

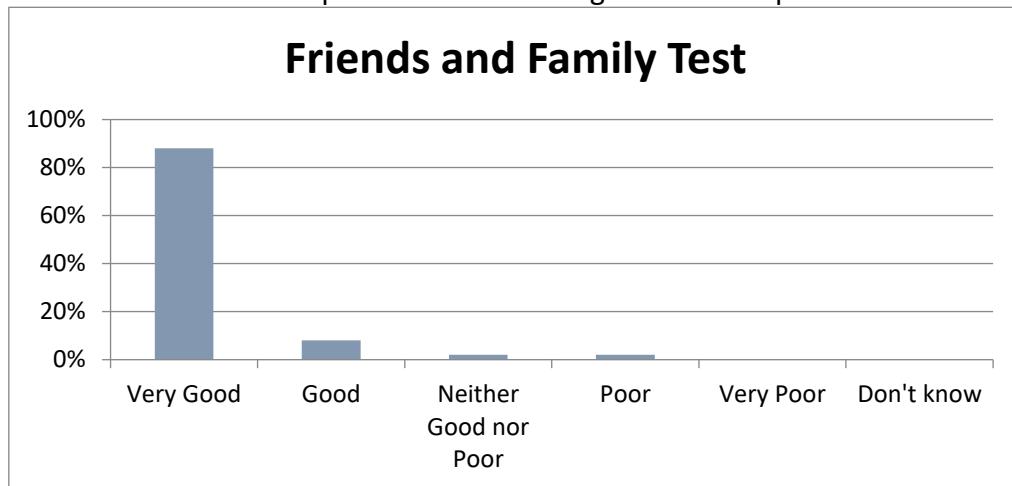
## Friends and Family Test May 2025 Summary

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

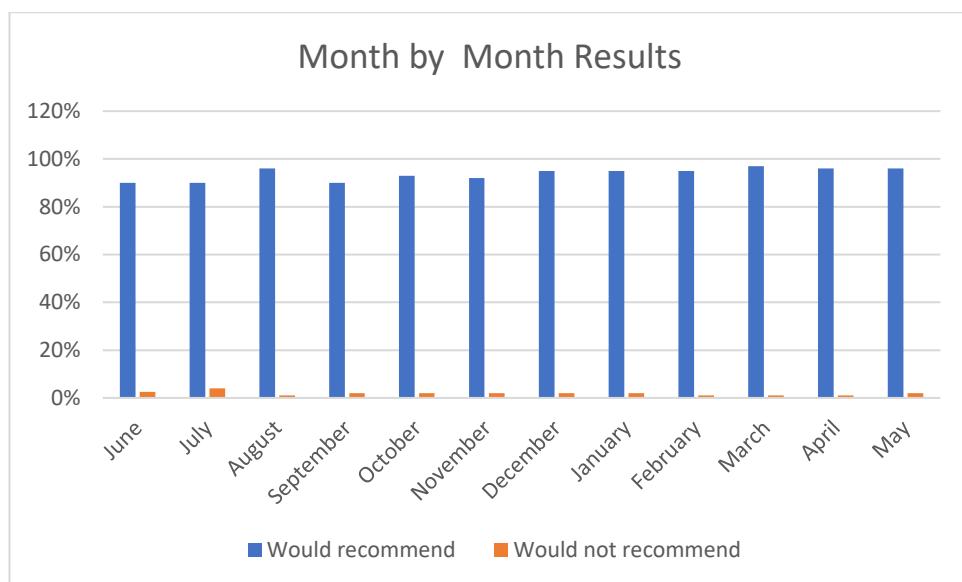
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
222	21	5	3	0	0
88%	8%	2%	2%	0%	0%

