in - no waiting. Friendly nurse
Professional informative and courteous consultation made to feel very comfortable
I gave this answer because it took me an hour to get through to the receptionist and book an appointment, by which time I could only get an appointment for the next day. Once I got to see the doctor he was very good.
Receptionist was helpful in securing me an appointment to see a GP and the nurse who took my blood saw me early, was professional and had a lovely ?bedside? manner
Current pressures & expectations on the NHS, I appreciate everyone is stretched & not only fighting stress & illness. My apment today was productive & I really like the GP I saw today. You're all amazing! Thank you ? (no cracks seen from o/side)
Trying to control my blood pressure is scary, but I feel I am having the help and support to slowly reduce my medication, and hopefully come off them completely. Thank you.
Friendly receptionist who did her best to help me & Dr. Marange was polite & very thorough. Well done Kingfisher Surgery! Followed by prompt & excellent experience in the Pharmacy.
Dr Saunders is fabulous as always
Very informative and knowledgeable Pharmacist. Excellent experience.
On time. Friendly and informative approach.
Dr Saunders rang me back a second time as i lost signal and didn't get the first call. Reason for appointment was dealt with very quickly and straightforward.
Very helpful and nice manner.
Staff very helpful
Appointment on time and nurse very efficiently performed blood test collection as needed
Staff were helpful, courteous and friendly. In the short time I have been registered everyone has been friendly, professional and efficient. An infinitely better service to the one I received from my previous surgery in Sheffield for 15 years

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Quick and well taken blood sample. Polite and very easy to chat to.
Quick no waiting and friendly staff
Great communication with the doctor
Dr Saunders was very helpful
Satisfaction and comfortable outcome; we wait and see if the medication works!
First class
The Nurse, was very professional but in a friendly way. I was also very impressed by her attention to detail whilst reviewing my prescribed medications.
Telephone consultation was very helpful, good discussion with pharmacist, advised to make appt for memory test which I have done.
Slick and Quick
Kind, friendly, put me at ease, explained things clearly.
Didn't attend
Friendly receptionist, easy to use self booking system, amazing dr who actually listens and wants to help. Honest yet kind.
Made to feel comfortable, not rushed lot of subjects covered
The nurse explained everything well and was very friendly & made me feel comfortable.
Very quick and efficient.
Staff were friendly very efficient went in for my appointment slightly early so excellent service.
The consultation was very constructive and informative. It was presented in an open and easy to understand manner, clearly explaining the situation, options and outcomes, before coming to a mutually agreed course of action. Thank you :)
Lovely nurse who made me feel very relaxed. No waiting either, many thanks.
Rang up this morning. Appointment given today. Lovely friendly receptionist. Informative and thorough physio.
Seen on time and very professional doctor and very thorough in her examination
Pleasant, helpful and knowledgeable receptionist. Excellent GP service.
The lady who phoned me was very nice and easy to talk to and explained everything really well.
Super quick, professional yet relaxed and light hearted.
Went in for my appointment on time. Blood test was carried out quickly and efficiently.
Excellent communication and friendly efficient service.
I was listened to & all my questions were answered.
Was a really lovely experience, all the staff were kind and helpful. Especially Wendy, she was amazing and was very reassuring as I was very nervous about coming to the doctors surgery. Couldn't have asked for a better experience Thank you
I was able to get an appointment easily this morning and was seen promptly. Dr Makava was very sympathetic and thorough, listening to my concerns and giving good advice.
Pointless phone call wasting money .
Very good bedside manner
Waiting time 1 minute,treated with efficiency and back in my car 10 minutes later.

