

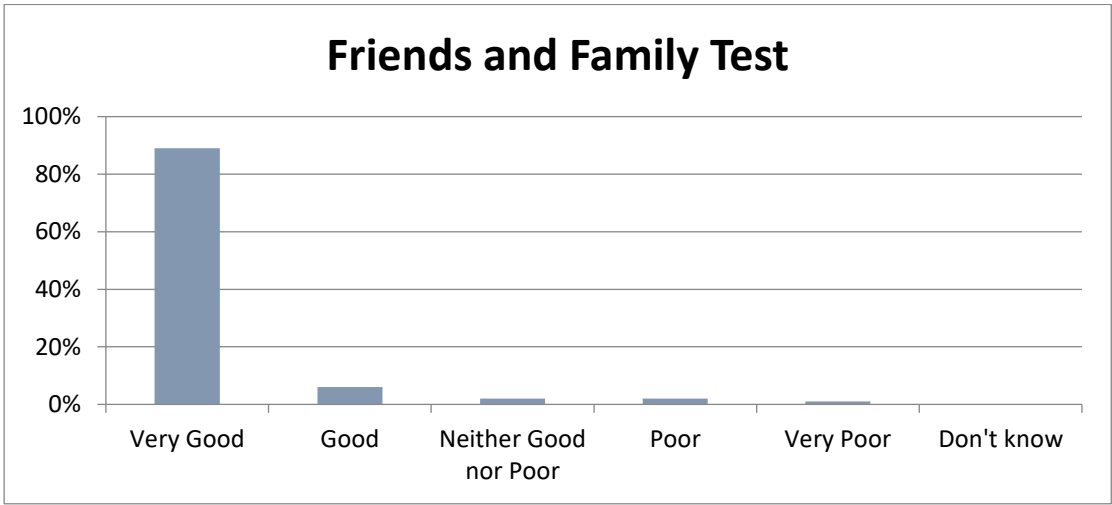
Friends and Family Test June 2025 Summary

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

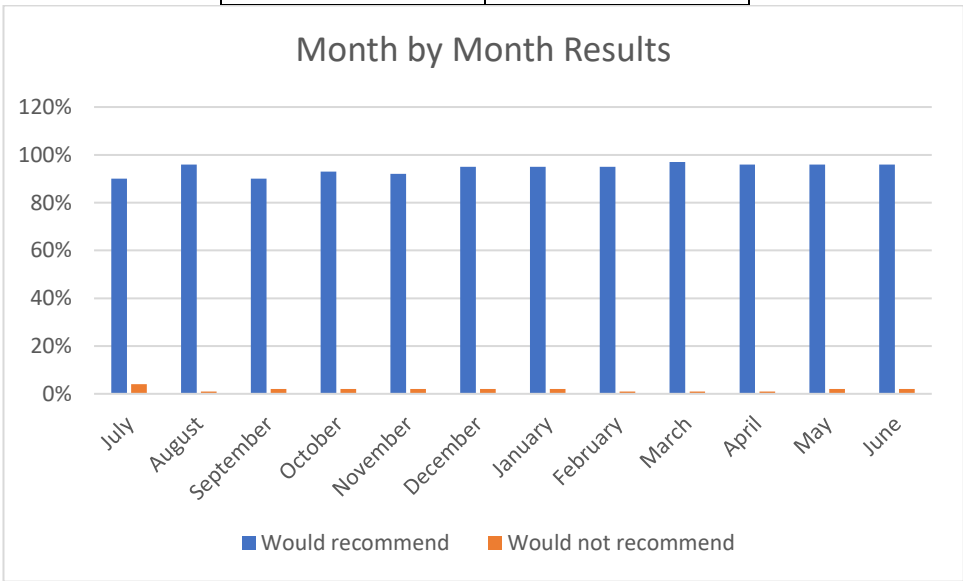
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
341	22	6	6	3	0
89%	6%	2%	2%	1%	0%

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



Would Recommend	Would not Recommend
363	9
96%	2%



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June 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

