

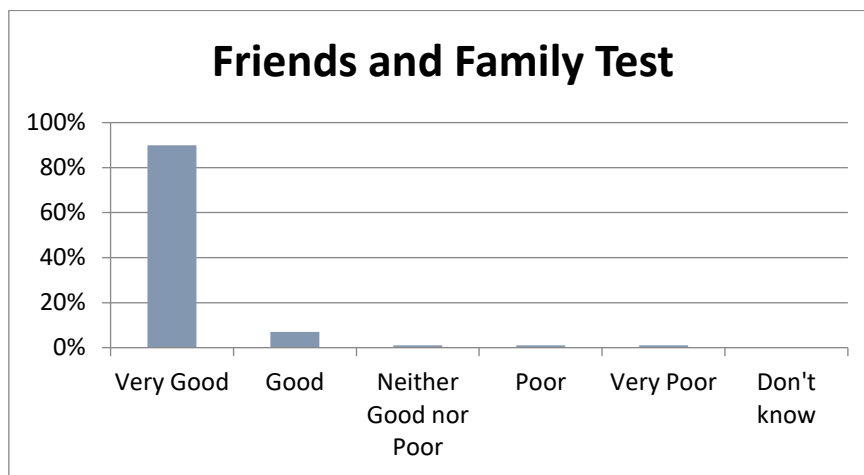
Friends and Family Test August 2025 Summary

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

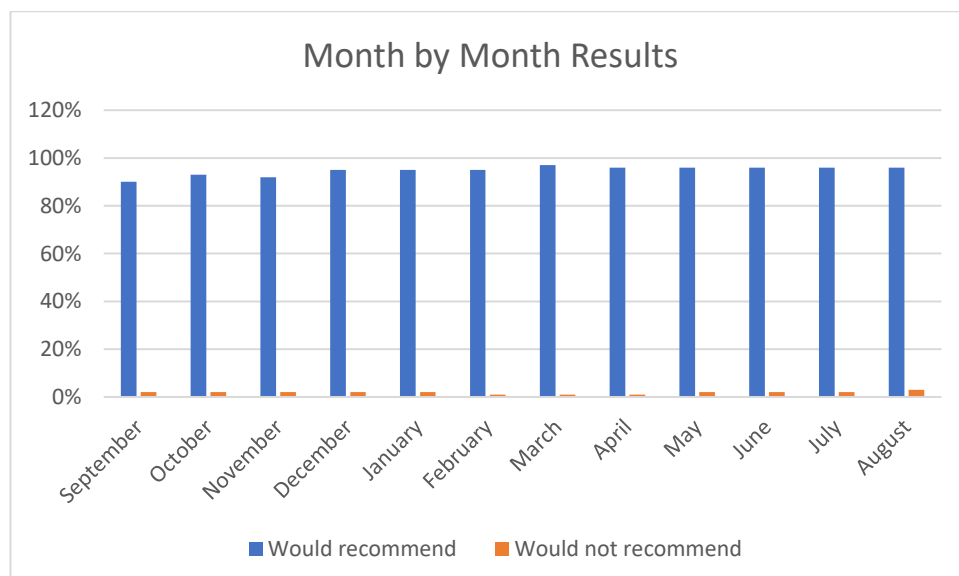
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
305	25	4	4	5	0
90%	7%	1%	1%	1%	0%

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



Would Recommend	Would not Recommend
327	9
96%	3%



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August 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

