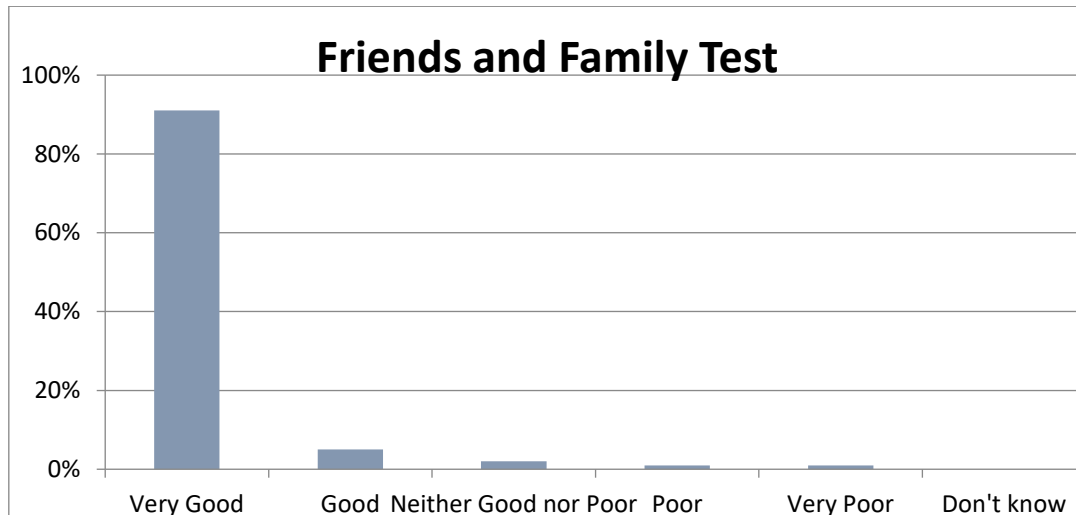


## Friends and Family Test February 2025 Summary

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

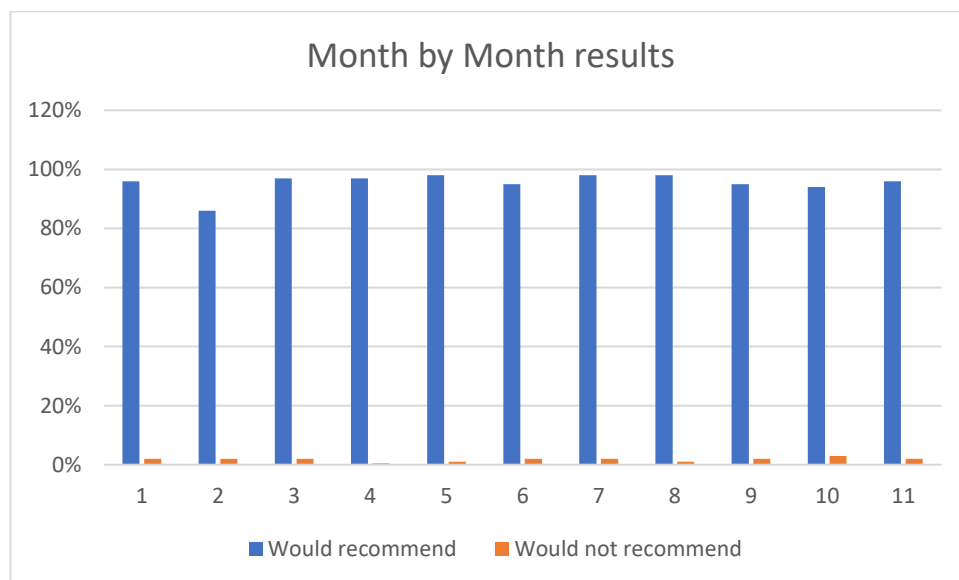
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
372	31	5	5	3	3
89%	7%	1%	1%	1%	1%