Listened to what I had to say, gave good advice and explanations.
Called in the morning with an issue got a telephone call appointment and then got told that they couldn't do it over the phone and would need to be a face to face appointment and then didn't provide the time and date of the face to face appointment
Great service, polite and efficient.
The appointment was on time
Friendly and knowledgeable.
Very thorough physical examination of problem and clear explanation of treatment and medication prescribed. My GP listened carefully to my observations and outlined side effects with one of the meds we discussed. Excellent treatment.
Pleasant staff and short waiting time thank you.
Rowena Upchurch is amazing always like her taking my blood. Very kind upbeat always cheerful.
Always impressed and feel lucky to have such a great healthcare service at Willington Practice. Staff are friendly and helpful. Thank you
Polite and professional and on time.
Nurse was very patient and excellent at her job
Lovely staff. Patient and kind
Emma's been brilliant throughout my maternity care - answers all our questions & never rushes us out of appointments.
Usual helpful service.
Had bloodiest, went in before my appointment time .
Helpful and friendly phone call reviewing my medication. Which gave me a chance to air any problems. Excellent service
The phlebotomist was excellent. Very efficient & personable
All staff encountered pleasant and proficient thank you
Kim is incredibly thorough and explains everything.
Everything was easily accessible and staff available for prompt consultation. Finished appt very quickly and efficiently
Polite, professional and friendly
Request to book appt good and welcomed.

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Appt on time, professional and friendly doctor. Thank you
The lady on the blood pressure machine was delightful and the plebotomist was quick kind and cheerful. Not forgetting the receptionist, great!
Very pleasant and good suggestions.
Rather a long wait but the care is always excellent.
Nurse was very helpful and sociable. Soon done and out.
The check in service is efficient and the doctor I saw is always supportive and kind
On time and doctor excellent
The lady I saw listened to my concerns, recommended things and was really friendly
The staff are friendly and approachable.
My appointment was on time and the phlebotomist was excellent, friendly and efficient
Phlebotomist was excellent but I have no idea why I needed the blood test.
We're able to gain the reassurance we needed to check on our daughter
I was treated kindly and the HCP was very helpful.
The GP Pharmacist listened carefully and explained clearly in a calm, unrushed manner. I feel that I now have a clear plan to manage my new pain medication, with an 8-week review booked.
Dr Jackson saw me promptly and explained all my questions on detail, offering advice for ways to alleviate the symptoms.
I was greeted warmly at the reception desk, the nurse very carefully and skillfully took blood from my vein for analysis.
Very polite staff On time appointment Very helpful lady on blood pressure machine thank you
Dr Saunders as always was on time, very thorough and empathetic
Great service from start to finish.
On time pleasant member of staff very helpful
Nurse Wendy is Excellent with her job. I know she has been professionally Excellent with her Job I would give her 5 Star. Thank you.
Nicely greeted at reception and efficient Wendy the nurse great
Usual excellent service
Although I'd never used the BP machine in the reception area - I was happy to have a volunteer help me. The nurse for my well-woman check was lovely - as was the doctor who I saw afterwards.
Nurse Tahira Aslam was very good, very helpful and kind.
Good GP first class

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A friendly greeting from the reception desk, a friendly volunteer who helped me navigate the height, weight, BMI & BP/pulse machine & I was seen for my blood test within 5mins
Very informative
Receptionist was really helpful to change address and book follow up appointments. I felt listened to by the GP and that my concerns were valid and understood with no judgement.
Always prepared to listen
Easy to book on, the nurse was lovely and professional, was in and out within 5 minutes for the blood test.
An honest answer about NHS waiting lists. Bad news is that I will have to seek private treatment.
Listened to and advised
On time. Lovely doctor.
I was seen quickly and referred straight on excellent treatment Extremely caring and professional
I had a response within 48 hours and was able make an appointment to see a doctor within three days. The doctor I saw was friendly and very professional, explaining what the condition was and the method of treatment.
I had a vitamin B12 injection with Tahira. She was very nice.
Seen on time
Willington is a superb surgery - a model example of a GP Practice. Friendly, efficient, on time and high quality care.
I WAS ABLE TO BOOK AN APPOINTMENT TO SEE GP A WEEK AGO. WAS SEEN ON TIME, DR WAS PLEASANT & HELPFUL. RECEPTIONIST WAS VERY HELPFUL & FRIENDLY.
Excellent service as usual ?
I was seen promptly, the gp was friendly, informative and procedure was done easily.
Punctual ,GP listened and gave me eye contact , explained things to me , offered me reassurance and promptly referred me
Very professional service. I was informed of all my options and future appointments booked at the time
I was handled very professionally and competently, thank you
Joanne the nurse always welcoming and helpful
Two appointment booked one to see Dr and one for a blood test. Fast, efficient and very helpful. Saw both nurse and Dr early.
First Class Service
Appointment on time very pleasant good listener and explained treatment well