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As always very efficient and professional
Nurse was lovely, made me feel at ease and not rushed
Reception staff are amazing, they always try to offer the best options. Dr Wright, very caring and professional with a great sense of humour.
Maulik was very informative and answered my questions in a very professional manner.
Quick and easy blood test given in a friendly and relaxed manner.
Rang in morning and seen same day thank you great service
No waiting straight in and out within minutes that how I like it thanks
The doctor I saw was very thorough and explained thing to me.
Good advice from Dr Maronge, sympathetic manner, no delay in being seen, pharmacy had prescription ready very quickly
Joanne gave a lot of information re the appointment ,was very professional but also very nice ,listened to what I said too
I got the appointment easily and Dr Cowley was lovely. She listened to what I had to say and took action. I needed antibiotics so she sent the order through to the Pharmacy, who dispensed it whilst I waited A very good experience Thank you
Fast and efficient as always.
As always, the front of house staff always welcome you with a smile and continue with great customer service. My appointment today was also very efficient and caring, thank you. Best regards,
Can't do enough to help me.. and I'm grateful thankful.
Always on time, excellent care.
The Nurse was very informative and put me at my ease.
Friendly and helpful staff. Really efficient
Thorough & helpful.
I was 45 mins early because I had wrong time on my calendar, but I was able to be seen almost immediately!
Excellent friendly service
Very helpful.
Very useful consultation with Dr Wright who was also able to have my bloods taken so that I did not have to return for a prearranged test that was due in the following days.
Great care was taken.
Got in before time, the lady taking my bloods was pleasant, knowledgeable and helpful as always
As usual good service and care taken at Willington surgery.
Reception welcome to a GP appointment, far quicker than I would have expected and the courtesy shown was excellent. Surrounding GP practices could learn from you.
Prompt, friendly service
Appointment on time, nurse very professional
I was seen on time. The G P gave me a solution to my condition.
Because the nurse was smooth and efficient
One phone call and got an appointment straight away. Doctor on time and extremely helpful. Great surgery. Easy check in process too.
Dr Marange was on time. He is always very helpful, has a brilliant bedside manner? and puts you at ease. He always has time for you.

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Lovely reception team , printed label for sample pot. Dr Maronge very understanding and caring. Thank you Willington surgery - you are brilliant !
Nobody really likes going to the doctors, but it was ok
Saw GP of choice. All questions answered. Advice given.
I felt listened to and my needs met
Rowena is excellent at her job. Thank you
The lady doctor was very helpful and explained all about my condition,put me in for physio and pain killers as I had not heard from my scan in November 2023 so thank you !!! Regards
Very efficient, appointment on time.
Short waiting time. Pleasant interaction with Dr and careful treatment.
The service I always get at the surgery is excel at My blood test today was done by a lovely lady Thank you al
On time Very pleasant
Easy to understand & willing to discuss and amend as required. Thanks.
Apart from it being packed in surgery I eventually went in to see the doctor and was very pleased with her diagnosis
Felt at ease with dr maronge helpful professional advice with a follow on check up advised for blood pressure was delighted with the appointment
Friendly, helpful, informative, listened & treated me like an intelligent person. No priority in that random order; all are important.
Dr Saunders was a pleasure to deal with and very helpful
Easy to log in on time friendly staff
I like the phone appointments. Dr Saunders is always very understanding and helpful
Very well ran, caring GPs and professional staff.
Appointment reminder. On time.
Because this is how it felt. I was listened to, a course of action was proposed, after that my feedback was considered and the next step was taken accordingly, etc., etc.
From booking appointment through to consultation with Dr. they recognised I needed help and assurance which I got. Thank you
Doctor listened attentively and knew why I was seeing her and talked through options leaving me to make my own decision about medication
Telephone consultation. On time. Pleasant and helpful.
Fantastic helpful receptionist. Thorough appointment with Dr Solaiman, what a brilliant GP I hope she is permanent to the surgery! Thank you to all
It was my first Cervical Screening. The Dr was really friendly and talked me through the process. Although it's not the most pleasant of things, I felt at ease during the appointment.
Very quick to make the appointment for me. The doctor helped me with my problem. Thank you so much
The telephone appointment was on time. Anna was informative and decisive.

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The Doctor was very attentive asked valid questions and put forward suggestions that could help me with my problem.
I felt listened to and understood. Out comes were positive and agreed
Helpful
Pharmacist listened to what I had to say
Wendy was her usual efficient self, running ahead of schedule. Painless blood test, pleasant chit chat and on my way in minutes. Thank you Wendy!
It's an excellent practice.
The phone call was on time. The consultation with Dr Saunders was very positive and helpful. She was kind and understanding and gave me some really valuable advice.
Informative professional and friendly service thank you
HCA always treats me with care and respect. Reception staff always helpful and friendly
Joanne was very helpful and informative and my appointment time was kept.
So lovely Joanne was amazing and kind, my prescription was sent to pharmacy and meds collected within 10mins Thank you
Caring, efficient service, helpful when an unexpected issue cropped up!
Quick response Helpful informative
On time appointment, consultation met me needs and a plan to improve BP agreed and in place.
Because as I said it was very good the lady I spoke too was very clear and her questions she asked and the information she gave me was very clear and informative
The lady who phoned ,very friendly ,went over everything however my appointment / call was booked for 7:15 onwards so to receive a call at 6 :40 when I was not in a private space and discussing ailments and prescriptions was not the ideal situation .
Listened to my issues and gave advice
Saw 2 nurses. Both were very approachable and when asked for advice were extremely helpful. Spot on.
On time quick efficient
Very helpful receptionist and nurse.
No time pressure and discussion of all alternatives
Appt on time, went smoothly
Allways very good service
Booked in on screen and was called straight in on time.
No waiting. Nurse was very efficient, professional, helpful and friendly
I had a good explanation of my problem and was given the right treatment to but it right Dr was very understanding and there was no rush
Very informative
Dr Saunders is a fantastic GP. She always listens, is empathetic & supportive. I am very grateful for her care & she is a credit to the surgery. Thanks again.
I was given some possible explanations for the problems I was having looked at, some further steps to take.

