

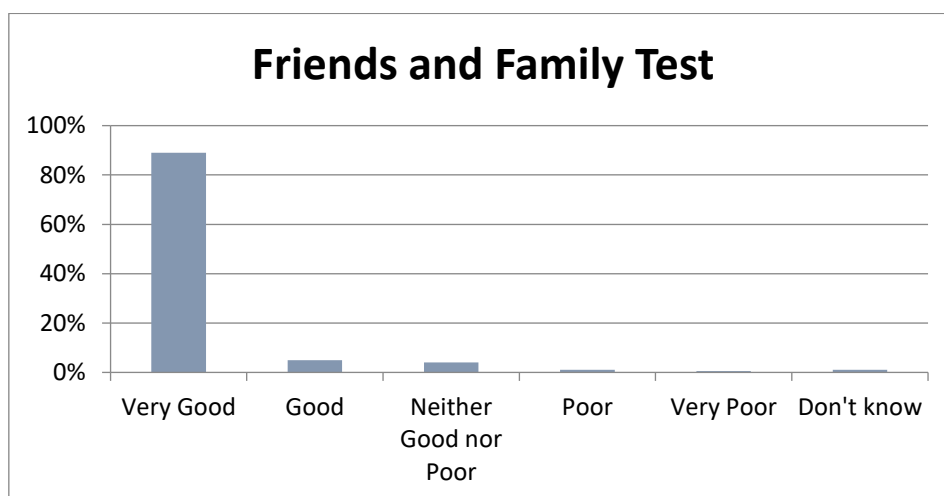
## Friends and Family Test October 2025 Summary

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

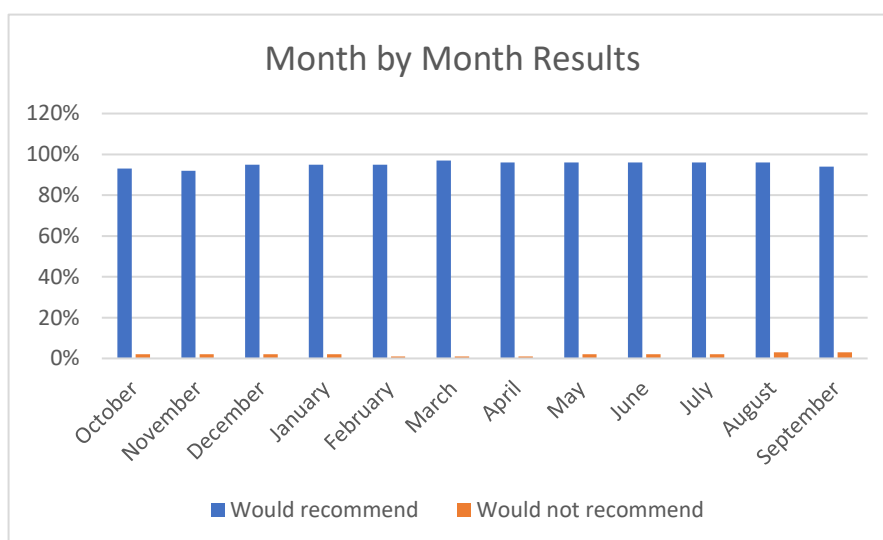
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
271	14	11	4	1	2
89%	5%	4%	1%	0.5%	0.5%

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



Would Recommend	Would not Recommend
285	5
94%	2%



## Friends and Family Test October 2025 Summary

**October 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**

Friendly staff??
Time of appointment was on time.
Dealt with promptly & blood taken professionally and very little discomfort
Took time to listen
My GP Dr Wright is an excellent listener, empathic and very caring
Swiftly given an appointment , the doctor saw me on time
Quick, cheerful lovely efficient lady
On time and very pleasant lady nurse
Efficient nurse. Pleasant and friendly as usual
Easy phone appointment that covered everything quickly & clearly.
The GP I saw was fantastic, really put me at ease and didn't make me feel I was wasting her time
Taken early, perfect execution from charming practice nurse.
Easy to book extra vax for husband - no.waiting!
Fast appointment and advice from doctor.
Friendly quick service very good thank you
Easy to park up. Staff were very friendly on arrival. Appt was in time and nurse took time to encourage me to relax .
The staff way very professional and caring
Told what the vaccine was going to do and what else I could have in vaccines.
Prompt efficient service, so glad I transferred to your surgery
We arrived a bit early, were seen on time and the service was quick, friendly and efficient.
Didn't wait, went in on time,
Lovely friendly nurse.
Very knowledgeable. Very pleasant.
Efficient and friendly service
Appointment was nearly on time, excellent members of staff on both reception and in the construltation
On time and friendly as always.
Nurse Gregory was very kind and patient and explained everything thoroughly
Felt listened to and taken seriously, came away with a clear plan of action.
Attended to promptly. Nurse very friendly
The appointment was in time. And it didn?t take long the blood test
I was listened to and understood with minimal wait time
My appointment was on time, nurse very professional and friendly.
As usual very friendly, kind staff who can remain very professional and still offer a lovely level of care. I was also seem on time, which again is usual within the practice.
Doctor was great. Pharmacy did a quick job.
Lovely experience seeing Joanne for my asthma review. Very pleasant, informative and professional.
Brilliant surgery
Managed to book a reasonably quick appointment, was seen at the surgery on time, and Dr. Raj was friendly, professional, and gave good advice about treatment.