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Saw Dr Jackson and felt that he listened to me
Informative feedback on my results and condition.
The doctor clarified my medical situation and the actions required. He was realistic and gave me confidence with his diagnosis and suggested actions.
The doctor listened to what I wanted
Able to get an appt within the week and consultation was reassuring. Thank you.
Good fast and pleasant service
The nurse asked me what I was there for when I had given her a card from the hospital saying that I needed my dressing changing. I wasn't confident in the outcome. Was told to make an appointment with the doctor but there were no appointments.
Went beyond. Didn't just give an automatic answer to a problem that was complex. Very appreciated
Seen promptly and Dr was very pleasant
Person on reception was very abrupt.
Very understanding consultation and advice
Lovely staff, seen on time. Never ever had any concerns when visiting the surgery. Always been looked after in a very professional, yet friendly manner.
Went out of their way to be helpful. Thank you!
Friendly, informative and understanding
100% speedy, efficient service.
Friendly staff and quick appointment
Excellent advice given.
Appointment on the time scheduled Personable and cheerful nurse practitioner Able to park
Seen on time and no issues
Clear and concise dialogue. Prompt action.
Friendly & efficient
Went in for a blood sample, very quick and ahead of time.
Dr Saunders called at the exact time and was kind and listened to me.
Seen really quickly. Appointment was quick and easy and staff were lovely and friendly. smooth process overall
I was seen very promptly and efficiently today. Thank you.
Caring and efficient
Easy to book appointment just when I wanted, I turned up 15 mins early and was seen straight away.

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Dr Jackson 2nd time today about chronic shoulder pain. He doesn't turn round and greet patients, appears disinterested, and generally poor communication. Tried to prescribe me tablets which conflict with my other conditions. Request not to see again
I arrived just before the appointment, was seen on time. The person I saw had a professional manner.
Dr Saunders listened carefully, and empathetically to the challenges we have with patient currently. We made decisions together and formulated a plan to best suit my daughter. I'm always very grateful to be a patient at Willington!
In before appointment time. Pleasant staff member willing to discuss vaccine and follow up clearly. Thank you.
Dr was empathetic / reassuring & did not make me feel like an inconvenience. The surgery is a clean & calm environment and we didn't have to wait too long to be seen
Rowena was efficient and personable as always.
The girls are so helpful and Extremely polite, I am Including the nurses in that statement.
No waiting , lovely staff, very efficient
Timely friendly and informative service.
Quick Friendly staff And very helpful.
I got an appt quickly and the Dr was excellent.
Excellent service
Arrived a minute or two before my appointment. Waited 30 seconds. Finished blood sample in 2 minutes. Out of the surgery 3 minutes after my appointment. Fantastic!
The doctor was responsive, thorough and kind.
Answered all my questions
Everything went to plan
All Team members and GP very helpful. Prompt response.
The nurse was very informative and friendly putting me at my ease.
Lovely kind and understanding Dr
As always, efficient, caring and extremely professional.
Efficient service
Very friendly and helpful
Concise, informed.

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Listened well, explained condition, advice seemed appropriate. Very pleasant lady.
Seen quickly
Prompt attention. Very pleasant reassuring and competent doctor and rest of the staff very helpful.
Very attentive doctors.
The doctor was extremely helpful
Mr Maulik Jhaveri was very clear and easy to understand
Friendly and professional excellent service
As always the reception staff are really positive and helpful. I cannot fault your service and attitude towards your patients. Quite brilliant. Thank you.
Appointment was on time , Dr Farrow explained everything to me and listened to my concerns and answered all my questions.
Heidi Wright is brilliant Doc
Had a slight wait but the phlebotomist was very friendly and gave me great advice
Pleasant nurse and appointment on time
Very quick
Seen on time . All good
Prompt , reassuring . Always like & have confidence in Dr Farrow .
Prompt service
Blood test was done quickly. My son was put at his ease and so was not nervous at all!
The Doctor was so friendly, thorough, gentle and patient.
Appointment was on time and I was treated with dignity
Dealt with on time by efficient and caring, very competent staff.
Always a great service always very professional thanks very much ?
Appointment 11.20. In and out within 10 mins.
Very warm kind nurse explained everything and gave me an appointment to see Physio lady this afternoon unfortunately I cannot open the exercise app myself is it possible to have a paper copy I'm away till Friday 20th could I pick it up then thank you
The appointment did not feel rushed and was very thorough. I felt I was listened to and treated respectfully.
Could do better, nothing achieved, appointment made to check my blood pressure monitor which has already been checked.
Rowena is so professional and she is also happy in her work. I don't feel anything when the needle goes in, it's painless.
Because of human error. My daughter was booked to see a physiotherapist 2 weeks ago only for me to be told on arrival today that the physiotherapist does not review