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

Would Recommend	Would not Recommend
403	6
96%	1%



## Friends and Family Test February 2025 Summary

**February 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**

Speedy, efficient even though I was a little late. Linked in with hospital treatment. ??
Very good service, slight weight for my appointment 10 minutes
Great service very informative. Happy visit
Dr Saunders was lovely and very helpful
I felt listened to and took seriously
Was listening to
The response I received from the Nurse to my issue was very helpful. Nothing was too much trouble. Very pleased with the advice.
The scheduled call was on time. Dr Saunders was very helpful and thorough, as always is.
Julie the nurse who phoned, very good. However, when the recep called to make my appt she said it was to discuss bloods. These were discussed at a previous GP appt. I was then told by her that it was to do with my cond & nurse specialist. Misleading
Very professional and friendly staff
Very professional call
Thorough check that covered all the current problems and ran considerably over the time allowed for which I was very grateful.
Super helpful, really easy to communicate understood me well
Friendly
Dr makava is amazing! Mental health is often overlooked, she made various phone calls on my behalf, followed up multiple times with me, spent way over the usual time to make me feel heard. Took everything I said serious and made me feel so supported
Never had a phone call come through again
The doctor, was very thorough when explaining the reasons for my symptoms and the medication recommended.
I was there for a health check. No feedback was given on my BMI, blood pressure results or answers to questions. I am no wiser as to how healthy I am than I was before.
Efficient and polite
Dr Jackson kindly phoned and left a detailed message for me regarding recent x-ray. Many thanks indeed.
As ever, the surgery has given fantastic support and treatment. From reception to doctor your professional care has been wonderful and I am truly grateful for all you do for me. Hopefully I'll be on the mend soon. Thank you all.
Great service very positive help & advice
Seen quickly and everything was explained to me thoroughly before my procedure and explained again after about recovery time and steps to take afterwards. Thank you
Very prompt in seeing me. Efficient and friendly attitude of staff
I came for a blood test, appointment was on time, I was in pit out in just over a minute. My only issue with the surgery is lack of parking during busy times and very rarely am I able to park in the allocated disabled spaces which are always full.
Easy to get apt

## Friends and Family Test February 2025 Summary

I got a cancellation today for the minor ops clinic. Dr M put me at ease and explained everything very clearly. It was quick and relatively painless. Thanks!
The sign in screen was not working. Only one receptionist. Had to queue 10 minutes so I was late for my appointment. I was sorry for the nurse as it delayed the start to her day.
Was seen quickly and the nurse was lovely
Brilliant asthma review. All questions answered in detail. Lovely lady who was very kind and helpful.
The Doctor was very helpful. Thanks.
I arrived 10 minutes early and was seen within minutes and had my blood sample taken so I walked out at the due time of my appointment. The HVA was very professional.
The doctor. Seems uninterested in me Maybe he was having a bad day ?
All ways here back faster through the app
Polite receptionist and appointments were running on time. Doctor was very re-assuring once he started to explain things. Would have been even better if he?d looked up when I walked in as it makes you feel rather unwelcome
The HCA was very pleasant and efficient and knew what she was doing.
Good and Efficient experience.?
Friendly and professional service. Thank you!
Friendly efficient warm environment it's a good surgery and we are lucky to have it
Excellent service. We felt our concerns were listened too.
On time, lovely nurse who provided all of the required information.
Appointment was made easily and seen quickly. The physio was very thorough and I like using the exercises on the Physio App. Follow up telephone appointment given
Missed first call as it was slightly early but they phoned back 20 mins later and was very efficient
Doctor very understanding and hy
Dr Saunders was kind, supportive and reassuring.
I love my surgery !
Appointment on time and my problem swiftly dealt with
From check in to the vaccination, everything was so streamline. The nurse who gave son his vaccines was so friendly and made us both feel very well cared for. Thank you
Took 2 days and going through NHS111 to an appointment. I called at 8am both days and all appointments gone by 8:15am. Good service from the Doctor.
The nurse put me at ease. I felt very comfortable chatting to her. She was excellent & I'd like to send my thanks to her.
Very professional
Excellent review, explained well
The nurse was professional, explained the procedure and was kind. Thankyou.
Pharmacist was very thorough.
Warming experience recently joined the practice.
After 8 months from my initial appointment regarding my back and evidence of a slipped disc through a private clinic I have still not received any hope from my GP. The advise was generic and I feel as if I will just have to deal with this myself.
My appointment was on time. The surgery offers a calm and comfortable space to wait. The Doctor I saw was very welcoming and listened patiently to my concerns about my foot I was given advice as to how to proceed.
Seen more or less Straight away