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



Would Recommend	Would not Recommend
243	2
96%	2%



# Friends and Family Test May 2025 Summary

May 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

Appointment on time. Friendly approach by doctor to feel at ease. Clear explanation of next step needed.
I was seen promptly & had good service.
Prompt and considerate
Phone appointment is convenient and efficient
Receptionist sorted out my blood test. Thanks and well done for sorting
As always friendly helpful staff.
Professional reception service, efficient and effective.
Express service through to nurse, very professional.
Overall fantastic service.
Seen on time for a routine test then able to book an appointment to see a doctor.
Very helpful and professional staff.
Finally felt heard by the GP after battling for months with different NHS workers/ departments regarding concerns for my child's milk formula
Efficient and on time
After having blood pressure readings the doctor said I have low pressure. Explained gave me a lower table. Sent confirmation of this details No GP have sent this before. Excellent service thank you
Always treated professionally and respect shown both ways
A process was put in place to resolve the 2 issues I had. Thank you
The dr was very good, made you feel at ease & was very polite & kind
Excellent service as usual. Unlikely to find a better surgery in the UK
The nurse who does my regular blood pressure tests is so friendly and efficient
Seen on time lovely staff
Excellent service on time. Brilliant.
I phoned this morning and was given an appointment for later in the morning. There was only a short wait. The doctor was thorough and very helpful
The doctor was concise but empathetic. He answered all my questions whilst being reassuring.
The Sister was friendly, polite, and efficient, and on time.
I am very Happy service I get Excellent ???
Such great staff
Doctor seemed miserable, unapproachable, looked exhausted which didn't make me feel comfortable discussing my problems post military service.
Dr Wright sorting my problem out! Thank you
The doctor was extremely thorough and I am very pleased with the result. The appointment was laid back and friendly before the slot time allocated. I was given a really good explanation as to what is happening to me and understood what I was told.
Wendy is amazing shame she's retiring.
Friendly advice delivered in an open and understandable way
Timely appointment, clean environment and friendly staff
Receptionist lady very friendly and welcoming, and Dr Jackson very efficient. Thank you
Excellent all round, helpful friendly staff, appointment on time. Great service
Emma is a fantastic midwife that provides the best support and care.
On time and nurse put me at my ease by chatting to distract me whilst taking blood.
Always on time receptionist is always helpful
Because it was a quick pleasant visit.
Appointment on time
Nurse Wendy was wonderful as always

## Friends and Family Test May 2025 Summary

Very professional and helpful made me feel at ease.
Dr Makava is so good.
Dr Marange was as professional as ever giving a comprehensive assessment and follow ups.
Taken in early. Cheerful efficient nurse.
Dr Saunders is a good listener and always helpful
Always have a friendly, support, professional approachable nursing team who listen and offer relevant advice.
The Doctor listened carefully to my concerns and dealt with them without difficulty. My only concern was I took too much of his time asking unscheduled questions.
Didn't have to wait too long past the allotted time and as usual Dr Farrow was caring, listened & helpful and set up x Ray and explained next steps
Excellent patient centred care with exemplary communication.
Good advice. Competent and caring.
The nurse is very friendly and. takes an interest in me, she remembered that I had problems at college 10 weeks ago. She reassured me I was well.
Was seen fairly promptly by very kind doctor who listened carefully. He examined leg and discussed what was wrong and what treatment needed, given advice and antibiotics
Very good experience
Got an appointment same day and examination
I felt listened to and reassured by the doctors advice
Excellent. Caring. Professional.
Thank you Dr Maronge
Efficient? callback .. prescription given
All the staff were very friendly and professional. Excelled as always
My call was good thank you
All the staff, nurses and doctors are so friendly and helpful.
The reception desk / phoneline help you whenever they can. Best surgery I've ever been to.
So quick and efficient
Very caring phlebotomist. Everything was explained to me. I felt looked after
Very thoughtful
The lady on reception was so helpful
GP was on time, thorough, professional, and caring. I felt unhurried, listened to and reassured.
The practice nurse was so friendly, explained everything.
Quick, simple and helpful appointment process.
Appointment given within h a reasonable time frame, on time and staff all lovely.
Appointment on time, nurse was efficient and friendly. Help and advice from the ladies on reception about a query.
I was seen on time. I had a blood test, and the nurse was very friendly, efficient and gentle.
Listened and helped
Efficient friendly staff
The lady that takes the bloods is always early for appointments and is so friendly and kind.
Seen immediately, even though I was early, and the nurse was excellent.
Seamless appointment, polite efficient staff
Really lovely nurse, explain everything through and was very understanding and caring with my little boy. Thank you!
Very professional
Helpful receptionist.
New nurse very efficient.
I've never struggled to get an appointment at Willington surgery. The doctors here always listen and help the best that they can.
Receptionist was really helpful. Nurse was amazing.
Quick service. Excellent staff. Many thanks