## Friends and Family Test October 2025 Summary

The lady who rang this morning was friendly, informative and helpful
Pt was so so nervous but the nurse was brilliant with her & made her first experience of a blood test a good one.
Very friendly
Pleased that had a face to face appointment, on time also. Good advice from Dr.
2nd shingles jab. On time The person who Administered it took time to check details, put me at my ease and administer the jab with care. 1st class Thank you
Nurse Gregory was fabulous. Lovely and Chatty, explained everything in detail and all round brilliant Service.
Booking appointment was very easy with friendly receptionist. First appointment with a GP at this surgery & I found her very helpful & thorough
Very. Hopefull
Because the Dr. listened to me and prescribed the right medication for me and I now feel much better
Prompt efficient service as always
Efficient service, helpful and informative staff.
Practice nurse Kim knowledgeable and informative 2nd telephone conversation since changing medication Felt listened too thank you
Very good ?
The nurse is lovely and was really helpful and informative
Appointment was on time. Clinician listened to my problem and gave me excellent advice and guidance plus sent me for an x-ray.
Nice lady polite and helpful
Came for my shingles jab. Everything explained clearly and all with good humour.
As always, Dr Maronge was welcoming and informative.
Professional and accommodating.
Because the service was very good and responsive
Appointment on time very efficient no complications .Car parking has it's problems
Procedure was carried out competently in a very friendly manner
The Nurse was lovely
The nurse room 10 was very thorough and friendly
As always excellent support and help!
Saw Prescription dr very good explained everything to me very pleased
Was seen exactly on time . Always very efficient
Doctors have been very responsive in trying to help diagnose my issue.
I phoned in the morning for an emergency appointment and none were available. When I explained my problem to the receptionist she created an appointment same day to see the GP. Dr Heidi was absolutely brilliant. She listened and gave me confidence
Nurse was very kind and helpful.
Both nurses were very friendly and professional. They explained that one was updating her training in using the ECG and made it a friendly and stress free experience. Excellent service.
Helpful and professional staff
Caring professional team

## Friends and Family Test October 2025 Summary

Dr Soliman was amazing today, very reassuring, took her time to explain everything to me, I didn't feel rushed, I felt heard. She has a a wonderful calming personality which made me feel at ease. Thank you.
Because I was more than happy with the service I received
Professional and understanding doctor. Advised and arranged ongoing treatment.
Listened and gave me good advice
Didn't have long to wait for the appointment- about a week.
Very pleasant and helpful staff.
Very helpful
Went in early and fast efficient and kind
Patient had a previous blood test go very badly at the hospital his arm was very bruised. Today was so much better and was not anxious. Thankyou
Prompt
I was seen earlier than my appointment and the staff were really lovely. Thank you.
Very pleased with my appointment. Always caring and giving good advice. Thankyou.
As usual excellent from the medical staff to the lovely receptionists!
I didn't have to wait long and the nurse who took my blood test was friendly and professional
Joanne is very kind and considerate and gives sound advice and information. I am now going to have the Pneumonia vaccination after she convinced me of its importance and value to protect myself
Very smooth visit. In and out in time. Very competent and professional nurse. Bloods taken in one try.
My blood test was carried out on time with no issues. Small problem with car park.
My appointment was 10 15 am but because my daughters appointment was 8 45 am the nurse said she would fit me in to save me a second trip. For this I was extremely grateful.
I saw Nurse Kim about going onto insulin and she explained everything to me. I will be seeing her next Monday when I get my pen to enable me to use the insulin
I was listened to, appointment not delayed. A good morning from the volunteer. Clean and tidy waiting area
Friendly staff and clear explanation
Excellent advice.
Expertly, caring and helpful. Totally put me at my ease.
Gp had good listening and diagnostic skills, easy to book appointment online, didn't wait long to see GP
Very helpful and straight forward. I would add that the appointment came through as face to face (as previously) but the appointment was a call.
Lovely nurse
Everyone works so efficiently at this practice and Dr Maronge is an exceptional doctor
Willington is the most efficiently run surgery, extremely helpful, try there very best to get the help you need.
Receptionist was fantastic & very helpful, the appointment was simple & quick, A+++ thank you :-)
Surgery clean, receptionist helpful and friendly. Clinician professional and competent thank you
The doctor was very helpful and explained everything really well
On time , caring staff,
Staff always friendly, polite and helpful. Appointments always on time and available.