## Friends and Family Test February 2025 Summary

Mariya was very helpful and I gave me good advice and exercises to do to hopefully help resolve my shoulder issue and will follow up with a call in four weeks.
Appointment on time and with satisfaction.
Because it got cancelled waited for this appointment since December now got to wait till March could of cancer by then
Doctor very thorough full set of obs and physical examination .
Thorough review of my asthma. Gave good advice regarding symptoms and taking medicine.
Dr Solomein was very helpful and listened
On time and very good staff
Everyone very nice and efficient
Explained everything ok and good advice hiven
Helpful, polite, skilled staff. I never have any issues.
Willington surgery always does its best
Efficient, polite, informative
Dr was very nice, listened to what I had to say and acted accordingly.
Brilliant doctor (Dr Maringe) who actually listens and takes time to explain everything carefully.
Super helpful nurse and receptionist
Gp was attentive and thorough . A really lovely lady. I felt very comfortable.
Pharmacist very clear and helpful on the phone
Environment. Efficiency. Professionalism. Friendly.
Professional, informative, on time.
Friendly staff, efficient
Friendly quick and efficient
Excellent service
Dr Wright, is professional and efficient, whilst also making you feel at ease and comfortable with talking to her. By far the best GP I have had appointments with.
Pharmacist was very helpful and took the time to explain.
Appointment was approximately on time, the nurse that I was seen by had stood in for a college when they realised my original nurse was running late.
Excellent practitioner.
I arrived at the surgery, and only sat a few minutes and I was called in. The nurse was nice had my blood taken, so it was really quick.
Efficient and great gp - thanks!
Got to appointment before time went in for blood test before my appointment . So all went well.
Seen on time. Staff friendly.
Dr Cowley is lovely, listened to me fully and checked me over then explained her diagnosis.
The doctor was brilliant but we had to wait nearly half an hour after our appointment slot to be seen. Other than that, we were really happy and the doctor was lovely!
The doctor was very friendly and made me feel at home. He gave clear instructions and explained the next options for treatment. An excellent GP in my opinion.
The nurse who gave me my MMR injection is such a lovely helpful member of staff.
Staff friendly and helpful as always
I got excellent care and service from your team. From the reception staff to the medical professionals, everyone was kind and helpful.

## Friends and Family Test February 2025 Summary

As always I didn't have to wait longer than my time.
Felt very comfortable with diagnosis, good explanation of treatment. Prescription sorted very quickly. Very pleasant Doctor, good to see L .O ' Hara again.
I was seen 15 mins before my appointment time and was in and out in the blink of an eye. I was dealt with in exactly the friendly, courteous and totally professional manner that we would all wish for. Absolutely excellent.
All information clearly explained.
Husband made appointment but didn't receive confirmation text and husband forgot time so went early. Dr excellent
Easy log in and on time appointment.
Always pleasant and always helpful
Telephone appointment, dr phoned between appointment times, introduced herself, asked hospital she could help and understood request
Very efficient and thorough
Doctor Saunders was very kind and helpful
I called this morning, and despite being caller 16, received an appointment this morning. Thank you.
Phoned and 8am got an appointment Dr Ohara he listened very polite great
Friendly phlebotomist, she put me at my ease whilst taking my blood
A thorough explanation of the issue.
I was not kept waiting
On time and blood test taken efficiently
As always, very professional and prompt appointment service
Always very polite and efficient
Receptionist was very pleasant and helpful Was seen very quickly by phlebotomist who was also very pleasant and taking bloods was done painlessly and on first attempt
Very pleasant visit to see Clair
Prompt courteous attention
I was seen early and treated very well. Thank you.
Always so friendly and efficient. Totally caring staff.
It was good to see a Doctor who could explain in detail my issues
The receptionist was most helpful and the phlebotomist was very kind and gentle -thanks to them both
Appointment made with ease, pharmacist knew all my medical records, obviously took the time before appointment, and acted from them, a great model for any medical team moving forward
Call with pharmacist to discuss HRT medicine She was very informative and helpful. Thorough in checking how my current medication is working for me
My telephone appointment was very helpful. Thankyou.
Very pleasant and efficient
The check of my prescribed medication was quickly and efficiently done.
Very polite efficient helpful receptionist, I am new patient and have received a better more accessible service than my previous Doctors in Allestree
Always pleasant and helpful. Surgery is always clean and well presented.
On time and addressed all of my requirements
Did not have to wait long
Everything explained and helpful and professional