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She spent more time asking questions than looking at the problem! I felt it was not useful one bit.
appointment was changed do to later time nurse being off I?!! but I was heard at reception and given my B12 injection
Thorough and listened to me
I was given good advice and was happy with suggestions
Very prompt and friendly nurse .
Everything was very efficient. The only problem is the lack of car parking. Even though my appointment was 8.55am, there were only 2 spaces left. As the cycle rack is never used, you could make some extra car parking spaces in that area.
I was Pleased with the Service Provided. Nurse was Very Polite & Gentle .
excellent service
Dr Maronge is always interested, kind and efficient.
Dr Wright listened, acknowledged and advised with reassurance. The receptionist listened and sort guidance quickly with compassion.
Check in on machine was quick and easy. Excellent service as always from Mrs Gregory.
As always the staff are caring and professional
The pharmacist was professional & very thorough. His questions were clear & comments useful.
Almost on time+ pleasant lady who talked me through and gave me the vaccine.
Received an appointment on day of request, a diagnosis quickly made and prescription given. All with professional and sympathetic care, along with ongoing advice.
Helpful and knowledgeable
Prompt service from receptionist, didn't have to wait long before seeing the doctor
Nurse very skilled at her job.
Always a great experience with Dr Wright, the best thing has been the continuity of care, she knows my health situation so well and takes everything into consideration which is huge when dealing with multiple conditions and has helped me massively
Excellent response and very friendly
The pharmacist was understanding and infomative
Listened too
Joanne was lovely and looked after me very well.
Lady who took my bloods was fantastic. Receptionist was lovely too. All in all a brilliant service
Very informative and useful feedback. Good to know the results and hopefully doing the right things.
See quickly. Doctor was helpful
I was 10 min late for my appointment and I was told I can still be seen but I needed to wait a bit longer, after 50 minutes of waiting I had to leave and go to work as I couldn't wait anymore
Dr was incredibly kind, caring, understanding. Listened to me well. Wanted to follow up up on my care
Phone call was on time quick and efficient
Appointment was 20 minutes late. Did listen to what I had to say. Very courteous.
It's always nice to see Rowena,she always very nice and efficient.
Seen promptly and all concerns dealt with satisfactorily.

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Very welcoming. Everything thoroughly explained. Excellent as usual
Great advice and support .
Appointment on time no waiting very friendly staff
Appointment on time Dr Cowley pleasant and helpful, receptionist was helpful too . Thank you
Was good
Nurse Julie very Helpful Excellent ??
Nurse and doctor and receptionist very helpful
No waiting times Answered all of my questions ?
Was a very pleasant experience and informative. Put at ease straight away and extremely helpful.
Overall my visits to the surgery have always been good, everyone is polite and friendly, helpful and waiting time has been minimal Thank you Regards
Appointment on time. Nurse was really good with my son
As always, great surgery great professional staff !
Good services deserve to be praised
The doctor was very professional efficient and helpful .checking in was easy, and there was plenty of room in the waiting room
Dr Maronje was approachable and professional and always seems to be prompt. Very happy with the service thank you.
Clear responses given by Dr Cowley for 2 completely different ailments I had. I left with advice on what to consider with life changes and knowing that I was going to be referred to the Royal.
The person I saw was not really interested in what I was there for. Felt rushed and an inconvenience
Very prompt service, caring and considerate staff. Thank you.
Reception and office staff super helpful? receptionist up and down but still a warm welcome and a smile on her face ? Thank you
Seen promptly and nurse very friendly
RSV vaccine with the lovely Julie. She took time to explain what she was doing, answered queries and ensured I was comfortable to proceed before giving me the vaccine. Great service, as always. Thank you!
Friendly, professional manner. Intervention performed efficiently
Got seen quickly and efficiently
The GP was attentive and thorough. Polite and helpful
Just a very dynamic surgery & the pharmacy guy was spot on with getting everything done for me plus he was really kind with brilliant phone manners
Very capable good advice
Because I was greeted by a friendly receptionist & my Dr was very helpful.
Very informative consultation
The service is always good I don't have any complaints Doctor Maronge was very helpful thank you.
I was early and was dealt with straight away
Thorough discussion and examination around my issues and a plan going forwards.