## Friends and Family Test October 2025 Summary

Very thorough
The doctor was prepared to listen and advise me on further medication
Staffs are very friendly.
The receptionist was extremely helpful in assisting me with the blood pressure machine and with making a further appointment.
The nurse was punctual, friendly, reassuring and professional.
Even though I was initially told by the receptionist that I probably would get an appointment due to being on my last day of antibiotics, when eventually seen by the doctor, she was very thorough and caring.
The pharmacist was kind, sympathetic & helpful.
Lovely, approachable doctor. Listened well and gave good guidance
Helpful information provided
My response is based on the rapid treatment that was given to me. Thanks
Felt comfortable talking to the doctor, she was very helpful and made me feel at ease
Phlebotomists very patient when taking blood
Very helpful at reception and phlebotomist was lovely.
On time appointment and very professional
I was seen on time by a delightful lady who removed the stitches, couldn't have been better! Thank you.
Because of the polite, friendly and efficient service I have come to expect at this surgery.
On time, quick procedure.
Very easy and, efficient, great staff, very friendly
Called a few minutes before actual appointment time
It was a very friendly informative call
Very quickly to my appointment
Staff very friendly
After two years of trying to she lve a nail fungus in finally got help.Thank you
Dr Sanders was very helpful & listened to my concerns
Dr Saunders really listened to me, show empathy and understanding. She shared information about some options for my treatment and talked me through my next steps
As always a great service, fast and efficient.
Easy and fast to check in, quick and efficient appointment.
Appointment on time. Staff always helpful
Phone call on time The pharmacist was very pleasant and answered my question in detail.
The lady phlebotomy was very kind, considerate and professional. She carried out my blood test superbly and without any discomfort to me. I would welcome any test with her in the future.
A very useful discussion with Kim as always
Dr iain as been great with me 10/10 also he needs a pay rise
Kind helpful staff
Appointment was on time and Staff very friendly as always.
The doctor was very helpful and understanding
Happy to help
Appointment on time, treated with a caring, friendly and knowledgable manner.
Booked an appointment very quickly. It was our first time of the surgery. It was very efficient welcoming and clean. The doctor listened really well on his very helpful.
Compassionate and empathetic consultation that gave me time to discuss and address my concerns and make a plan of treatment with shared decision making

## Friends and Family Test October 2025 Summary

Having just moved into the area and registering with Willington Surgery I was really impressed with how everyone made me feel that nothing was too much trouble. They are so organised and on the ball with everything.
Dr Saunders is very helpful and understanding.
The nurse rang me at the arranged time, very professional, discussed diabetic sugar levels and arranged blood test and next call all at the same time.
However, when I rang for an appointment 2 weeks ago and told to go to walk in centre, very upset
The service I received (blood test) was prompt, smooth and well executed.
Thank you.
Listened and responded in an understanding, plain speaking way. Explained next steps.
On time excellent communication with doctor and nurse brilliant service sorted everything out
I felt listened to and felt happy that she was willing to put things in place for me.
The information about the jab was clear and helpful.
Every one cheerful, pleasant and helpful.
Little waiting. Doctor explained well
Very kind, friendly staff ( both at reception and GP). Made me feel listened to about my concerns in a non-judgemental way.
Quick to get an appointment.
Staff were friendly and once checked in only 2 minute wait to see the doctor.
Due to the Gp's knowledge and experience my son was able to speak to her.
Excellent service I had a health check and the staff were excellent can't fault there professionalism.
The doctor was very understanding
Seen quickly, listened to, examined appropriately, action taken as needed and everything explained clearly, follow up arranged, reception and pharmacy quick and helpful too
Very short waiting time. Spacious room (!) friendly doctor.
No wait time, friendly and professional staff
Always efficient and on time. Jo is a fabulous, professional nurse
I was able to get an appointment within a week. Dr Farrow was professional, attentive and thorough. Thanks.
On time. Efficient. Friendly.
Helpful reception staff and kind volunteer on the BP machine
All staff members were so kind and helpful.
The receptionist was very polite, helpful and friendly and Dr Wright was so kind to me. She really took the time to listen to my concerns and gave good advice. She was extremely friendly and reassuring.
Lovely, helpful nurse
Very good explanation & fast job.
Joanne was helpful and kind.
Lovely nurse Wendy. Very pleasant
Really good chat with the doctor on the way forward with my symptoms which has put my mind at rest. Thank you.
Doctor I saw was friendly and arranged what she thought was required at that time
From start to finish the whole experience was efficient, knowledgeable and respectful. Thank you.
My appointment was dealt with in a friendly, polite and professional manner. All was explained in simple terms and the practice is a welcoming place
Didn't have to wait too long for the appointment and Dr Jackson is very understanding and listens.
Seen quickly