## Friends and Family Test February 2025 Summary

As usual up to the mark with information and advice
Phlebotomists are always welcoming and take sample sensitively.
Very friendly person and punctual appointment
Call on time ,doctor listened well and explained treatment only problem was my hearing due to wearing hearing aids not always clear but doctor repeated if needed thank you
I had a very good session with Dr O'Hara, who was very patient & helpful. I was late for my following vaccination appointment but the nurse was very understanding & patient.So a very positive visit to Willington Surgery this morning. Thank you!
Prompt efficient pleasant
Visit was straightforward and faultless.
Receptionist provided false information which led to a wasted journey for me and time off work.
A very prompt and thorough examination and consultation.
Seen on time, very pleasant nurse.
Fabulous practice
The receptionist very nice and helpful, the doctor really pleasant, understanding, efficient and clearly explains everything to you. Many thanks
The service provided was on time, informative and helpful .
Very easy to talk to. Advice given. Can't fault at all.
Immediately seen by a very kind, efficient doctor. No wait time. Proactive receptionist.
Today the ladies on reception were extremely helpful and the doctor has sorted a hospital appointment before I arrive
New GP. She listened and had read my notes. We came to a decision about medication together.
On time
Diagnosis and prescribed treatment
Blood test and blood pressure check lovely professional lady Rowena
On time. Speedy diagnosis. Effective and efficient solution
Took 25 minutes to queue to book an appointment but the actual appointment I was seen early.
Was in and out very quickly
Overall it was excellent. Timely, good consult. However the physio committed to sending me an exercise plan and a number to book an x-ray. She has sent the plan but nothing regarding my hip X-ray. A prompt would be great and move it to Very Good!
Nurse Wendy was very good, she explained things and was kind & gentle.
I was seen to quickly and given the medication needed - I felt like the appointment was thorough.
On time, efficient and friendly.
Friendly,helpful staff
Julie was friendly and helpful as always, thank you.
Seen promptly, happy with consultation
The surgery was clean and tidy as you would expect. I did not have to wait long to see the physiotherapist. The whole thing felt extremely impersonal. What's missing is the contact with a receptionist, an acknowledgement that you're there, a smile.
Very friendly lady who took my blood didn't feel a thing good experience. Only downside wasn't able to order a repeat prescription to collect at pharmacy next door
Appointment was spot on time, doctor very helpful
Prompt and efficient.