Very efficient service
I was listened to and things were explained
Dr Cowley is a very understanding GP.
Doctor help a lot
The doctor listened and was very understanding he knew straight away what the problem was, medication worked well.
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.
Unable to get attention when needed. 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!
I was seen by the nurse on time. She treated me well
Very professional and friendly
On time. Full explanation given by a friendly and professional nurse. Thank you
Excellent advice on vaccinations
I had a telephone consultation with Anna CP. Anna was lovely, explained everything to me discussed next steps. Will have a blood test on Wednesday to check Kidney function.
Very friendly and knowledgeable nurse, clear explanation and administration of vaccines.
Although I had a bit of a wait as I think they gotten me in, good service from a Dr who I had never seen before so she thoroughly looked at my notes to make sure she had my background correct
The pharmacist I spoke to was extremely helpful and explained everything I needed to know. A very professional person.
Appointment on time, nurse very thorough with explanation of the vaccines I was being offered for my travels in Vietnam and Cambodia. Explained through the various reasons why and offered an email of further reading. Excellent service
I was seen on time staff were very friendly and professional as always.
The doctor was lovely. The wait time was quite long but at least you know he?s being thorough.
Easy to book and seen on time
The doctor & Receptionists were very helpful
Prompt and friendly service
I was not kept waiting too long. The procedure was painless and left no bruising
I answered questions then the appointment ended, no explanation of what my symptoms meant, or treatments, medication, lifestyle changes etc and she was unable to discuss medication i was using (ibuprofen).

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Wait 20min in waiting room. Then wait 10min for my prescription only to be told the nurse had not sent it through.
They look after me very well
The Doctor was very attentive, understanding and helpful.
Always very thorough and helpful.
Dr told me exactly what they think is the problem
All seemed calm, well organised, staff were friendly and helpful.
Nurse was very pleasant as were reception staff. Good information given
Had injection and worked good thanks.
I was able to get a same day appointment
Efficient, prompt, curtious. Nurse is lovely.T hankyou.
As always excellent service at Willington...superb staff and on time. Thank you.
Professional, efficient. Dr listened to me and what I needed
It's a lovely surgery, Doctor was incredibly helpful and you have helpers! It's like a different world compared to other surgeries
Very professional and thoughtful interaction
Was easy to talk to. And really listened
The service was as usual exceptional thank you
Blood test ok but nurse not very communitive
Everyone very helpful and efficient and appointment was exactly on time so no waiting
Friendly, informative and helpful locum nurse.
Doctor Beth helpful
Nurse Wendy that I have met is excellent.
Phone call on time explained well didn't rush me and answered all my questions
Great Surgery, great Doctor, thank you
The surgery staff and doctors are always friendly helpful and reassuring. Thank you.
First class service from start to finish!
The physiotherapist was amazing. She gave me a lot of information. She was lovely. She diagnosed the problems with my knee and sent exercises to my phone to be done for a month. They haven't loaded on the link so I am coming back tomorrow.
Dr Maronge is the best doctor I've ever had. He's helped me on every occasion during an ongoing health struggle. Very thorough, understanding, helpful, and compassionate.
The doctor was punctual and gave a lot of her time to me. I hope she manages to refer me
Dr Dami listened and was very helpful
Very good service.
Excellent service and excellent staff
Staff at Willington Surgery are some of the best health care professionals I have met.

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The blood test was painless and quick. My appointment was on time. I live alone since my partner died in January- if this was my only contact with a person today (which it is likely to be) then there was no warmth or friendliness from the nurse.
Very efficient and quick.
Reception, doctors and nurses are ALWAYS helpful, kind and friendly. I'm always listened to, and always come away with all my questions answered. Reception are so helpful in finding an appointment to fit my day. They are amazing!!
Dr Farrow is fantastic. She listens and understands. She encouraged me to book all the appointments I need for my health last appointment and I've booked them all now.
Doctor Makava is always very nice and puts you at ease she has a very nice way and you never feel rushed thank you
Easy to sign in. No waiting. Friendly nurse
The GP who saw me was very reassuring and realised I was struggling a little which I appreciated.
I came in for a smear, the process was clearly explained to me, I was put at ease with her warmth and confidence. The nurse ensured I remained as comfortable as possible throughout and I know exactly what will happen next. Very grateful.
The receptionist was extremely helpful. Also, the nurse was efficient.
Nurse was friendly, informative and on time. I had to rearrange initial appointment and both were easy and convenient to organise and timely.
Nurse was very friendly explained everything thoroughly and asked if I had any questions which was nice to hear
Very informative and Friendly.
The registrar i saw had a lovely bedside manner, was thorough in her approach and put me at ease.
Dr Maronge was very professional, examined and explained well. Thank you!
I got the appointments I required and follow up appointments as well.
Very good talk to the doctor about things And she was on time
Always a friendly service
Well explained, gave full and detailed description of everything. very polite and well spoken. Prescription was ordered during call. Great job.
Prompt call. Efficient review of meds. Clear plan for the future.
Dr Maronge, as always, was welcoming, helpful and clear with his explanation.
The doctor I saw was new to me but what a lovely fella. Great advice delivered both professionally and compassionately.
Doctor gave an informed and clear explanation of the issue.
I felt diminished by what I was trying to speak to the doctor about - being told there's no cure to endometriosis I felt he was trying to say there's no point trying to get a diagnoses as I can't do anything about it
The nurse was excellent, she was very caring and took the time to explain everything in detail. My youngest daughter was very nervous about the jab, the nurse put her at ease and made the whole process a lot less traumatic.
Doctor listened and I had 2 problems which he delt with both issues