## Friends and Family Test October 2025 Summary

Seen on time. Bloods had to be taken from back of my hand. Due to chemo no veins accessible in my arm. Nurse was so kind.
Julie is the best! Brilliant on the phone, don't lose her!!
The telephone appointment covered everything that a physical appointment could do, leaving a physical one for someone who needs this.
Very thorough explanations and advice on how to improve
Someone who actually listened to me and was very supportive. Although my condition is very rare, the person I saw took time to look everything up and answered my questions giving me more confidence in the situation
Very professional and efficient. The nurse was very polite and friendly.
The staff are helpful and pleasant. The service is very good. Efficient and supportive. Thank you
The nurse Wendy was extremely polite and professional it was a pleasure to meet her thank you
On time quick in and out sorted issued and nice
Seen on time, everyone was helpful
Dr Morange was very helpful and obviously concerned. I did not feel fobbed off.
The service at the reception was good. And the nurse was very helpful and I was 10mins before my time!!
Dr Saunders is such a brilliant doctor. She is very knowledgeable about peri menopause and has been so easy to talk to and to share sensitive information with. I couldn't ask for anyone better.
Didn't have to wait was seen before appointment time and out within 2 mins.
Friendly, polite & very professional
Seen same day and a plan is in place to hopefully address the allergic reaction
Responsive , timely and informative
very clear, quick and concisely.
Friendly, polite & very professional
Got in to see doctor quickly.doctor was nice and I was referred to hospital.
The nurse was very friendly and helpful. I was seen very close to my appointment time. All very easy and straightforward.
Very professional and knowledgeable. Thank you.
Very good service and very nice person helping me at the reception
Had the flu vaccination, in and out in a couple of minutes
Friendly & efficient, thank you.
Appointment on time, great service
Quick service that ran to time. Friendly assistant who administered the blood test well, without unnecessary bruising
Very helpful
As usual very good timely appointment, pleasant caring staff
Seen on time. Nurse friendly and efficient. Good experience.
Very good service, friendly nurse. Very happy
Telephone on time very pleasant lady on the call gave me all the details.
Appointment on time. Blood test completed easily
Doctor helped try to solve my problem.
Lovely new nurse Helen to do my blood test

## Friends and Family Test October 2025 Summary

Easy to check in. Didn't have to wait long. Lovely nurse who took my bloody. Clean, welcoming environment.
Dr Jackson has been amazing since first seeing him for a lump in my neck. Very caring and efficient. A great doctor.
Because it was very good
I was seen on time by a very professional and friendly member of staff and cannot find anything to be unhappy about.
Seen quickly and efficiently
Friendly staff, well organized
She was friendly. Took weight and blood pressure. I felt confident to go in by myself.
Anna was thorough in her questioning and clear in her explanations. Options were given with time frames to work within.
Listen to what I had to say
The doctor was very thorough and listened to me
Gentlemen at the measurement machine was very kind and helpful
Nurse is always friendly
My doctor was friendly, thorough and extremely supportive.
Kind, efficient attention from the doctor. Reassuring and proactive
Excellent receptionist, very friendly and extremely helpful. Cannot fault the service plus GP was absolutely lovely. Thank you for everything
Doctor was very helpful
Reception staff are very polite and helpful, surgery is clean and tidy
Timely and good consultation
Receptionist was very understanding and sorted my appointment ,Dr was very nice clearly explained my choices
Seen same day asked for appointment and dealt with efficiently.
Efficient and Doctor was kind empathetic and understanding. Not to mention knowledgeable.
Speed took 5 mins. Excellent friendly staff
Appointment was on time. Lady nurse is extremely knowledgeable and very very helpful. Awesome
I had bloods taken . The practitioner was lovely.
Exceptional Patient care . Strong communication skills and even stronger empathy.
Prompt competent and polite
Competent physician
The nurse I had was very nice and understandable
Doctor was helpful over telephone consultation and covered several problems and reassured me about one issue I have. He said he'd make a note in my record to say I need a face to face appt next and tests as a result of his call 29.10.25.
No decisive resolution reached
Got an appointment same day, very efficient
Service from the staff was great thanks but that self check in wasn't working again!
There was a massive queue and so I had to apologise but nudged in to ask the receptionist to acknowledge I was there as on time but wouldn't been otherwise.
Very reassuring chat with Dr Jackson hopeful of a speedy recovery
Health carer very good but self check in did not work so had queue at reception which made me late for appointment. Needs to be two separate queues at reception.
The screen showed I was to go to room 11.
I knocked & entered only to be shouted at ?You can't come in here, I have someone in?
I returned to reception & was then called to room 14.