## Friends and Family Test February 2025 Summary

Efficient caring service . All questions answered and felt reassured
Dr Saunders..lovely doctor..very understanding..and very helpful
My issue was explained , my questions were answered and a treatment was prescribed
Rowena the nurse is always so pleasant she makes you feel at ease and is very personable. Like the rest of the team at Willington Surgery the standard is very high.
I had no problems at all walk straight in the only issue I had was it couldn't use the automatic registering was off-line
As usual all the staff were friendly and helpful . The health assistant I saw took time to check that I had no issues I needed to discuss and reassured me that I was doing well.
Vicki (can't remember the last name - sorry ) Great Doctor ! Didn't have to wait too long after appointment time and dealt with issues I had
Quick and convenient. Very thorough.
The self check in wasn't working and I was told to report to reception which I did. After 30 mins and seeing everyone else being seen I asked why I hadn't been seen. The receptionist said sorry you should be now. 5 mins later I was seen.
My nurse is the nicest, most caring person. She explained everything in great detail, made me feel in good hands and looked after me very well. I have had a positive outcome to a personal and intimate problem. Thank you.
Efficient professional service
A professional response to my health problems.
Had a lovely informative. Intelligent conversation about my medication and what it achieves.
Friendly professional service
Really receptive & happy staff in reception. Really beneficial and helpful appointment with GP. Really happy with all aspects of today's appointment
I was listened to and my questions were answered.
I came for a cervical screening and instantly felt at ease, the lady gave me a lot of information and explained what would happen next. She was lovely and she wasn't in a rush so it felt very calm and a relaxed appointment.
Excellent service as always. Friendly, professional staff. Always appreciated. Thank you.
What a lovely nurse that took my stitch out today
RECEPTIONIST WAS POLITE AND KIND. WAS OFFERED AN APPOINTMENT NEXT DAY. DR LISTENED AND PRESCRIBED NECESSARY DRUG TO HELP ME TO GET BETTER.
Staff very helpful doctor very sympathetic and helpful left feeling relieved
The doctor I saw was very helpful and caring
We are blessed to have such a surgery.
Only spoke to clinical team but Friendly greeting, great treatment experience and appt was on time
A difficult procedure for which Nurse Harrington was really supportive and kind ?
Staff very informative and polite and the physio who examined my hand was very attentive and pro-active in diagnosing the problem.
Very helpful and friendly staff.
Quick and friendly service, lovely nurse made the process very smooth.
Because everyone at the surgery cannot do enough to make your visit less stressful, keep up your good work.

## Friends and Family Test February 2025 Summary

Dr Morange has a very caring attitude and I always feel very comfortable with him.
Superb helpfulness, kind and attentive. 100% support thank you
Everyone doing a good job and politeness.
I felt listened to
Always nice and friendly. Sad to hear that Wendy is retiring.
Seen on time, friendly and efficiently. The down side is the parking.
It was very quick and enjoyable
On Time , polite and caring. Interested in me. Thank you
Friendly and approachable
Lovely lady, who discussed things with me and gave me choices
Mrs farrow was absolutely amazing looking at my lad today . Brilliant thank You so Much
Dealt with all of my concerns in a collaborative way. Could not have been more helpful. Thank you.
As always great surgery and the nurse I saw was a delight and a good professional.
On time, lovely nurse. What's not to like
Very satisfied with telephone conversation. Thank you
I was seen on time and I felt relaxed and reassured by the friendly approach to my appointment. The procedure was carried out quickly but I was given opportunity to discuss my concerns.
I felt heard and the Doctor was very helpful and professional. Thank you.
On time ,very pleasant.
Felt very comfortable discussing my queries with the doctor
My appointment was booked via 111 so no interminable waiting in phone queues. The appointment was on time. The doctor listened to what I had to say instead of treating me like a child. We discussed the issues and agreed how to proceed. Very good.
Was seen quickly and efficiently
While at the surgery on a completely different matter my Doctor expressed concern about a hand tremor. Today's appointment was to diagnose the problem and discuss possible solutions. Wonderful care and support as always.
Ver efficient and professional
Staff are friendly and put you at ease. Thank you to reception and Rebecca
I dealt with a doctor that is very good at his job.
Nurse Julie Harrington is an asset to the practice. She has a lovely, calming and professional manner whilst talking you through the procedure, making you you feel at ease - thank you!
On time, kind, professional. Thank you NHS.
Always helpful and kind
Polite, punctual and friendly setting created by the clinician. Exactly what I expected!
I arrived 10 minutes before my appointment as requested. However the receptionist struggled to find me a follow-up appointment resulting in my being late in visiting the phlebotomist
Very helpful lady in reception with blood pressure Monitor & all staff friendly & prompt
Everything on time and organised. Very attentive and friendly receptionist - noticeably professional.