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Dr Maronge was very clear about my choices of treatment for the diagnosis. He gave me a range of options to try. We decided to start with the least invasive first and see where we go. He was kind, polite, and to a point, patient lead for the treatment
Very helpful and informative. And it was what I needed at this time
Both the nurses today where very helpful and friendly, both taking my blood and giving me my 2nd shingles vaccine
Nurse was excellent. Receptionist was a little confused. And the Chap in the yellow security jacket minding the heart/weight machine seemed like he shouldn't be there weighing and blood pressure should be taken in origate and less stressful
Hopefully there will be a positive outcome for my problem
Staff friendly and helpful.
Telephone appointment and the line was not clear
Excellent service
Called for third time to repeat blood test, as two previous tests were described as "borderline" with receptionist unable to clarify. As a result today's appointment was not required. Also arrivals screen down, so late for appointment as receptionist
Phlebotomist kind and efficient Appointment on time
Appointment on time. All staff courteous and kind. Dr was reassuring and thorough.
Nurse I saw was very nice & didn't have to wait long to be seen
Very helpful
Dr Saunders listened to my request and ask and answered relevant questions.
They got my daughter and appointment with 90 minutes of my calling.
An excellent service. Prompt, informative and friendly appointment.
Really helpful , listened and gave help & advice and able to keep in touch or make further appointments when/if required to help with progress
Check in was easy, seen on time, nurse made me feel at ease.
The pharmacist I spoke to was very thorough and explained everything well
I have received a comprehensive service, referral, tests, diagnosis and treatment/advice
The Dr explained everything so clearly and answered all my questions and made sure I was 100% happy with moving forward and all the information given to me from my results.
Staff are always helpful and attentive
The receptionist booking my appointment was very helpful and Dr Saunders was easy to talk to.
Seen very quickly and on time.
Nothing wrong!
The person I spoke to was clear and easy to understand. As I find it hard to hear, that is very important
Very clear information on my health issues and medication going forward.
Prompt appointment. Friendly staff.
Efficient service
The most painful blood test I have ever experienced. By the time i got to my car blood trickled down my arm. When home Washed off the blood. Pr swelling gone down. once swelling at the point where needle went in. It worsened. Now purple red.
Usual excellent service

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The lady that takes the bloods is always on time, so friendly and kind. A credit to the drs surgery.
Waiting minimal and Dr was very thorough and lovely
Arrived 5 minutes early. Didn't need to wait long. Pleasant and helpful nurse.
The nurse I saw was lovely and very polite and professional
Came in for blood test I was in and out before my appointment time. Nurse was very good made to feel at ease. I'm sorry didn't catch her name. I was also dealt with very quickly at reception desk. Well done all round at Willington Surgery.
No delays Efficient, friendly service.
Professional, caring and kind. Efficient and supportive.
A professional service given with a caring and sympathetic approach. We're very happy with our appointment on this occasion.
The Dr was friendly and helpful, answered all my questions and calmed my worries. I think all the staff at Willington Surgery are great!
The doctor has not called yet
Ever since you put the current pharmacist on staff, my annual medical reviews have been very useful. He is a very nice, competent, calm and reasonable about his recommendations. He really listens and we are fortunate to have him.
Dr Saunders is a very caring GP. I feel she listens to you and is extremely empathetic
The Nurse was fantastic she put You at easy she answered all your questions She carefully removed the old dressing and gentle redness the wound you felt safe in her hands thank you
I was in on time, friendly nurse, job done, no messing, got to work on time. Brilliant.
It's a lovely surgery, great staff, very understanding when it comes to your appointment, on screen calls, and handy having a pharmacy as part of the building.
Friendly & efficient
Saw the doctor approximately 35 to 40 mins after my appointment time, when I checked in it said 10 mins wait.
Was an easy one seen on time by a very caring pharmacist with a good sense of humour.
Didn't have to wait long very pleasant nurse and efficient thank you
Lovely nurse. Prompt and professional.
I was pleased with my consultation, Dr Ola has a very pleasant manner, and made me feel very at ease. Very professional, listened to me and explained very well.....
mariya the lady who send me some exercise Videos to help my sore right foot was very kind and I'm just hoping it will help with the pain for my arthritis
My weight was incorrectly read on the scales. It was entered as 49.5 kgs but should have been 54kgs. Careless! Please update my record. The taking of the blood sample was perfect and painfree.
Clearly explained what was going to happen and very quick appointment.
First visit to the surgery today - very impressed - seen promptly and really felt listened to by Dr Olatoyinbo.
All questions answered and good advice given.
Prompt appointment
I was seen almost immediately when attending for an injection. Excellent. Thank you.
Seen on time, given time to explain my health concerns followed by concise explanation. All my questions were answered in a way that I could appreciate.