## Friends and Family Test October 2025 Summary

Not well organised & very unprofessional . Nurse Room 14 apologised.
There was a little confusion over my blood test appointment but generally the service from the surgery is very good . The Reception staff are courteous and helpful and the care and advice from the professional team is appreciated. Thank you .
We asked for one appointment to cover the blood tests and flu jabs at the same time This was not possible so we had to cancel the flu jabs
Unable to get blood from me. Can you confirm new date and time please.
Staff seemed disinterested
Difficulty in using new specimen bottle.
Practice management and reception were good but consult with GP felt rushed and, because notes from another NHS trust weren't available, a part of my history that felt very relevant was disregarded. I feel I've just been turfed to Physio.
Dr did not even look at my daughter and seemed inconvenienced we were there
The Doctor was lovely, I did have to wait over a week for an appointment. The Doctors Surgery clearly can't cope with the amount of people it has to serve, so why continue to build more houses?! The countries gone mad!
There was some confusion over my times for two scheduled appointments and they kept being altered.
Caller was quite short with me and let out a huge sigh at one point as if she did not want to speak to me
Twenty mins after appointment time when I was called
Got the usual: you're too young (at 32) to be ill, no way you can have chest pains, refusal of an ECG, and my false medical records read out to me. The GP seemed a nice new chap & I'm not having a go at him.
No support given?.not their fault just huge waiting lists
I was asked to book an appointment with a physiotherapist. I was told the next appointment was in 3 weeks. When I queried this I was told I could go private if I wanted a quicker appointment.
I had an 3pm appointment for my daughter's pre school jabs. At time of booking I said to the receptionist I would need to do the school run and she assured me I would be in on time. Wasn't called in until 14:13 so had to leave before having the jabs
I actually wanted to make a complaint regarding my appointment today. I've never known such a lack of compassion and empathy. It was a complete one way conversation on my part. With absolutely zero answers or feedback from the doctor?.
Couldn't hear each other on the phone. Had to rebook
I didn't get a call.
Doctor very knowledgeable and friendly
The telephone appointment was on time and carried out professionally
Nice quick appointment
Very professional....
Appointment system worked well and I was seen on time. The nurse was very pleasant and efficient
Everything was fine
My appointment was 9am but I didn't go in until 9.30am This is very unusual and I would never hear a bad word about this first-class surgery. I'm sure there was a very good reason.
As usual, all perfect

## Friends and Family Test October 2025 Summary

Not long after booking the appointment was told it had been cancelled due to staff issue. Shouldn't have offered that same day appointment if not available!
Over all service just had a mix up regarding my appointment
The nurse that I saw gave me the answers I needed to hear. And helped me.
Receptionists very pleasant and helpful. Also practitioner. Good service.
All staffs were helpful
Staff are helpful and friendly. Doctor is very helpful and friendly. Makes a doctor's visit a pleasant experience, thank you.
Recommended to see GP after water sample and saw one later that day
Following a chest x ray last Friday I was contacted by the surgery and offered an appointment later the same day.
Seen promptly...consultation inclusive. Receptionist helpful with later query.
It satisfied my requirements; Dr Farrow was very kind and understanding.
on time Look after me and follow up
Timely appointment. Kind practitioner who made my daughter feel comfortable and informed. Turned around the prescription quickly when we needed it.
On time
Please contact me to discuss.
The receptionist was very helpful and polite and sorted my query straight away The Dr was also very nice and helpful also solved my request!
Nurse was very good although not all information was passed on when I originally made the appointment
Great people and on time
Check in easy, clear information display. Urine sample bottle bag available. Toilet clean. Seating area information on screen interesting re stats about men not seeking health care help, what to do if worried. Short wait, efficient phlebotomy.
Late going in.
Friendly and professional practitioner clean surgery prompt and efficient thank you
Friendly staff
Because Dr Meringue as usual was a Diamond, He listens
The service was efficient and professional
I didn't have to wait long for my appointment. Dr Maronge dealt with my issue & I felt listened to & not rushed.
I was very happy with the Doctor and the nurse many thanks
Excellent in all ways
Because I was dealt with on time. The nurse was efficient, it left me feeling that everything was good.
Got an appointment on the day. Dr was very understanding and arranged blood tests.
Very thorough consultation with the Pharmacist. Thank you.
Lady that saw me was lovely.
Very kind and understood my concerns
Had ecg , ok .Nurse could not contact a doctor, asked us to wait in reception area so she could contact doctor, unfortunately she couldn't, said might as well go home and they would get in touch. Still waiting.
Receptionist when booking was great, Dr at apt listened
Dr Farrow is always caring and helpful
Easy to make an appointment. Dr was thorough.

