

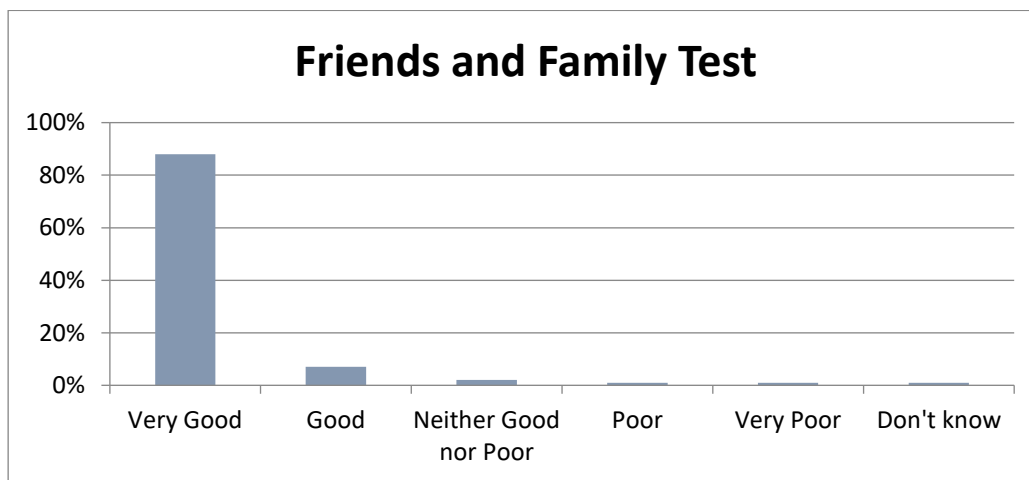
Friends and Family Test July 2025 Summary

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

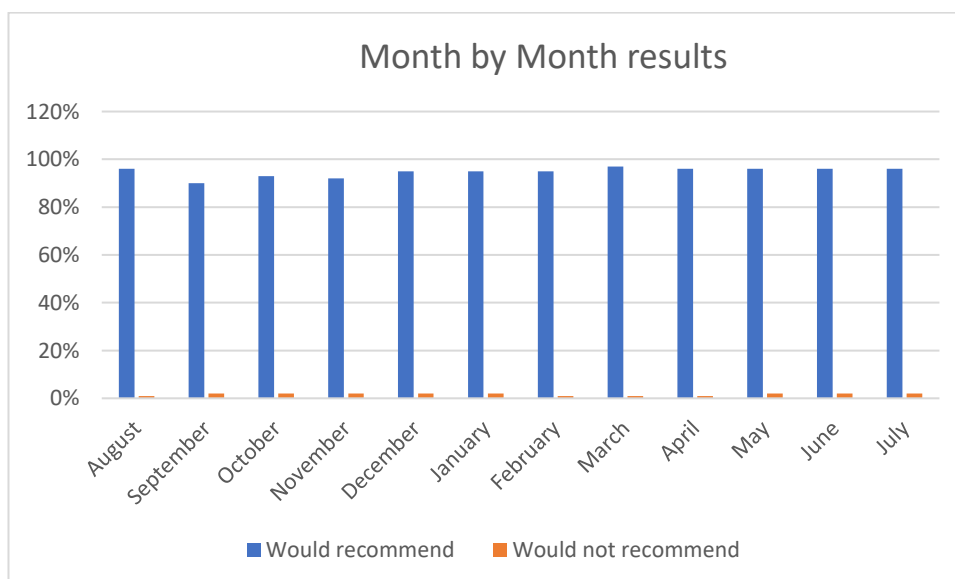
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
371	31	6	3	3	4
88%	7%	2%	1%	1%	1%