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The call was on time, and we came up with a plan.
I suffered an extreme reaction to a test carried out in the surgery. The staff very very professional and reassuring in my recovery and hopefully we now have a way forward in my treatment. Thank you so much.
Lovely manner, very clear, helpful advice.
Seen promptly, diagnosis made and good, professional manner
A very good health centre, everyone very efficient and friendly
Knowledgeable and supportive practitioner.
The nurse who did my procedure was lovely. She explained the procedure and made me feel comfortable.
Dr. Solomon has had an urgent previous case and this made my appointment late. However she neither rushed my appointment nor made me feel that she needed to hurry. She was thoughtful and thorough putting my mind at ease. I fully recommend her.
Excellent 100% service from all at the surgery as usual. Thankyou very much for your time today.
Nice and efficient with no wait and also straight into blood test without the need to book and go another day
As always on time and excellent service...thank you.
The nurse was very helpful and understanding.I felt well looked after.
On time, efficient, listened to, prescribed, done dusted Effective and excellent service with human touch. Thank you
Very efficient
Precise professional call.
Appointment given at short notice. Very good consultation with the Doctor.
The nurse was efficient, gentle and listened well. Above all, she was so very friendly that I came away thanking God for her. She was excellent in every way.
Very helpful and answered questions regarding future information for appointment at hospital. Also passed on my thanks for the support from all the staff at the surgery.
Good check on my asthma with reminders of proper procedures all done in a pleasant and helpful manner.
Receptionist very helpful when booking appointments. Doctor was good in his explanations of treatment, seen not to long after my appointment time
Seen promptly. No pain blood draw.
Nurse very informative. Receptionist very pleasant.
Because it's true
Went smoothly.
In and out in 5 minutes. Very prompt
Got an appointment in a very reasonable time frame. Doctor was very understanding and gave me the time to explain.
Lovely!
Dr Morange treated my complaint very professionally and competently.
The GP has to contact the Rheumatology team at Derby with regards to my abnormal blood tests and medication. My scheduled follow up at Derby has been postponed from September to December, to January 2025, and now it is in February.

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Quick, efficient, effective. Phlebotomist was on time, drew the bloods quickly and, was very friendly
Professional but personable
Although difficult to get through on phone, when connected was able to get a phone consultation, which then resulted in a face to face. GP was friendly and thorough
Very clear advice and support for future help if needed. Didn't feel rushed at all
Appointment same day. Consultation clear as is plan going forward.
I love Willington practice - as always appointment was punctual, supportive and friendly.
I hope that the new medication will solve the problem, it will take a little while to evaluate how it effective it has been.
Had a lot to discuss but was listened to and acted on
Appointment was made quickly, doctor was very thorough and down to earth. I felt understood and cared for. The pharmacy were quick and friendly too. Great service at this surgery as always.
Nurse is very nice and care.
Recent call up for bowel, breast, wellbeing screening and prescription check in appointment for next week. All without me chasing. Credit where it's due. I also get amazing support from INR nurse. HRT support from doctors too. Thank you.
My blood test was taken by Rowena Upchurch who is always pleasant and always seems to take blood test without any problem.
Spoke to Anna and was sorted very quickly
Dr.Saunders, answered my questions, gave me reassurance and advised me about what to do if I need more help regarding after effects of vertigo.
The only problem was the checking in machine wasnt working, which caused a queue at reception. Apart from that didnt have to wait long, Nurce was chatty and efficient.
The nurse that I saw was very professional and friendly,
Receptionist was helpful, quick in and out .no waiting around
Very supportive and informative Made me feel at ease
Seen on time, made to feel very comfortable.
From the receptionist to the nurse....everything ran efficient, Also the nurse was friendly.
The nurse was Friendly, helpful and gave good advice
Call on time and as ot was out of hours it fit round my work schedule
Dr Saunders is so kind and compassionate. Thank you so much
Spoke with Dr Saunders who discussed my Xray results & the plan forward. The call was not rushed & fulfilled my expectations thank you.
Very warm and friendly lady
The nurse was organised & ready to carry out my blood test in a caring & professional manner.
Nurse was brilliant just wasn't told anything about my ecg, maybe nothing to Know just now!
Efficient and friendly