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children younger than 16 years. She was rebooked to be reviewed by the Doctor instead
Steroid injection provided to alleviate carpal tunnel syndrome and helpful discussion regarding course of action to date and going forward.
No waiting at the surgery, Dr was very pleasant and knowledgeable, Probably not the Surgery's responsibility but the service and politeness of the pharmacy was very poor
When I rang up, I made an appointment for the following week and was seen by my chosen doctor, whom has dn everyone he possibly can to get me seen by the right team at hospital
My appointment was positive and I was really pleased with the results
Kind and helpful
Year is excellent
Usual excellence from surgery
I was able to get an appointment easily.
Excellent service amazing nurse who took my blood
Thank you for all of the ongoing support it us very much appreciated
The doctor was superb
On time. Friendly and efficient phlebotomist who answered all my questions in a manner I understood. Technique for drawing blood was both reassuring and hygienic . Thank you.
Kim was very professional
Appt 09.35hrs. Actual time I saw the doc was 10.03hrs.
All running on time. Lovely phlebotomist- very helpful, esp given my mobility issues, friendly and efficient.
The Nurse I saw was very helpful and supportive.
Physio listened carefully to my concerns and examined and explained the way forward
Prompt and very friendly and helpful nurse who communicated clearly.
Seen on time and good chat with doctor. Receptionist help with appointment to see surgery physio.
Dr Makava excellent! Receptionist was really helpful took time to help me with the weighing machine.. as I'm hearing impaired.. credit to the practice.. overall a pleasant visit.. keep up the great work!! We do notice!!!
Good response from my issue
Very quick, efficient and friendly., blood sample
My Doctor Listened, gave me time to explain. I left the appointment feeling confidence a plan will be made to help me once my blood test results give further information. The reception was clean, inviting with the book shop. Receptionist helpful

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In and out very quick today and pleasant staff
In on time, informative meeting.
As always, on all appointments I receive excellent treatment and follow ups are done at the earliest time available. Credit to all those I have had to see over the years and also there's mutual respect on both sides. I would score them 15 out of 10
Due to service issues I didn't receive the call from the GP as this was a telephone call despite me ringing the reception and asking if the appointment was going ahead at 12.10 as I hadn't received a call
Pretty much on time, very friendly and informative.
Checking in was easy. Doctor listened
First class service and very efficient
It was good to be able to have the discussion over the phone. The nurse was very patient unfriendly.
Quick and efficient.
Great staff
The lady who does blood test is amazing,
Arrived at reception before allotted time which I like to be prompt receptionist sorted told to take seat waited 5 minutes called in nurse was excellent put at ease everything was smooth and efficient excellent many thanks
I self checked in sat waiting wasn't waiting very long was seen earlier than my appointment so all was great
Great staff: reception staff, H2H volunteer and Claire the nurse who took my blood etc. All really lovely and welcoming.
My criticism is with reception cover with a long queue, 90% of which followed me to self checkout once I'd reset your machine for you and told them. This has happened twice now where your self check in has not been monitored by your front desk.
Would have preferred not to wait a week for appointment . But hey ho that's life
No waiting, very quick, and the nurse was lovely.
Maulik was very efficient and informative.
Prompt appointment. Great service. Easy check in
Easy to check in. Appt on time. Discussion perfect and all questions answered fully. Comfortable, clean and pleasant surroundings
Nice nurse and I've been to see two very nice doctors - very informative, knowledgeable and empathic - Dr Catherine Crowley and Dr Solomaine ??
Excellent response
I saw Dr farrow and she listens and is very understanding I always feel well looked after.