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Doctor was very good and put me at ease. She Explained everything I needed to know. Reception staff really nice.
All staff very helpful Thank you
Made to feel very comfortable in the appointment which made it easier to discuss issues
The physio Mariya is very good
Always helpful
Nurse tried to get in touch 3times with me to tell me something important. Very nice and helpful. Thank you
Took in a urine sample and was tested that day and appointment made for that evening very efficient and thorough doctor
Came for B12 Injection. Was in and out before my appointment time and had very friendly nurse. Many thanks
I felt that the call wasted both my time and the surgeries time, but also I felt that the experience was negative, basically we can o my help if you collapse and have anaphylactic shock, due to the burden on the NHS isn't really very reassuring.
My appointment was on time, no waiting. The nurse was very professional and friendly carrying out her task. Also I had occasion to ask reception staff for some information, which they were happy to do, and I came away, in very positive spirit. Thanks
Doctor was great.
Appointment was not on time.
Appointment at the time stated. Dr was thorough, helpful and knowledgeable.
The doctor answered all my questions and was very helpful
Came in for bloods this morning never felt a thing amazing ??
Excellent service from the Doctor who called me this morning
My physio was very clear in what she said and very helpful
Called on time and have great feedback on results
In and out
Doctor was very clear and helpful
Follow up appointment arranged quickly with same excellent doctor.
Was seen promptly treated fairly and courteously
Very professional
Nurse Joanne was fabulous
Quick, on time and efficient.
The lady dealt with me was very pleasant as she always is with me
Reassuring and on time
Efficient on time . Friendly and knew the plan of treatment frequency.
Joanne Gregory the Nurse was exceptional.I had to have travel vaccines and she was absolutely brilliant, explaining all the risks and recommended what I should have. An asset to your team and a massive support to my husband too. An absolute star?
Fright in straight out jab . Done and put my mind at rest with great information

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As always, excellent service and very nice staff.
As always treated with professional kindness
As always it's absolutely a pleasure to come to Willington Surgery, from the receptionists to the nurses and doctors you are all wonderful nothing is too much trouble. I feel very lucky to be able to come to your surgery. Thank you.
Everyone at Willington surgery is lovely helpful and always willing to listen
Spoke to someone who was clear, sensible and was going to pass on my comments. Hopefully she did.
Quick and efficient along with a good interpersonal skills
Clear and concise conversation by my lovely Doctor Mind at ease and pushing for further investigation is very much appreciated. Thank you
Very attentive made sure all my needs were met
Attended a routine appointment.
Excellent
Arrived a few minutes early for my appointment and was seen with only a 1 minute wait. Didn't feel a thing when blood sample was taken.
Professional and high quality service
prompt with my appointment. Very pleasant manner, listened to me as well as asking questions to get a better picture of the issues. Gave advice where needed. Willing to acknowledge he may not have all the answers but would help direct where needed
Clinician was great. However, no number or name on the door of room 8
The receptionist, understood my issue and arranged a same day appt. Dr Saunders examined my problem, identified it and prescribed a potential resolution. The pharmacy dispensed the meds in 30 mins. I cannot recommend the surgery more highly, superb
Usual excellent service
Dr and nurse was amazing thank you
Pain free B12 injection super quick and on time. Excellent service
On time and the nurse was very efficient
Would have been very good, but the usual problem of 8.00 stampede to get an appointment. Had to wait a week.
Very helpful consultation
Very efficient and lovely member of staff
Excellent advice
Always efficient
I was offered a same day appointment with no problems- there was no delay in answering my phone call and the receptionist was helpful and professional. I was seen by the doctor and everything was sorted - overall an excellent service
As always the staff were very helpful & smiling.
Service was good
Because it could have been better as they had problem getting blood
The stuff was very kind & no waiting time to see doctor.