## Friends and Family Test May 2025 Summary

Phlebotomist kind and efficient,
Appointments running on time and easy blood test ??
Very pleasant and on time
I'm not able to see the Sami doctor every time
I felt that the doctor had little empathy for my situation,
Outstanding service for the patient (me). By managing/manipulating their schedules, I have been able to combine 2 appointments into 1 visit. It may not sound a lot but these things make a mute difference to patients.
I have always received excellent service from the pharmacist and today's telephone appointment was no exception
Because are as always outstanding
The consultation with dr. Maklava was excellent but unnecessary as a prescription should have been issued as requested in a report following a procedure at hospital. Receptionist told me a week earlier I would hear from them but never did.
They made me a appointment to see the nurse then rang the day before asking why I wanted to see the nurse I have stage 4 cancer (metastatic prostate).
I have been on chemotherapy and steroids tablets since last August I need a letter from consultant
You seem to care and are not grumpy or aggressive
Seen on time by lovely doctor who examined me and referred me to the hospital for a surgical follow up.
Quick and charming nurse
I got a problem and they got me in to see a doctor on the same day you can't ask for anything better than that and the staff and the doctors are very polite and helpful I was really pleased thank you ?
Both the GP and receptionist were so lovely. Really happy as a new patient.
Blood Test was painless any efficient.
Prompt and friendly
The nurse was very thorough and put me at ease.
Telephone appointment re BP.
The call was pleasantly carried out by the pharmacist who gave me a clear understanding of my current BP and what the next steps were.
Good nurse for taking blood
I never received a call for my appointment on the 19th and then I received a message to say I had missed my appointment
Listened to
Discussed issues and options to treat like I was part of the process
Did not know the staff I saw and did not introduce themselves. Fickle I know, but don't recall seeing either of them before. Why two people?
I was not kept waiting and the nurse was courteous and kind.
Same day appointment only waited about 10 minutes to see the doctor, great service keep it up.
Vaccination appointment given within 1 day of my phone call. No wait at surgery at my appointment time. Pleasant nurse.
Polite, efficient and on time?
Friendly, fast and professional service throughout.
Dealt with issues clearly, helped by being asked relevant questions and assessing possible issues
Once one actually gets an appointment, the service is excellent
The doctors and staff are top notch, very polite, professional
No wait time, but what made the appointment was the relaxed attitude, of the person taking blood - put very much at ease and a bit of banter took all the concerns away
Quick service, happy staff.
They made me a appointment to see the nurse then rang the day before asking why I wanted to see the nurse I have stage 4 cancer (metastatic prostate).
I have been on chemotherapy and steroids tablets since last August I need a letter from consultant
Nurse was very informative and gave me a lot of advice