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GP made a pre-arranged phone call, and sympathetically addressed my concerns and questions.
The nurse I had my appointment with today was very caring and informative.
Easy to make an appointment. Didn't have to wait long on day of appointment. And was very satisfied with my treatment
Dr listened to what I had to say Came up with way forward To be reviewed in 2 weeks
On time, very helpful and professional. Thanks.
Friendly welcome from Heather on reception . Appointment on time bloods taken easily by HCA Claire Kirkpatrick . Follow up appointment booked Very pleased with my experience this morning Thanks
Phone appointment very helpful
Appointment bang on time, doctor showed compassion and understanding of elderly patient with dementia, and communicated well.
The appointment was pretty well on time. Nurse was friendly and informative. I have never had an issue with the nurses. Totally different with communication with a receptionist
The doctor explained and answered all my questions
Always charming and professional
As always, I have found everyone at the surgery to be friendly, professional and caring. Thank you.
Excellent service from everyone.
Very efficient
I felt reassured by the information I was given
Very informative, good clear instructions, friendly voice.
Informed, great explanation of my condition, and doctors genuine advice and care ,
Consistently great service, friendly staff and usually running to schedule. Thanks!
The nurse was very pleasant and caring. Thank you.
Unlike doctor's appointments phlebotomist appointments are simple to book, always on time, (sometimes early), and the staff get the balance right between being pleasant and professional.
As always staff lovely and accommodating. Quickly in to see GP. Who was very understanding. I can not recommend the surgery strongly enough.
Checked in, seen immediately, 5 minutes before appt time.

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I managed to get a appointment for the same day. I was promptly seen. By the doctor
I was dealt with kindly and when I booked in it said 14 minutes wait but I was seen after about 5 mins so well impressed
Love Willington surgery one of the best!
The nurse who administered my blood test was extremely kind, and very quick. Thank you!
Clear instructions given explaining treatment required and change in meducstion
Friendly and efficient
Very quick blood test, efficient and pleasant phlebotomist. Very happy with how I was treated. Thank you.
Seen quickly and everyone was very helpful
You care
I wanted a better response about my jaw other then going somewhere else to get it checked out.
Prompt attention. Thorough examination. Pleasant patient : GP manner.
I was seen on time, had an excellent appointment. Good atmosphere at the surgery, everyone very helpful and pleasant, thank you.
Good care, warm welcome, seemed to have time
Dr Macava very easy to talk to very caring.
As always a great service thanks
Very efficient and very pleasant Gp
I asked lots of questions before having my typhoid jab and the nurse was very helpful and gave me lots of advice and information
Dr Saunders has been brilliant. Very understanding, listens to all information and answers queries in an accessible way. I am grateful for her expertise and recommendations.
Doctor quick to refer me to onward clinic. Very clear in explaining suspected diagnosis
Had bloods taken and phlebotomy was very polite and efficient
Dr Cowley addressed all concerns.
Very caring staff.felt looked after. Very professional
Better to receive blood test results by phone if there are no complications to discuss.
Both the reception and nurse were friendly and efficient. I was seen on time.
Very kind and friendly nurse who put me at ease.
Always a friendly efficient service.
Usual professional service, very pleased.
No dramas all good ..feal as tho the surgery runs how a surgery should

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The staff, Doctors and nurses are always polite and helpful and willing to try to accommodate at every opportunity.
Very informative doctor
Not too long waiting and excellent service from the nurse.
Saw Dennis. After talking to her she sorted out for me just what I was looking for . Must say I came away feeling quite different to how I was feeling walking in to see her. Very pleased.
Left feeling reassured . Had been very worried for a while. Asked a lot of questions and got answers.
Excellent professional approach and actually listened.?
Punctual , pleasant staff.
the service was good although I did request a double appointment to discuss 2 separate issues and the doctor only treated one.
Nurse very efficient but also very pleasant and friendly
Why are there only 3 disabled parking spots. Considering the surgery sees so many elderly people there are going to be a higher number of blue badge holders. It would be better if there was a chair at the reception desk for disabled and elderly.
The DR was very thorough in explaining exactly what he was doing during the minor surgery at all times and I think it's brilliant when DRs are communicative about what they're doing and why as many aren't.
Took photo and measured my mole and sent to skin doctor in 5 mins
Friendly and understanding chat whilst being informative too.
Quick, efficient,friendly and got the job done first time
Nurse was lovely and very efficient
As usual my visit was good. The blood test was painless and the lady who did it was charming.
Excellent quick appointment, very pleasant member of staff on phone and very pleasant and efficient doctor
Prompt and on time service
A very helpful meeting with the physiotherapist. Hopefully I will get some benefit from the web
The staff and doctors are extremely helpful and knowledgeable. Very well run surgery. Thank you to all.
Appointment on time, friendly and professional staff.
Efficient & very nice staff
The doctor was on time and very helpful I felt safe in her care.
I didn't receive my telephone appointment despite getting a reminder on the day and then received a message saying I hadn't attended.