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The receptionist, nurse and volunteer for the blood pressure machine, were all lovely and couldn't have been kinder or more helpful and professional. Thank you
Quick, efficient, cheerful
Dr was very thorough and made me feel at ease.
Excellent service, staff very efficient , friendly and knowledgeable. As new patients we have been made very welcome. The health centre has really good atmosphere . Thank you.
Quick blood sample taken. Pain free. Nurse was very pleasant. Also spoke to the receptionist about an appointment that UHDB said I had missed when I hadn't received the appointment notification. She added this to my notes.
The process was very convenient for me.
On time pleasant nurse who took my blood
Just a blood test quick and simple
Wendy is very knowledgeable, personable and put me at ease.
Lovely lady who I spoke too.
I've always received excellent care and service from this practice. The receptionist are very efficient and friendly. The GPs that I have encountered always listen and talk me through the issue that I have presented with. Thank you
As always, a friendly and professional service.
Routine appointment managed efficiently.
Discussed upcoming RSV jab with nurse, due to my having a chesty cough/cold it was decided it would be prudent to delay jab for a couple of weeks to avoid any complications
On time, efficient and receptionist and nurse were both professional and welcoming. Usual high standards I have experienced in all my dealings with Willington Surgery.
Super efficient happy staff
I felt at ease during my visit.
Quick and not long to wait
Very efficient appointment was on time staff always helpful.
A welcoming and very efficient service from all. Dr Morange was knowledgeable, thoughtful and thorough.
Excellent as usual
Self check-in easy to use. Nurse was kind and caring. When I was waiting, the receptionist noticed a patient sat in the waiting area for some time, so went over and asked if she'd checked in, and she hadn't. The receptionist the checked in for her.
Felt the doctor understood my problem and gave me options to move forward with.
Dr was lovely great service
Received phone appointment. All sorted quickly. Dr very helpful and efficient
Appointment on time. Staff professional, Blood taken on my way.
Had dressing change by nurse. Very well done and given good advice.

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Seen promptly, everything had been prepared. Professional and friendly. The surgery was clean and tidy, as always.
I arrived early for my appt and was seen early. The blood test was without pain and quick. I was home before my actual appointment time! Great service
Friendly and efficient receptionist and nurse
The appointment I had was dealt with efficiently and any problems I had were resolved in a great way. A great service. Thankyou.
Efficient and professional
Efficient and thorough as usual. Well done
Prompt and helpful service
Very caring and listens
Dr Saunders is always very compassionate and appears to care and does not just rush you off the call. Receptionist was very kind and patient.
Staff, nurses and doctors are always polite, communication by txt is excellent and I've always have good treatment. The whole place is well run and phone calls are dealt with quickly most of the time.
Very efficient service
Didn't have to wait long for a appointment, called in quickly and great gp
Huh?
Excellent professional friendly care was given to me while having my Shingles jab.
Friendly, helpful and very efficient
My appointment was carried out at the allotted time and Dr. Saunders explained everything perfectly . Thank you
Seen on time and treated with respect.
Nice pleasant staff, Treatment went well.
I was running 10 minutes late and I thought my appointment would be cancelled but they managed to fit me in. I was still seen and the nurse even combined two appointments into one so I didn't need to come back later.
Efficient and friendly
Managed to get an appointment fairly quickly. Dr was approachable and took notice of my symptoms.
Everything went smoothly and all the staff I spoke with were very pleasant
I got an appointment very quick. And the doctor was very thorough
Excellent service on time. Nurse Joanne always very pleasant and helpful
All went very smoothly
Dr Morange was very thorough and listened to me, he was genuinely understanding and gave appropriate advice. Very nice Dr I like to see him as I feel I have continuity of care for a reoccurring problem.
Very helpful given good advice
Reception staff, doctor and phlebotomist were all welcoming and efficient.