## Friends and Family Test October 2025 Summary

As per usual my visit very and efficient and friendly thank you.
Prompt appointment and friendly face!
Because I had all my worries sorted and my problem hopefully will be solved and the Doctor was very kind to explain everything
Anna was amazing. She was really informative, measured and listened to everything I had to say and gave some really strong good advice and I finished the call feeling very satisfied and informed. She also has a lovely communication style.
Was there for an agreed appointment with Maulik which sorted my meds. Feeling very poorly was able to see Dr before leaving the surgery. Managed the immediate issue and also was able to calm my concerns about long term issues. Thank you so much.
Prompt arrangement of appointment and thoroughly dealt with concerns
Everyone was polite and efficient, the waiting area is a pleasant area.
I was in and out with no fuss on time
Appointment on time. Nurse took my blood very efficiently with no pain
The appointment went very well. The Chemist/Doctor was very pleasant and knowledgeable. He explained the treatment wasn't urgent. I decided to wait for later diagnosis in 6 months. I rate the Doctors Chemists and Staff as excellent at Willington
Seen on time, the nurse that took my blood was very friendly.
The pharmacist was very pleasant and helpful.
Excellent service from a Doctor I trust.
Everyone was friendly
Staff and Dr all very efficient and kind.
I saw the phlebotomist, Claire for the first time. My appointment was on time and Claire was absolutely lovely.
Quick appointment, no waiting. Friendly
Friendly nurse.
The call came about an hour earlier than expected. But Sanam was very attentive and professional in her approach and informative when it got to the detail of the appointment. Thank you Sanam.
Pharmacist was very welcoming and talked me through previous results. I was happy with outcome
Because Dr Morange is an excellent Doctor
The actual appointment was fine. But confusion about making the appointment with two phone calls and different requirements and I now need another appointment in 2 weeks because of that. Also a LOT of text/NHS App messages.
Wendy was excellent and explained everything
Waiting time was minimal. Friendly and reassuring welcome. Pharmacist listened carefully, referred to notes, communicated well, explained things simply yet fully. I left understanding what will happen and when, and fully confident in treatment.
Very informative and helpful consultation regarding travel vaccinations.
3.40pm appointment. Was seen at 4.05pm. Computer issues, also temperamental equipment on my ECG scan.
Professional but friendly attitude of the asthma nurse
The Doctor was very thorough with me and I was very pleased with the service thank you
Informative
The doctors was informative and helpful with a pleasant manner
Friendly and helpful check in. Seen right on time.
Dr Maronge is very attentive and understanding

## Friends and Family Test October 2025 Summary

On time and efficient
Stitch was already out?
Did not have to wait long
Friendly, didn't have to wait long at all
No waiting, straight in for my appointment
Lovely chat with the nurse
On time, great nurse lot of information
Prompt, friendly service
From the lady who helped me with the health measurement machine to the wonderful nurse Wendy who took my blood, so painlessly the service again was superb. Thank you all.
Chemist was very helpful and had some good suggestions.
The injection was explained to me. The nurse was very professional and friendly.
On time, quick and ( Relitively) painless. Full discussion on what, how etc.
High standard of care.
Could not ask for more
Friendly people, quick service
Very nice lady, easy to talk to
Staff are always very helpful and friendly
The dr was very helpful and understanding
Chloe was a fantastic midwife, very assertive and helpful with my needs. Best one I've had.
Dr Laura Saunders is just such a brilliant lovely doctor
So caring, thoughtful and never rushes you and listens Thank you so much
Seamless
Seen by GP on time. Listened to my problem and gave advice.
Good comprehensive conversation with pharmacist who explained things to me very concisely. Very polite and approachable. We concluded I would have a further blood test in 6 months.
Appointment on time. Blood tests taken in a competent and confident manner.
Excellent and efficient service
On time, professional and friendly feedback on test results. Overall excellent service.
I wasn't kept waiting and Dr Crowley was helpful and delightful.
Was a few mins late for my bloods appointment. Receptionist was helpful and nurse was fabulous agreeing to see me. Nurse also very skilled.
All the staff doctors nurses.. have always been very helpful to me. I can't thank them enough.
Efficient, prompt and helpful service and advice. Exemplary.
Easy to self check in. Appointment on time.
Didn't have to wait long before seeing the nurse. Nurse was friendly and confident in her role.
Excellent Nurse ???
The person who I spoke to was very thorough and informative.
I contacted the surgery at 10 o'clock and got an appointment at 3 o'clock, back home for 3.30 with antibiotics, brilliant service
Reception very slow and seemed confused by computer appointments system.
Flabotomy nurse excellent.
Very easy check in using terminal.
Appointment was on time.
Doctor was professional and friendly, explaining the reason for the treatment.
Dr maronge very helpful and answered all my questions
Doctor Solomon gave a very thorough examination. Very nice lady.