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



Would Recommend	Would not Recommend
402	6
96%	2%



Friends and Family Test July 2025 Summary

July 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

Rowena is a lovely lady and always take my bloods with ease and pain free x
No issues
Good service
Prompt attention
Went into my appointment early the nurse was very professional and nice.
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
Was seen promptly and nurse was friendly and efficient.
Doctor listened to my problem, sent a link for an X-ray and sorted some physio out York me. Very nice and efficient
Dr Makarva listened to me and was pro-active with her advice and support.
Had a short notice call to attend a work meeting which coincided with appointment with nurse for taking bloods, called into surgery and was seen an hour before time.
Claire was helpful and knowledgeable.
Nice members of staff , on time with results from blood test
I was able to get an appointment to see a Dr for the next day, the receptionist was so kind and helpful. The Dr was lovely, listened to me, gave me advice and helped me 100% with the reason I had gone.
The appointment was carried out by phone. A very convenient way. Perhaps a video would be appropriate for some appointments. However, as normal the nurse was professional, caring and I felt looked after. Keep up the good work.
Reassured me about what I was about. I felt the doctor listened to me.
Appointment was on time and the service was excellent.
Appointment on time, staff very polite.
Saw dr cowley she sent me to s d c , with a letter to hand in at hospital the hospital dr said it was a pleasure to get a nformative letter from dr to hospital , doesn't normally happen
Nurse taking my blood was a very pleasant person.
Dr Cowley is apart from being a professional an extremely nice human being. Her reassuring demeanour is important to me as a patient
On time appointment. Friendly, caring doctor
As always charming helpful and kind well done to all
Good service and information
The doctor gave me time to explain my concerns.
My appointment was on time and the Dr had a good bedside manner.
Very reassuring, informative, friendly and highly professional.
Personally to me the procedure I had today was very painful and I did not feel well after. The doctor and nurse were amazing and made me feel comfortable, I was worried I was delaying other appointments and they told me it doesn't matter.
I had some major concerns when I arrived. All were dealt with and a way forward planned. Thank you.
Prompt response to my concerns
Because it is always a pleasure to see Dr Farrow, all the years i have known her , I find her nice , pleasant ,and able to sort my problem if possible , Thank You Dr Farrow .
As usual looked after by the nurses thank you for your patience over the last 3 days.
Efficiency and respect
Felt I was listened to and hopefully issue is resolved.

Friends and Family Test July 2025 Summary

Very efficient. Staff friendly and helpful.
Friendly, efficient and reassuring. A nice experience.
More informative than a and e. Nice and friendly.
Very understanding and clear thanks
Didn't have long to wait for my appointment. Made welcome by the person I saw. All my issues were dealt with in a manner putting me at ease, and enabling me to discuss everything without prejudice or embarrassment
Very efficient, friendly and on time
Staff very friendly and helpful. Nurse too and answered any questions I asked.
I feel that the doctor who I have seen for my last appointments will find what is causing the. problem with my leg and I am reassured by this .
Very pleasant approach. Helpful, positive discussion. Not rushed. Further action to be taken.
Reasonably on time. Had no issues.
Very nice, helpful staff.
She is very good listen and make sure I'm ok she really good checkup me
Pleased with advice given and was listened to regarding my concerns
Very short waiting time -felt listened to and plan in place for follow up.
Concise, professional and a caring doctor, easy to understand and gave remedies and guidance to alleviate the problem
The Doctor listened to me and carried out a proper and thorough examination.
When I booked my appointment, I was not told that this was an in-person appointment. I waited for a call and called the surgery to query why a call had not been received.
Quick and efficient service
I came at 11.15 am as expected but no one was around so I sat waiting for 30 minutes but nothing happened so I left and went back home.
Experienced Phlebotomist, confident and good communication skills.
Midwife Emma is brilliant!
Excellent doctor, gave great advice. Virtually no waiting time. Quick and efficient check in. Clean environment.
Dr Wright is a fantastic GP, I came with a slightly embarrassing problem and she made me feel at ease and understood. Very happy with my care from Willington gps yet again :)
Only had to wait 20mins. Good appointment with Miranda
On time, sound advice
Nurse Wendy was very professional.
Very efficient and no waiting.
As always, nurse Wendy Kendrick was very friendly and efficient and gave good sound advice concerning a query I had. ?
Straight in. No waiting. Great nurse Rowena. Lovely, lovely manner. Thankyou
Excellent service.
The GP understood my requirements and has provided confirmation of my next appointment.
Dr was kind, listened and gave advice. I felt confident following the visit. 2nd time I have seen this Dr in the last 6 months. Both times excellent service. Thankyou
Nurse went through all my medical problems thoroughly and offered advice where necessary.
Appointment making was quick, staff very friendly
Very slick system
Very friendly yet professional
I received very good help with my issue and good communication