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Very quick.
Doctor was very understanding and patient?
Because I can now hear again, thank you.
Dr was very clear about my problem.
Great service .. lovely calm nurse who took my blood .. thank you
Not very up to date with my condition didn't feel confident in this dr
First visit since moving to Willington a couple of months ago. Everybody very attentive and can't do enough for you. Thank-you for the positive experience
The nurse was reassuring and kind, helping me with questions I had. Thank you.
Excellent understanding and knowledge
Nice surgery, on time, friendly staff
Appointment was late but once seen Dr was really helpful and attentive
Mariya gave very helpful information and explanation following the results finally of my knee x-ray with exercises and advice as to the way forward to manage arthritis
I felt listened to and Dr helped as much as they could.
The doctor was lovely and very efficient and friendly and really put me at ease
My chosen Gp is Dr Saunders, always professional, polite and understanding receptionist was very polite also
Dr Saunders is very efficient, kind and patient, knowledgeable and gets things sorted
All the staff at the surgery are very helpful.
On time, very pleasant and efficient nurse and an easy blood test.
Dr Saunders was very patient and made time for me to voice all my concerns
Dr Saunders was amazing, a real credit to your surgery!
I always receive the very best of care at Willington Surgery. They listen and hear what I call about. Thank you for your help, support and care.
Stress free and explained <u>properly</u> . my results
The pharmacist I spoke to for my review was efficient, considerate and very helpful
Receptionist polite. Appt on time and dealt with professionally and curtiously No problems experienced.
Excellent doctor solved my problem
In on time. Doctor very helpful and put my mind at ease
Everyone is so nice and polite even though they are short staffed. Plus the Doctor was really good.
Dr Wright was on time, thorough and very kind. She told me what to look out for and what to do if I deteriorate. Very pleased with the service. 5*
Lovely helpful team from reception appointment assistance and the doctor They were all very supportive
The nurse helped put me at ease, prior to taking the sample, kept me engaged in such a way that I hardly noticed the needle being inserted. The sample was taken, quickly, efficiently and Painlessly!! Thank you Claire.

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Call was fine but 1 hour before scheduled. Normally I would have been on the train then and unable to answer
Because they where very good to me has all was
Receptionist recognised I needed to be seen quickly and had an appointment that day with Dr Wright who was very helpful .
Good response
The Dr she saw was excellent with her and put her at ease
The pharmacist that I saw, was not as familiar with my medical history as my doctor
I arrived early. Service was very good. How to use the machine for taking blood pressure,height and weight was explained really well. The young lady who took my blood made me feel at ease.
Nurse very knowledgeable with excellent communication skills.
The receptionist was good and the nurse did her job well too
Very friendly and expert phlebotomist today. Thanks for such excellent care.
As iv not used surgery before reception very helpful and nurse very helpful
Appt on time, quick service
I didn't really feel listened to, nor did I feel the suggested treatment appropriate given the information given.
Thorough, sensitive assessment, covering all the ground.
Lovely polite phlebotomist, very professional
The whole experience was very good from start to finish
Efficient and pleasant reception when requesting an appointment. Understood my concern and managed to get me an appointment within same week. Doctor very personable and took time to explain. Reassured me. 10/10 all round ?
Prompt appointment and very helpful GP
The Dr dealt with the problem immediately and got me fast tracked into the hospital. Thank you.
Pleasant atmosphere and all very good
Very prompt professional and caring service.
The doctor was friendly, polite and explained everything to me, and told me the next steps
Service was quick and and very thoroughly
Usual brilliant and efficient service
Staff were helpful, cheerful and well presented However I was booked in for a blood test incorrectly . I had to be off work to attend and I will need to do this again in 5 weeks when the blood test is due
I tried twice but failed to log in on self checking computer
Very efficient process of checking in and very friendly staff. I was in / out of the practice within 10 minutes
Quick and pleasant staff and doctor