## Friends and Family Test May 2025 Summary

The online consult option gave a really quick response, back up medication plan was up to date, call back was early, visit to the surgery was efficient, check up by a GP was quick, caring, responsive and knowledgeable.
EXCELLENT ! Not just VERY GOOD
Doctor very thorough and kind
Nurse was very professional and informative
Excellent service as always.
I never received a call for my appointment on the 19th and then I received a message to say I had missed my appointment
Lovely place, very polite and extremely helpful staff both in the surgery and the pharmacy.
Doctor Vivian made me feel at ease
Rowena was really helpful and caring, explaining what she was doing whilst putting me at my ease. Thank you Rowena!
Always a professional and efficient service with good appointment availability.
Had a small procedure to remove a mole/fatty lump. It was a very easy and quick removal and I was very happy.
Very pleasant doctor and very thorough to try and see what the pains are in my knees and shoulders. And appointment on time
It was like a breath of fresh air in comparison to my previous doctors. From making the appointment to be seeing early and not made to wait. The doctor was also extremely helpful and pleasant to speak to.
Clear concise and sympathetic explanation of attached issues, and trouble free execution of injection
The GP was very thorough and understanding. The receptionist when I booked blood tests was very professional.
I felt that I was listened to and the treatment plan has given me confidence about its outcome
Thorough consultation and examination. Good patient involvement in decision making and appropriate safety netting of patient.
Easy to make the appointment and appointment times were not running too far behind
On time friendly experienced staff.
Good phone manner and helpful
There was a very long wait time for our appointment (25 minutes) which had been specifically selected around the baby's nap time. The surgery was otherwise very quiet and it was not clear why there was such a long wait for a pre-booked appointment.
Always pleased with my Appointments with Doctors or Nurses . Have been going to this Surgery since 1976. Can say that when Dr Poston was with this practice she saved my life. Nothing but praise for you all.
Good efficient service. Helpful nurse who put me at ease. No complaints at all.
On time and Wendy was so pleasant and reassuring
The few times that I have had dealings with this surgery, I have always been dealt with in a courteous, friendly and professional manner.
Visited the doctor and told me I need a blood test and they got me in with in five minutes very helpful
Dr listened and arranged a follow up appointment because unable to examine me as would have liked due to virtego. Receptionist wonderful to bring blood test forward and nurse excellent at taking blood.
Because the doctor listened to my concerns and gave what I thought was a good solution with follow up action arranged .Great service !
The service was great I was early but got seen to basically straight away , the nurse who took my blood was very good
Couldn't fault him
Super quick, painless and on time, terrific service
Only a couple of minutes waiting. Vaccination administered gently by Wendy and a full explanation of the vaccine and possible after affects
Young lady seemed very knowledgeable
Excellent service
Dr Jackson was very helpful and a great manner, a really nice guy ?
Seen promptly. Dr listened and understood the issue.

## Friends and Family Test May 2025 Summary

I was early and was called in before I could sit down in the waiting room ??
Easy to make an appointment and appointment was on time
Swift polite and friendly service
Appointment was not delayed. Doctor was polite, helpful and courteous
Very caring and considerate appointment
Doctor was very good
Got an early app and was given inhaler for sinuses. Dr Ohara also spent time telling me how to use
Appointment on time. Rowena is so friendly and makes blood taking look so easy, thank you.
Bang on time. Very pleasant nurse did an excellent job
On time and friendly unhurried consultation
Always excellent service whether face to face or phone appointment, today was the latter. Very polite staff and GPS, Understanding, respectful and all round fab service
Very helpful
To quote patient?? He's very nice and really good at his job!? We all agree!?
The clinical pharmacist was very good. Explained everything clearly and advised increasing the dose in stages which was as we would want to do it..
The appointment was so smooth and the nurse who carried out my ear serringing was excellent. She put me at ease and the procedure was very successful
Thank you so much
As always, they treat you with respect and very professional. And they're actually short, there was a sign up saying please sir, try and be patient, because we're short of staff this morning and it's still went smoothly. I was on time I saw the doctor
Resolved the reason for the initial call and planned future actions and solutions. Was able to help resolve a concern I had about another medical problem where I felt let down. Put a plan in place to be reviewed after a course of treatment. Thanks
Appt was no time, and what to expect next regarding results was clearly explained
I was listened to. Treatment options explained well. Follow up offered. Thank you!
Polite and understanding happy with service ?
Appointment was on time. Receptionist was really helpful.
Was able to check myself in, plenty of seating in waiting room, Dr wasn't running too late so all good.
Easy to book an appointment, quick and straight forward with the Dr, very pleased so far
A very focused and efficient appt with the GP. My worries were lifted with the advice and information I was given. Thank you.
Quick no waiting polite and helpful
As always, caring and professional
Nurse was kind, professional and interested. She answered my questions and I was reassured.
Friendly, professional & on time
Receptionist lovely and helpful appointment very good
Excellent
Friendly and efficient
I was able to make an appointment fairly easily, I saw the same GP as a previous appointment (on the same topic), my concerns were listened to and I received appropriate treatment. Dr Wright also followed up via text with some additional information.
The pharmacist who called for my medication review listened to how I feel about my medication and asked appropriate questions to check I am still safe to continue my medication. I did not feel rushed at all and feel I had good care.
Professional kind staff. Supportive and gave me information I needed.
Because the doctor was very helpful
Managed to get an appointment on the same day! The doctor I saw was very good she diagnosed my son straight away and was very friendly