Friends and Family Test July 2025 Summary

Excellent service as always
Pleasant. Efficient
Seen on time. Appointment went well and no complaints! Very satisfied
Good friendly service. Very professional!
On time. Excellent Doctor happy to talk through alternatives / thoughts. Much appreciated
Always helpful and caring.
Prompt. Professional yet friendly
The doctor I saw was very thorough and I'm sure my medical issues will be resolved shortly
Everything was really good when going to the doctors it?' nice to talk to someone about my problems and to get my problems. Willington surgery is a thumbs up from me? Thank you.
Seen quickly. Very efficient. Kept me chatting and relaxed. Made it as painless and as easy as possible. Superb.
Dr Macarva is just such a lovely kind Dr. was brilliant with my son. Gave good advice and follow up if what we try doesn't work for him. We are very lucky to have her as a Dr.
Joanne was very thorough and professional.
Brilliant nurse
On time, nicely timed. Pleasant, happy and quick
Helpful staff Good communication Clean relaxing environment
Efficient and on time
I was asked to come for an injection although the nurse was very good I was unable to have my injection. The nurse needed to find out more information.
The query I had was answered in a very professional manner & the lady doctor was extremely courteous.
Pleasant helpful service
RECEPTIONIST WAS APPROACHABLE & HELPFUL. THE GP IS AMAZING. SO COMPASSIONATE & UNDERSTANDING.
Friendly staff came in for blood test and I was in and out in 5 minutes ?
Phone call appointment to alter medication. I answered a few relevant questions and was prescribed the tablets straight away.
Appointment on time, in fact a free minutes early, in and out in a flash
On time, very knowledgeable and I felt comfortable
Very short wait
Appt on time. Professional and friendly nurse, explained well
Efficient, professional, compassionate service. Thank you
Had 2 appointments with 2 very pleasant staff and receptionist all perfect thank you.
I was late because of accident but the excellent nurse still managed to fit me in thank you. Stats say I did not attend but I did although 30 mins late please update if possible please update if possible. thanks
Welcoming and speedy blood test – didn't even feel the needle.
Helpful conversation with Dr Jackson and useful advice.
Seen by the Doctor before my allotted appointment time. Very pleasant Doctor listened to my symptoms then gave me an examination. Thoroughly explained next steps in treatment. All in all, a very nice experience.
Doctor understood my concerns Regarding treatment and agreed to look into other options Thank you
The receptionist was very helpful and polite, as were the two nurses. The blood taking (!) was fast and painless - thank you! Appointment reminders appreciated and I was in ahead of my appointment time.

Friends and Family Test July 2025 Summary

Had my bloods taken and I didn't feel a thing this time it was over in seconds. I'm normally a bit apprehensive as I'm not good with needles No stress brilliant
Appointment on time, efficient service, lovely professional nurse
Always very good service from the staff. Friendly customer service on reception. Always friendly and efficient nurses.
The service was first class from a friendly and professional team
Appointment on time, pleasant staff.
Quick appointment. Great observation.
Nurse was friendly, efficient, knowledgeable
The service was. Great no problems
Excellent friendly competent and professional phlebotomist. Claire is a real credit to Willington practice and the NHS.
I am new to this surgery and can honestly say everyone I've come into contact with from receptionists to pharmacists to doctors could not be more helpful
Seamless experience, in and out for a blood test in ten minutes. Perfect.
The nurse was very friendly, was able to answer all my questions and I never felt my injections! Bonus!
The pharmacist was very helpful and informative. It was also great to have someone that was clearly not restricted to a 10 minute appointment! The proof of the pudding is in the results but, I am very hopeful.
Fast service. Thank you
The reception staff who took my original call were very kind and helpful, virtually no waiting time once I arrived to see the Dr and the Dr was super helpful and considerate of my situation.
I was waiting 20 mins over my appointment time
Very thorough
Nothing good or bad to say
Lovely gp who took time to listen. Made helpful suggestions.
My appointment was ten minutes late. The nurse I saw was professional and pleasant.
Very helpful and patient nurse in room 12 sorry don't know her name
Dr Maronje is always excellent. He is caring and knowledgeable and listens well. He requested that I book another appointment for Diabetes, which I have done. The lady on Reception was helpful and soon sorted out a new date. A positive experience.
I know that GP surgeries get an awful lot of criticism in the media with GP receptionists getting marked out for 'devil' status in many cases. Well let me say that I don't recognise any of these criticisms when it comes to Willington Surgery!
Lovely friendly staff and doctors
Helpful at reception, punctual as usual all very good.
It was my first visit to the surgery as I am a new patient. I saw Dr Wright and was very pleased by her approach in considering the points of concern regarding my health issues. She also reached conclusion for further management for each health issue
Dr Salamain is friendly, empathic and very efficient. The overall service at Willington surgery is great, no complaints.
Meeting with physio was good. She stated at the end that she would text me some exercises but not yet received nearly three hours later.
The doctor and nurse Were both excellent and friendly. Gave me confidence. The receptionist I saw was lovely and very confident. She sorted my appointments and kept an eye on me.
Efficient friendly service. Thank you.
The nurse is an absolute super star, she goes above and beyond and I feel very lucky to have access to such great services at willington. The nurse was very thorough and very knowledgeable. Thank you very much.
Kind and welcoming. Able to answer all my concerns. Very professional
Friendly and thorough