## Friends and Family Test October 2025 Summary

Bang on time. Friendly and very efficient phlebotomist. In and out in minutes!
The doctor I saw had a very pleasing attitude listened to you and understood your problems
Excellent
No problems
I've got problems but when I spoke to the people from the pharmacy they was kind funny and put my mind at ease? I'm sorry to be rude but I'm talking about the person who I spoke to at my doctors appointment? I can't remember her name ?????thanks
More than happy with the experience!
I made a mistake in booking my B12 injection. The surgery sorted it out without a problem and resolved things. Extremely efficient service.
Always helpful and supportive
Amazingly quick, issue at 3am, appointment for 8:15 the same morning. Unfortunately, insufficient notice but rearranged for 11:20 with no fuss.
Was 15 mins late. Waiting room was empty.
I feel that the GP did not know anything about my history. Didn't really feel listened to, was asked on multiple occasions information that was available to her on the system. I had to open patient knows best to find the letters myself in the end.
Doctor was polite, understanding and effective. The wait was very short, and only made shorter by having books to browse and buy. In and out in 10minutes. Very happy!
Nurse Claire was excellent. Very efficient and friendly.
Because you asked a question.
I saw my diabetic nurse and she was very informative and I was very happy .
On time, lovely receptionist
Was informed of my test result. Then checked a few previous tests as well. Asked to check with hospital about further blood tests.
I had two consecutive appointments but was flagged as having missed the first. Your staff were able to squeeze in both appointments. I was also asked to provide a blood pressure reading via a link. This I did but don't know if the link worked.
Hour late ringing
GP listened and took the time to agree a way forward with me Thank you
Caring staff, working efficiently,
Efficient service, caring thorough assessment by GP, addressing all my concerns
Maulik explained the subject superbly
The Dr was very helpful and will hopefully sort me out!
Dr Wright was very understanding, compassionate, gave me time and suggestions for going forward. Thank you
Appointment was on time & the nurse was very friendly & put you at ease.
Appointment was at 08:30, was seen at 08:20, very efficient service
I stayed in from 5pm to 7pm to wait for a phone call to discuss my medication. Three times the phone rang but there was nobody at the other end. That was it.
Always helpful
Difficult and embarrassing procedure made bearable by kindness and professionalism. Thank you
Appointment in time, quick and painless blood
Excellent service, with good care.
I spoke to a very caring lady, she was very helpful, she listened and gave me good advice, thank you.