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Call was on time Everything regarding the conversation with Jane was clear and she was able to answer any questions I had All in all a gd experience
As always the service at Willington Surgery was excellent, the consultation was both thorough and informative.
Timely, professional and caring
Everyone was helpful and smiley. I had help with the wellbeing blood pressure machine and the phlebotanist Claire Kirkpatrick(?) was so good I didn't feel a thing when she took blood.
We had a positive conversation about my condition.
Great experience all round, Anna the pharmacist was fantastic, friendly and explained everything really well. Thank you
Delta with efficiently, professionally and with courtesy and care
Appointment was on time , in and out of surgery within 5 minutes
Wasn't waiting long and the asthma nurse was very professional
Because the nice Lady I spoke to , we sorted the situation out between ourselves and she was very pleasant ,
Very thorough and listened well.
Nice place, helpful staff
I was seen straight away and very efficient service
Friendly professional treatment given with excellent information
Just like all the times I have to come, I get the same cheerful staff ,willing to take time to talk and explain if I have any questions.
I was attended to early. I was briefed fully about the vaccine and its possible side-effects, and all my questions were answered clearly. As usual, the surgery was clean and tidy.
No waiting, straight in but have to wait till doctor rings me to get a follow up appointment
This is a very nice surgery and the nurses on the doctors are really pleasant and really helpful
Very fast, polite and efficient - Thank you
Answered all my questions, offered options for future medication changes if required. Friendly and helpful
Very efficient and pleasant staff ready to answer questions and to help wherever they can
Quick efficient service
They undrstand what I was saying
Efficient friendly, listened to
Friendly receptionist and kind doctor who understood my anxiety
I was shown sympathy and respect for my ongoing complaint, and next step taken to try and resolve it
It?s important to let people know they are giving a good experience. Time was taken to explain and discuss in good depth, and the plan to the next step. So thanks
Quick and easy review
Dr Maronge has been amazing, explaining everything so clearly to me as a parent and to Mollie in terms she understands. At every appt he has taken time to put her at ease & as a result she has had no anxiety about going for the appts. Thank you!

Friends and Family Test January 2025 Summary

My appointment was on time and Wendy is a very pleasant and considerate person to be seen by.
Apart from the wait, I was treated exceptionally well, thank you so much.
Blood test was 30 mins earlier than schedule. I had left early due to reported traffic issues. Very good service as usual.
Very efficient, nurse answered questions I asked and gave me the information I needed.
Great advice, great demeanour.
Nurse extremely friendly and put us at ease for travel injections which were given painlessly with full side effects covered.
Went in on time Doctor was very informative, clear explanations Very pleasant
Prompt and efficient.
Staff and nurse were very polite and courteous
Nurse Joanne is very skilled and is just lovely
Was in bang on time Dr I saw (Dr V.M) was thorough, compassionate, and put me at ease. Thank you ??
I arrived with very blocked ears and left with all my hearing back after they were syringed. Excellent friendly service as always at Willington surgery
Excellent service as usual
My appointment with the clinical pharmacist very informative and clear instructions and explanations given
Quick and smooth
Good communication regarding appointments, very helpful and pleasant attitude staff. This all makes a stressful visit to hospital feel a lot easier for me.
Everyone is so friendly and helpful
I felt at ease at my appointment with the doctor also answered all of the questions I had.
Prompt & courteously given
Doctor I spoke to was very helpful
was told by reception on arrival for my annual blood test also due a health check which needs blood test also. When I asked if this could be added onto today's bloods was told it's not possible so need to book another blood test as well as nurse app
Always polite helpful staff The GPS are respectful, very understanding of situations ,if that's physical illness or mental health issues I've never felt ignored
Went in on time. Doctor was very helpful. Had another appointment with the nurse she was also very good.
I was seen early and Rowena was very professional and nice.
No waiting time and super professional service from reception and nurse.
Invited in 10 mins early and so quick! Great job. Didn't have to wait long for an appointment either.
Had a talk with the doctor, he was very reassuring about and certainly put my mind at ease and thank him for his advice.
Excellent service
Everyone was very helpful and polite.

Friends and Family Test January 2025 Summary