Friends and Family Test July 2025 Summary

Very thorough and helpful
The phlebotomy service is absolutely amazing...she's brilliant
Very professional
At last I now know why I keep getting episodes of weakness on & off and hopefully today's prescribed medication will help. Thank you.
Things explained in plain English. Nurse was very professional and showed empathy
Friendly, efficient and helpful
Not too long to wait for appointment. Doctor checked me out. Couldn't discuss 2nd issue, but another appointment was arranged, for early next week, where it can be discussed. Thankyou.
Always helpful
Waiting for a text re X-ray appointment- no reply yet
The support I have received has been outstanding. I have been a patient in London for 25 years and never received such prompt, supportive and care. Thank you.
Prompt, efficient service
The appointment was on time and dealt with efficiently, although I would prefer to know when I receive a call for a blood test to know what it's for ie. HbA1c, medicine review and whether a foot check and urine sample is required
I was seen on time and all the staff I dealt with were very pleasant and professional
Appointment on time and nurse very pleasant
very good service, efficient and friendly staff.
My problem is being sent to a dermatologist which is a step forward
I requested an appointment and was given one within a week. Also was seen immediately on arrival.
Dr listened well reassured me explained well increased medication When I got home new meds not given got old meds instead rang pharmacist told me to ring reception new tabs sorted husband fetch for me. I could not understand as new tabs on list of
Seen nurse to take stitches out, she was very patient and helpful. Needed to make another appointment which she arranged for me
Always helpful
Smooth process and everyone was very friendly and helpful. Thank you.
Really good service from everybody again. Many thanks to all the team.
Friendly helpful staff, appointment on time, good information from doctor and advice on follow up
Informative and helpful
The nurse was very friendly and helped to settle my nerves.
Friendly helpful staff, excellent surgery
Only blood sample.
Very informative
My Doctor recommended a plan of treatment that I am very happy with.
Doctor explained everything clearly
Efficient and timely apt.
Reception was excellent very pleasant
Everything ran smoothly didn't have to wait, polite staff and nurse well done?
I was greeted in a friendly manner by the receptionist, I was seen within minutes of my appointment time. The phlebotomist was pleasant and skilled. A positive experience
Was OK
The service at the Surgery was excellent couldn't wish for it to be any better. Reception staff & the healthcare nurse both a credit to the visit today!
They assist imigately
Very understanding, and extremely helpful staff and doctors
I went straight through