## Friends and Family Test February 2025 Summary

It was a routine check, blood pressure, weight, height on machine and blood test. The phlebotomist was very pleasant.
Very supportive appointment with Dr Marongie. I'm really appreciative of all the help provided at Willington Surgery, that Staff are excellent & the facilities are First Class.
The Dr was kind and helpful, putting me at ease straight away.
Friendly and helpful
Very friendly nurse
Was seen on time & very friendly service.
Only had to wait about 5 minutes for my appointment, and Ann who saw me, was very pleasant and friendly, easy to talk to, and explained things when I asked a question.
Well processed through the system.in good time.
Really helpful and knowledgeable nd
Friendly and helpful
Terrified of needles nurse taking blood was great
Dealt with speedily and kept fully informed
Very thorough examination from Dr Morange. I asked to see him as an urgent appointment and the receptionist booked me in with him. Very positive experience
Doc called out on emergency but was quickly replaced so no waiting
5 minutes wait , no problems.
My appointment was on time and the self booking in process is quick and easy. The reception team at the surgery are fantastic. They are always polite and listen to any problems or questions I have. n amazing team!
Prompt and very efficient service, 5star.
Faultless
My appointment was on time and the Nurse was very helpful.
Quick, easy and efficient as usual with lovely staff - thank you
Nurse was very good
Seen on time and procedure explained well. Painless injection
Saw doctor on time, very helpful
Attentive. Satisfactory.
Swift professional and painless
Prompt service and polite people
Quick efficient service with helpful staff.
Straight in, quick service but very nice lady.
Very helpfull and reassuring
Efficient response, a very good experience
Helped me with my request
Short wait but difficult to get an appointment
?????????? ???? ?????????? ? ?????????? ?? ??, ?????????? ?????????????????? ? ?????
Friendly helpful staff, punctual and attentive. Excellent!
Nurse very good all through appointment. Could not fault
The dr we saw was absolutely fantastic with my son
Really good attentive GP
The doctor listened and quickly assessed my problem, dispensing the necessary advice-easily understood.
On time and the lady I saw was very professional.

## Friends and Family Test February 2025 Summary

Lovely nurse , put me and ease , explained what was happening and outcomes . Thank you
Easy to make appointment (by visiting the surgery), efficient friendly staff
On time friendly and efficient
Everyone is very helpful
Efficient service
Nurse was very friendly and patient
I can only use one word - EXCELLENT
The appointment was quick and stress free and would score high however, I did have to wait nearly 2 weeks for what was essentially a 2 minute bloody taking appointment.
Everything explained clearly.
Friendly and on time
Excellent, caring & considerate experience
The Doctor listened to me she was very understanding and a good listener i appreciated it
Efficient. Listened to me.
Helpful staff and always professional
Very helpful and friendly and understanding and had time to talk to me
I spoke to the nurse regarding my diabetic meds and the concerns I have about them. The nurse was very helpful and is passing my concerns on to see if I need an appointment with the doctor
Had my yearly review today with Ms Kim Davenport. Kim explained everything clearly and precisely , I had a few questions to ask which Kim expertly answered . So Yes Thankyou Kim for your time today , 100 % excellent !Thankyou
Great communication with the nurse and the receptionist. Experience was both positive and very helpful
Dr Saunders provided some good information and was very helpful with the multiple reasons for this mornings appointment.
The nurse was friendly. I went in earlier for my appointment. Didn't wait long at all
Polite, friendly, prompt, highly professional and qualified
Prompt and polite as normal
My doctors in Willington are friendly , professional & always attend to patients needs and my GP Dr Cowley is very good & the rest of the staff too
Professional, friendly and informative call with the pharmacist. Happy with advice and explanation.
Appointment was relaxed, and reassuring
Took several days to get an appointment but managed to book one with duty doctor on Monday. Extremely good experience with further tests organised at short notice.
I needed to review my medication but the clinical pharmacist could not prescribe an alternative Tristan. So I need to talk to a GP for that. This just delays any potential improvement.
Staff always helpful. Dr Saunders listens and genuinely cares
Actual appointment was fine. BUT: Booked time includes 5 mins margin to use the BMI / BP machine. First instruction on the sheet is "sit down for 10 minutes before taking the test". So 5 mins early arrival can't work, can it? Needs 15 mins.
Always Find Dr Farrow very helpful and doesn't rush you.
Had double appointment with Dr which was very productive. I feel relieved that something is being done thank you