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HCA didn't put me at ease, or discuss my results on BP machine. Took blood very efficiently though
Great bedside manner
Quick, no fuss and efficient blood test.
Dr Farrow is very thorough which I appreciate. I also like her straight forwardness.
Efficient medication review. Telephone call was earlier than advised. Pleasant professional service. Thank you. This must save time for the GP's.
Dr Farrow was professional, efficient and made me feel at ease.
Dr Jackson well helpful and explained everything clearly and helped me to understand what was going on.
Responded to all my queries in a way I could understand. Patient and clear.
Very efficient and helpful receptionist. Nurse was friendly and professional
Very informative and questions asked were answered.
Appointment with Dr Jackson, when called through I knocked on the door and said hello as I went in. He didn't answer or even look at me, never lifted his head from the computer. I went and sat in the chair and waited for him to acknowledge me.
I was seen on time and referred to ENT at the hospital. Thank you
For a change got to see a GP within a week and had a non rushed appointment with positive outcome
Efficient service and was seen promptly.
Dr Heidi Wright is excellent, patient, and understanding. I feel very understood and cared for when I see her. She is fantastic. Heather on reception helped me to print fit notes and was very helpful.
Staff friendly but also professional
Appointment on time. Helpful staff as always. Even when staff are asked questions which they must sometimes find irksome I have always been treated with respect. Rowena is a truly nice person.
Great service was in and out in such quick time.
We got a same day appointment. Dr Wright was great and spoke to me about how I was and sometimes with mummy, but me mostly. I got some medicine
Excellent medical care
Prompt. Very friendly and helpful. Very professional
Thorough examination of my hands. Discussed possible causes. Provided treatment.
Dr Wight very good
Very efficient service
Nurse Joanne explained everything very well, and made me feel very relaxed.

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From the attention of the reception staff to the excellent service provided by Dr Morange, visiting your practice creates a feeling of confidence. Your practice provides a medical service exactly as it should be very well done
Professional service and on time.
friendly and great service. got a follow up appoieven which i don't remember happening before
Brilliant staff
Friendly helpful at reception, the nurse whom I saw was friendly/ professional and helpful .
Telephone appointment was for 1:45pm. Was called 5 mins before which I missed, called back within 2 mins and took over 1.5 hrs to get a callback.
It was my first appointment at the surgery and the doctor was very thorough and caring.
Dr was kind, explained everything clearly, made a plan and told me the red flags.
Quick, Efficient
Advice and doctor was amazing
I have received good advice with options for treatment and felt listened to
The lady I saw was very professional and understanding
She's a wonderful physio
Very straightforward, appointment on time and professional staff.
nurse was efficient and was able to get in!
Receptionist very helpful and answered all my questions.
I was seen slightly early this morning and was out before it was due. Everything ran very efficiently
Very good service on time and professional
The text message I received was very misleading. It was confirming my appointment at Willington surgery not a telephone appointment. With being a new patient to the practice I presumed you wanted to see me in person. So I had a wasted journey.
I used the self check in at the surgery and very soon I was called in for my appointment
The staff are alwsys helpful & polite
Easy check-in, short waiting time, a very pleasant nurse
Was very thorough and answered any questions I had. Very professional.
Because the experience was very good.
A very thorough Dr with a reassuring manner.
Appointment on time Nurse kind, efficient and knowledgeable

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I was a little early but was seen more or less straight away. Thank you to the phlebotomist, never felt a thing.

My immediate concern was recognised by the receptionist and I was given an appointment in recognition.
The GP (not my usual GP) was very professional and helpful. A follow up appointment was arranged for me after 2 weeks.
Great Service.

The nurse was helpful, efficient and informative. She gave me my vaccinations quickly and it was pain free. Thank you

Blood test was relatively pain free.
I was seen by the GP and phlebotomist in a timely manner.
All staff were polite and kind.

Quick and punctual

The practice staff always seem helpful and cheerful, which always puts me at ease.

Great surgery, thank you

Very polite staff and quick waiting time.

Appointment on time.

Dr L Saunders is very understanding, and I feel like she's helping me get through my ptsd etc which I am struggling with.

Dr Cowley is very good at listening to dementia patients. Very helpful

The doctor I saw was very pleasant and told me clearly what she was doing and why .
Overall a very good doctor.

I was very anxious, but was reassured

In and out in a few minutes, painless and professional

Good service

I was given very useful information regarding my COPD that I was not previously aware of and will be following the advice in the future when the symptom's present themselves again

Doctor listened to my problem, sent a link for an X-ray and sorted some physio out York me. Very nice and efficient

Reassured me about what I was about. I felt the doctor listened to me.