Friends and Family Test July 2025 Summary

No waiting I was seen within 5 mins of arrival
I was seen very promptly. Given expert advice, and was given time to ask questions, all of which were answered professionally and in detail that I was able to understand.
Fast ,efficient, courteous.
As always, a considerate and professional approach
Friendly and efficient service
Answered all my questions and inspected the injection site for the bcg vaccine that had become infected and gave detailed advice on how to administer the medication and what to watch out for
On time, professional and kind
The receptionist was very helpful.
The physio was very helpful with finding and telling me what the issue is, as well as giving me a good app to get my knee back to full strength
Always have a great experience at Willington doctors. Dr Cowley was really helpful and gave me great advice on what to do
Initially it said phone consultation then confirmation said at willington surgery so I arrived in person. Misleading. Please change confirmation wording. However .nurse very good.
The receptionist was efficient kind helpful and very professional. The GP was very thorough kind and most importantly listened to me
No problem with treatment all information prepared and presented beforehand. Friendly efficient staff who knew what they were doing, painless blood taking.
On time. Addressed my problem in a manner that was both friendly and informative plus involving me in treatment decisions. Thank you
It was very efficient
Telephone consultation was on time and kept to the point
Excellent service, slight confusion as to why I needed a blood test as information was probably incorrect!
Dc Cowley listened and was very understanding. Put my mind at rest. Excellent Doctor.
Seen on time. Explained why the test was being done.
Very efficient and punctual
Extremely efficient and always pleasant. The staff are all lovely
Prompt, professional and friendly service today
Was in early to appointment time, nice friendly nurse
First rate service. Professional and informative
Both nurses were lovely and I was seen so promptly. My visit barely impinged on my day.
Very helpful
I was very satisfied with my recent telephone conversation with the doctor, thank you!
I felt like I have been listened to and has the doctor has really been helping me with my high blood pressure problem and not just putting it down to weight, foods, drink etc.
On time, friendly efficient appointment
I was listened to and examined by the physio because of back/shoulder pain. I felt her clear explanation for my pain made sense and have been sent exercises to do to help improve things.
I was seen on time very pleasant helpful appointment
Very thorough & informative & listened to my views too
I would have chosen outstanding if it was an option. EVERYONE at this surgery is totally professional and kind. They are all amazing. Thank you
I have struggled with shoulder and arm pain for some time even sourcing my own physio for treatment It is hard to understand why it's so difficult to get help and answers when the pain and lack of movements are on my right side and dominant arm.
Seen on time by a very lovely person. Bloods taken quickly and without pain

Friends and Family Test July 2025 Summary

Easy communication board saying what room to go to, signing in easy. Very pleased to see my lovely nurse back again
Thorough doctor discussing blood results and support Very happy with the service
In and out really quickly. Great experience booking blood test for the following month too
Wendy was excellent?
Quick and efficient
I felt listened to and the treatment plan was clearly explained by the doctor.
Easy check in , really kind GP and helpful receptionist. Thank you
Phone call response on time and friendly
Called in earlier than appointment time, Dr was friendly, grasped complex problem fast and helpful and thorough
Nurse was cheerful, and removed clips with very little discomfort. Giving me advice going forward and reassuring me the wound looked and felt fine
Never seen the doctor before., Never confident start, I explained my problem, had very quick examination ,told me what to get from pharmacy, good bye Seemed so in rush for next person , couldn't understand all he was saying ,talking so quick ,
I was really listened to, was give helpful advice and support.
New doctor deserves 100% and so friendly and professional!
Because every time I ring the surgery I get an appointment. And everyone's so helpful and polite. The best Doctors I've ever had. Well done.
Always looked after by the staff and they excel with professional courtesy
Very quickly seen
The staff at the surgery were very responsive to my health concerns and booked me at the earliest available date. The GP took the time to ask me a lot of questions, did a physical exam and then explained to me what tests would be required and why.
I was disappointed to not be able to make a non urgent appointment with a specific doctor more than a week ahead, and I was told to come back next Thursday. Batch release of appointments may work well for some patients, but not others!
Because I used to be at Hilton surgery!!
Good rapport with the doctor. The initial examination was painful however the steroid injection caused minimum of pain. Two days later and my knee is virtually pain free. Thanks to the doctor.
Could not ask do red more
Clear and friendly
Call was on time and everything dealt with
Very prompt and courteous service from both the reception staff and the excellent, friendly nurses
Lovely people who run you reception.
Professional knowledgeable friendly efficient clinician
Told reception I have anxiety, she arranged for nurse to take blood pressure instead of doing at reception in front of people. Nurse was FABULOUS. I hate needles but she was so good and I was so at ease that for the first time I actually looked!!
Felt like the exercises are not good enough
I was listened to and my concerns were alleviated. An explanation was fully given to my enquiries. The Doctor was very professional and caring thank you.
Lovely nurse very informative and caring
Friendly manner, clearly stated questions.
As I didn't need an urgent appointment I was able to pre-book an appointment at a time to suit me with my working commitments. No need to clog up the 8am phone lines!
Efficient and very professional. Lovely knowledgeable nurse
No problem at all