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Call was early, but clear reason given. Questions short and to the point. Easy to understand. Time given for answers and further questions based on answers, indicating good listening skills. Time given for me to ask any questions.
Very good
Caring considerate efficient and friendly
Appointment was 15-20 minutes late but other than that was extremely helpful and thorough, very friendly staff member, and she did apologise for the lateness too. Very happy with the service, thank you.
As always I visited the surgery today and saw a doctor quite quickly. He was very professional, kind and helpful and gave good advice for problem
I called in the morning, got an appointment the same afternoon. As it was an intimate examination, the doctor rightly got a chaperone. My medication was immediately dispensed.
The doctor explained everything. Just waiting for a blood test
Always pleasant
Efficient
Turned up for a PSA blood test and told I couldn't have the test as I hadn't seen a GP. Was never told I needed to see a GP
Very prompt, polite and treated empathetically
Gp rang me back even though i missed the call. GP aware of my previous issues and fully explained the strategy moving forward. Also explained the rationale of drug usage.
Felt brushed off & left to suffer again
The physio was wonderful receptionist didn't add value or ease my concerns told me I was wrong for wanting to see a doctor and it now turns out I need to see a GP just made me feel rubbish and an inconvenience
Appointment on time
Pharmacist listened to my explanation of history with medication and agreed so he advised me to do another set of bp readings in one month
My Doctor was full of compassion. She listened to my concerns and made me feel listened to. She was very professional and made positive recommendations.
The doctor listened to me and made me feel comfortable.
Appointment a few minutes early. Blood test was quick and painless.
Dr was very attentive and arranged the necessary appointment
Had my results through quickly & was contacted by your surgery quickly. Saw Dr Jackson. Asked questions & he answered them. Thank you
Very kind doctor who was reassuring. I liked her because i am nervous when i go to the doctors.
Both the Doctor and Nurse were very professional and thorough with what they did.
The doctor was patient and talk through advice. Thank you.
Lovely nurse who made me feel at ease
Never have any problems making an appointment Dr morange is brilliant
Spot on time. Friendly comforting care.
Professional attention very keen to improve my situation

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I was given a same day appointment and dr farrow was very helpful as always
I felt listened to and everything was explained to me in an understandable way.
Friendly staff
Dr Makava checked my pulse, blood pressure and lungs. She listened to me, and treated me with respect and quiet efficiency. All the NHS doctors have been a pleasure to see as a patient.
Very prompt visit and helpful staff
On time, doctor listened, couldn't give diagnoses but did explain things and is doing a follow up too. Spoken to child as well as parent
Everything was explained well, and my questions all answered ??
Once you've got an appointment the staff are friendly, helpful and prepared to discuss issues openly. The surgery is accessible and always clean and tidy.
Friendly and helpful. Thank you ?
The physiotherapist gave me a good examination and good advice to work with my problem
Appointment on time, doctor was nice
Very quick to be seen
The doctors surgery have always been helpful and caring and have looked after me well
Very efficient. Gave detailed information and support
Wendy is always excellent very friendly and professional
Seen on time, everyone very pleasant
I was seen on time, a diagnosis was promptly given and a referral
Dr Wright is always thorough. Staff nice a friendly.
I rang fairly late in the morning for an appointment. My call was answered promptly and was dealt with very professionally with an appointment for that morning. At the surgery, the consultation was first class and I went away assured.
The doctor was very, patient and listened to me
Dr Jackson was immensely compassionate and understanding
It is one of the best surgeries in the district. Everyone at the surgery is caring and professional. I am glad I am with them!
Excellent service from the surgery team and staff
I was seen (almost on time) by Julie who was very pleasant and professional.