## Friends and Family Test February 2025 Summary

I booked in on the automatic pad in the hall. I waited about 15 mins as I was early. The nurse was very pleasant and efficient taking blood. She took particular care about not bruising. Generally a very easy experience. Thanks to all.
Spoken to politely and informatively, received service and outcome as hoped and expected.
Very friendly and helpful
Rowena was very kind helpful and efficient. Thank you to Doctor Marongie for paper work. This made the process much easier and we are very grateful.
Excellent service, no complaints
Excellent from the receptionist to the doctor, time of the appointment was on time.
Telephone appointment with Dr. Saunders, very happy with our conversation and the Doctors advice which I have taken, thank you.
Dr Maronge was incredibly understanding and a credit to surgery and the service as a whole. Willington surgery has always been a credit to the NHS since we registered. The staff on the phone are very helpful and the waiting times are minimal. Thanks
Friendly and professional
Very helpful and supportive
No waiting for the appointment. The phlebotomist was excellent and didn't even feel the needle. Approachable and very professional.
Nurse Gregory was amazing. She listened to me and reassured me during my recent smear test. Thank you so much.
Staff are always so friendly.
As always, excellent service.
Quick and professional service With a friendly approach
Pleasant staff, quick and easy appointment
Very pleased with my appointment due to the professional approach, care and most sincere. Thank you Joanne.
Claire was very efficient and pleasant to talk to.
Dr Dani was a very good listener and very reassuring. Thank you!
X ray results still not available after 4 weeks. Physio advice over the phone.!!
Got a appointment quickly didnt have to wait to see the dr we think we can get to the bottom of my problem so feeling alot better about things thank you
Friendly, informative discussion with my doctor. My mind is at rest!!! Thank you
Reception staff friendly and helpful , nurse who took my bloods quick and lovely
Can't fault prompt service
Very helpful and listened to what I said and gave me info.
Appointment on time, very clear update and next steps
I had a telephone consultation with the Pharmacist. Her accent was very difficult to understand and I frequently had to ask her to repeat things. She became terse and ended the consultation quite early.
The nurse was helpful.
Seen only slightly after appointment time, apology given. Attended to efficiently and with understanding.
All went as well as could have been expected
Efficiency with appointment time Doctor explained everything clearly to me

## Friends and Family Test February 2025 Summary

Dr Wright was very professional and thorough. I am very happy with my visit today
Doctor was brilliant
The telephone conversation went well and very informative
Felt listened to and cared for
Two appts today. Asthma Review, was thorough, good suggestions made, review of recent chest infections discussed. GP appt made by Nurse with Dr Wright, again this was thorough with treatment agreed after multiple previous visits.
Very good
Information clear and informative, referred for further investigation. Felt listened to
Friendly staff , good clean environment, understanding Dr Farrow .
Very efficient and professional service, staff always very kind, considerate and helpful.
Lovely easy experience x
Felt at ease and was given good advice. Thank you
The nurse was quick, efficient and kind. Thank you!
Nurse was very kind, caring, took time to explain what was happening and was supportive. Fabulous to experience
Call was very professional, to the point and informative.
Late appointment, made to feel as though my concerns were minor and no actually support given for my problem that had been on going.
Very helpful and gave good advice
Doctor listened and took concerns seriously
Promptly seen by the Doctor who was very helpful.
As always, treated with respect in a really professional manner
As always all employees at the surgery were professional and courteous.
Didn't have to wait long. Doctor explained things clearly and gave me all different options to choose from for my complaint. Came out feeling more positive.
On time excellent attention
Excellent GP who listened and explained issue
I rang surgery at 12.45, and was given appointment at 3.20, as it was urgent. The gp was very helpful, friendly and efficient. Thankyou!
All my questions were answered
I had 2 appointments and both nurses were friendly, efficient and made me feel at ease as I was a little bit worried
All went well, on time and very friendly
Dr Cowley is knowledgeable sympathetic and helpful.
Pleasant experience, lovely caring staff.
In and out quickly. Wendy HCA was excellent.
Nurse visit, besides dealing with my INR she asked after our terminally ill son which was very kind
Prompt and efficient service
Massive help with pain relief
On time and friendly nurse.
The Dr saw me at the time of my appointment. She was welcoming, listened to my concerns, explained carefully what she was going to do and why and lastly asked me if I had any further questions or concerns. Excellent treatment
Very prompt and to time. Very happy with the whole visit.