Friends and Family Test July 2025 Summary

The doctor was so professional, informative and compassionate. I felt very safe in her hands and reassured. The receptionist I booked the appointment with was disappointing however and was giving diagnosis when she had no right to. Quite rude.
App was with Dr Farrow who was brilliant and diagnosed my condition within a few minutes of seeing me. Dr answered all my questions. So 100% excellent! Thankyou Dr Farrow and Thankyou to the practice for a quick appointment.
Doctor very good. Overall service very good
I was very happy with my telephone call with the asthma nurse.
Efficient, professional and picked up phone to make an appointment
Prompt appointment time. Good service.
Very friendly and so good with the treatment
??????
My dealings with the nurses have always been exceptional, today was no different. Efficient & friendly
Seen quickly, staff all lovely. Surgery running late and phone took a long time to answer which is why 4 not 5 stars
Wendy was, as always, first class, efficient and personable.
Because the doctor listened to me and I didn't feel rushed or Like I was wasting her time. She was lovely
Very polite and helpful as always ??
Consultation was informed and not pressured. All queries dealt with and happy with outcome. Thank you
Quick friendly service
Easy from arriving, nurse very kind and courteous
Had lots of information about the questions I asked Appointment on time Staff very friendly Thank you
Felt that my problem was sorted for me
Seen on time, in fact a little early. Staff very friendly and professional.
Excellent service. Un-crowded pleasant waiting room. Quick call up. Nurse lovely and reassuring. Screening went smoothly. Easy booking appointment 10/10
Answered all my questions very satisfactory thank you
Getting appointments when needed
The appointment was on time the nurse was very polite and efficient and friendly I think the surgery all round does an excellent job
I was seen at the time I was booked in, and dealt with the issue professionally and thoroughly.
Because all was explained well
Nurse Julie is very kind and approachable and answered my questions without hesitation, I'll now concentrate on getting my cholesterol down.
I expected more interrogative questions regarding my conditions. I felt that help and advice was not available
Excellent doctor.
On time, all treatment explained in detail
Always have a good appointment x
Dr Solimain is a breath of fresh air in the surgery. She is very easy to talk to and takes time to explain things. She is genuinely concerned for my health and from now on I will always ask to see her.
Friendly and lovely to talk to.
Staff were great - friendly, helpful, and professional.
Very helpful and feeling positive about a good outcome

Friends and Family Test July 2025 Summary

On time. Pleasant Informative
Because the clinician was friendly which put me at ease and very efficient. I was asked if I needed a chaperone which showed consideration. The treatment was explained in a way I understood
Didn't get a phone call on the day and time booked in for.
Appointment on time. More importantly, the phlebotomist went the extra mile, checking with the GP exactly what was required.
Having booked in electronically the system said anticipated wait 4min. I waited 55min before being seen having enquired some 45 min into waiting in order to see if there was a problem. I was told the doctor rajesh was running late. He gave no apology
Dr Wright listened carefully to me and was very kind and understanding. She examined me and explained what she felt was wrong. She gave me some advice and She referred me for further help with the physiotherapist. I felt reassured. Thank you so much.
On time and professional
I came for a blood test and the nurse was very pleasant and professional
Polite- efficient
Doctor Raj was friendly, patient & thorough
Clear and precise.
Dr Jackson listened to my concern, I did not feel rushed, overall very good consultation
Staf always be pleasant and helpful. For all m checks done easily
Appointment didn't happen due to issues with surgery phone system. However I was medssed to say there was an issue.
My appointment for a blood test was an uplifting experience with a smile, courteous, and highly professional manor.
Rowena is amazing at taking bloods. Never felt a thing
Everyone I saw really helped me. They were kind and professional.
Really kind understanding Dr. Couldn't ask for more.
My phone was playing up and doctor could not get through. Surgery sent me a message to tell me As usual excellent service
GP helpful, listened to my concerns and will make a referral.
Great service as always
Brilliant reception and medical staff, no waiting, in and out in 20mins
Dr O'Hara and the reception team were all very helpful and personable.
Rang at 8 o'clock this morning and got an appointment.
Just a quick visit to check on something.
On time, almost, pleasing talk and outcome with Dr Jackson
Efficient and Friendly
Pleasant clearly spoken lady who was thorough
Kim is wonderful very thorough. I do wish you would put a second chair at the check in desk.
On time. Friendly and respectful. All queries understood and answered x
It has lead to an appointment for further investigation - assessment/treatment
She was lovely caring and listened help me understand maybe using my walking sticks was the reason putting my weight down on to elbow going to send me exercises to do and will phone me soon to hear progress or possibly see doctor anyway was pleased w
The doctor was very nice dr Dean Jackson I was pleased with what he had to say.