## Friends and Family Test May 2025 Summary

Seen on time with compassion and kindness.

Felt understood.

After being with the health centre on Calais Road, visiting the health centre in Willington was like a breath of fresh air.

Listened to me, felt I mattered

On time & everyone very welcoming

Call on time. Agreed strategy and happy that can "resync" both of my existing meds

Efficient and friendly

Absolutely superb service doctor and nurse were great went above and beyond

I am always treated with kindness, all the staff are caring in all the encounters I have with them.

I was treated with great care whilst having 2 very difficult & stubborn stitches removed from my ear.

I was given an appointment within the same week, on the day of the appointment the Nurse was unwell and had rang in sick, but I was lucky and reassigned to another Nurse. Great service!

Dr Jackson, was very concerned and put my mind at rest, thank you

Prompt to appointment time, polite informative service

Appointment on time. Discussed problems in detail without feelings of a time limit

An understanding and helpful GP.

Anna rang me spot on time asked how i was and how was I going on with my new inhaler, I explained everything and she then adjusted my prescription to suit. Anna did everything in a professional and friendly way, perfect, thank you Anna.?

I got an appointment with in 2 days of ringing. I was seen on time. My Dr was polite and patient with me and delivered a great reassuring service.

Thank you to all at the surgery.

Usual efficient and friendly service

Calm, organised environment, friendly staff, well informed medical advice delivered with good humour

They cared listen

Listening to and felt under no pressure to keep my appointment short.

Love this surgery, so friendly and efficient.

Quick and polite response

Appointment on time phlebotomist was kind, helpful, efficient and knowledgeable

My phlebotomy appointment was great. Wendy was brilliant.

However, today was another occasion that the doors weren't open on time! My appointment was 08:00 but the doors weren't opened until 08:04. This is really annoying as you can see the staff.

I only need to use the blood pressure machine. It was good the coins were there

Time with Jo (nurse) was great. Wait time of 24 minutes wasn't.

Friendly and helpful

Satisfactory

Appointment was 16.40 didn't see the doctor till 17.15

Able to book an appointment on the day. Would have preferred to not have to wait 10 days for a simple blood test which should be able to be done on the same day as I was literally in the blood letting room for less than 3 minutes.

I was late for my appointment due to the traffic. The doctor appeared annoyed. I apologised for my lateness. The doctor did not come across very friendly or this could be a personality trait and my misinterpretation.

Managed to get an appointment

Appointment was 20 mins late.

Just a little unclear that I had to do my own blood pressure before booking in. Otherwise it was flawless. Polite reception staff.

I was understood and given a solution to the problem.

Very good service and punctual and professional