Friends and Family Test July 2025 Summary

Dr Maronge - excellent!
The appointment was cancelled at very short notice due to illness. I appreciate these things happen but I had travelled back home from North Yorkshire specifically to attend the appointment so it was rather disappointing to say the least.
Thorough remote discussion about my ailments and action quickly taken for further investigation. Thank you, Dr Saunders
I was able to get an appointment within a few days. The doctor took time to listen and explain everything clearly. As always, I was treated with kindness and respect by all staff members.
Gave me an appointment at short notice and was seen on time now awaiting results on medication from lab
Answered questions and sorted issue. In a polite manner.
Professional thorough and quick
The doctor was excellent and couldn't fault the service there. The appointment booking process is very challenging and is a very long wait. I had open wounds I had to endure for a couple of weeks to be seen. Often means going to hospital instead
It was cancelled due to sickness. It has been rearranged
Very well treated, on time appointment. Good advice. Very polite.
Friendly on arrival and greeted with care and knowledge and appointment with doctor as always very good
Pleasant and friendly service
Dr Maronge is an exceptional GP and has advised several drugs that I should be on for my heart. My Cardiologist concurs, but did not suggest any of the drugs himself.
Follow up appointment to see how my new inhaler was working for me - always so helpful and reassuring.
Very efficient and found the cause of my problem.
I was in and out with no problems very impressed with the treatment I received at Willington Surgery
Helpful, on time.
Very professional and polite doctors
Because it was
Everything went very well.
Prompt service and a good explanation from the doctor
Lovely to meet Sarah, very pleasant and efficient.
You care
Excellent as always! Even attended to early! Thank you!!
I would have said very good ? but my appointment was 11.30 but I didn't see the doctor till 12.10, quite a long wait!
No problems
Good service
Very concerned and professional. Clearly wants to achieve the best outcome for her patients
Just very good service
Felt listened to. Very good information and advice given.
Appointment on time
First class appointment on time and staff very friendly and helpful
Gave blood for a test and young lady who did it was very cheerful and efficient and answered my questions. Didn't have to wait long to see her. H2H man very helpful using BP machine first.
Good service
Timely and answered all questions asked
Prompt service and a great welcome, very friendly nurse who also suggested an additional test to be carried out on my blood sample.

Friends and Family Test July 2025 Summary

<p>Yesterday I had seen Doctor he was Excellent very helpful to me.</p> <p>Today I had seen Nurse she was very Good.</p> <p>I am very very happy service I got from Both.??</p>
Because it was
Always fast service for blood tests
Helpful GP assessed my symptoms and gave clear advice.
Very polite. Clear and reassuring. Professional thank you...
As always a very good service. I have no complaints at all with my appointment as it was excellent.
Although running 15mins late, the phlebotomist was really approachable, chatty and so quick - in and out in a minute?
Efficient, on time. Couldn't have gone better.
Doctor help a lot
Very efficient service
I was listened to and things were explained
Dr Cowley is a very understanding GP.
I was only waiting less than two minutes for my appointment, which was a blood test. The procedure was quick and efficient without any issues.
Reception staff were very helpful.
<p>Unable to get attention when needed.</p> <p>Referred me to a pharmacist 6miles away who Subsequently referred me to a clinic for micro suction who charged me ?50 for treatment and referred me back to the Doctor to sort out the ear infection!</p>
I was seen by the nurse on time. She treated me well
Anna did what she had to do
Very professional and friendly
<p>On time. Full explanation given by a friendly and professional nurse.</p> <p>Thank you</p>