## Friends and Family Test October 2025 Summary

The Doctor that I saw today and on Monday is a credit to the practice so professional and understanding she listens and explains everything in detail I am so impressed with her ability that if at all possible I would like to be seen by her always
Felt listened to
I felt at ease and was given very helpful advice
good customer service friendly warm staff however didn't leave with any instant help
Anna was very knowledgeable, and quickly built up a good rapport with me. I felt listened to and respected. I trusted her. Thank you.
The pharmacist did not call at the appointment time. We had changed arrangements for this. She did not call until 11.30am the next day. Did not ask security questions.
I chose a 6-15 p.m. appointment which did not happen at that time and then I read there was a two hour window around the time. T still hadn't happened by 8-30 and the next day I was told there had been a ?technical? fault. The appt then went ahead.
Saw quickly and treated promptly
Because it was
Was seen early had my bloods taken no problems all was great.
A very understanding and professional approach
I was seen on time, the doctor dealt with me speedily and fixed for me to see ENT consultant and to have an MRI Scan.
Very prompt, helpful and efficient appointment.
Prompt, professional, efficient
Dr S was very kind, listened and gave advice. I felt very reassured about everything when I left. I would recommend seeing her
I visited for a blood test and the procedure was painless and fast
Very friendly and helpful and no long waiting
Very helpful receptionist at surgery. Very good service from phlebotomist who understood my wish to take my Blood Pressure readings at home.
Doctor inspired confidence as he explained thoroughly his opinion and understood my problem
Made an appt for medication review via NHSApp. Arrived, told to get BP taken in machine. 40 minutes without being called. When I asked, told my appt was with the BP robot & I needed to make another appt for the review. Total waste of time. Poor comms
Arrived, checked in on the computer and was called straight away. In and out very quickly, very happy
Great service. In and out in 10 minutes
All very straightforward and efficient, as usual - many thanks
In at appointment time Very pleasant staff member Efficient procedure Thank you
Poor communication whether my appointment was over the phone or not I wasted coming in for no reason
As a new patient at Willington surgery this was my first time seeing a Dr. My appointment was on time and the Dr. was thorough arranging the right treatment for my condition.
Quick, efficient and friendly as always.
Receptionist was very helpful when booking my appointment, the nurse was good in telling me what was the best thing for me to do
I had a very thorough discussion with nurse Kim (?) when I had my diabetes review this morning which has encouraged me & given me a lot more confidence
Very helpful
Dr very professional and efficient. Given medication and advice.

## Friends and Family Test October 2025 Summary

The nurse was efficient and pleasant. Answered my questions and offered sound advice.
Pharmacist was very understanding and supportive.
All on time and very efficient.
The consultation was perfect but the reminder message was confusing because I wasn't sure whether I was supposed to call in at the surgery and ask the receptionist if my appointment was in the surgery with the pharmacist or a telephone call.
Appointment was on time and the nurse was friendly and professional
Call was on time; early, in fact. Very congruent to have the option of a phone appointment. Dealt with swiftly and efficiently. Personable pharmacist. Good job all round!
Straight in & sorted & a lovely nurse.
Nurse Joanne Gregory is always welcoming and reassuring and makes you feel at ease
Very efficient service, friendly staff.
Very professional as usual thanks to all the staff ?
Appointment was on time and HCA was prepared. Only issue was that online check in wasn't working so had to wait at reception
Phlebotomist was excellent
On time and the lady that took my blood sample was very friendly and didn't hurt at all .
Friendly personal service giving good advice
I went in 11 minutes after the appointment time. I was told what it probably was, given a prescription to be collected straight away and told to come back if the prescription didn't work. The experience was just what I wanted. Thank you
Dr very understanding and sympathetic with symptoms. Put my mind at rest.
The phone call was on time and hopefully sorted things out , time will tell !!
Such kind and caring doctor (Dr Saunders) who gave me hope
Would have been very good, but carpark full at 11:45, when only 4 in waiting room, I would consider patients waiting for Doctor or Nurse would have a greater need for carpark, than other visitors, only 2 disabled places, it is a Doctor Surgery
Everyone was polite and appointment was on time, didn't have to wait.
Always efficient and timely
Doctor very professional and and gave me his time.
Not sure which appointment as had 2 this moment ! doctor I saw after my blood test was absolutely amazing lady
Very helpful seeing me earlier than my appt. Pleasant and friendly.
Friendly staff who just helped getting appointments made.
Thorough conversation with Kim. A plan put into place going forward including a follow-up.
Doctor was lovely She really cared
The locam doctor, didn't know what crps was, or didn't know it by its old name RSD. All doctors should these day's I would have thought. That is twice this as happened to me.
The nurses were very kind and respectful
Excellent support and friendly staff. Thank you.
Very relaxed and helpful visit thank you
I needed advice and dr was very helpful
I went to see the physiotherapist with several aches and pains, although I was only allowed to discuss one. I had to make a separate appointment 2 days later for my other pain! It felt really silly when I was already sat in front of her!
On time and efficient. Painless process and nice welcoming.
All went well and on time

## Friends and Family Test October 2025 Summary

Prompt and painless blood test
I wanted to get someone to sort the pain in my left bicep, not for the person I saw just to talk about it and send me on my way with no advice for pain relief or exercise to help
Understood my problem and my urgency for treatment.
Pt managed to have his blood test without being too anxious as it was a new nurse. A positive appointment for him.
Seen and dealt with promptly and efficiently.
Waiting time under 5 minutes. Dr Cowley explained everything clearly and frequently checked with me to confirm that I had understood what she had said. She also explained what the next steps would be and why. Thank you doctor.
Lovely, friendly nurse. Made to feel at ease
Seen on time. Staff ok on reception.
Running late, I appreciate this cannot be helped, greater delay than indicated when I signed in.
Very helpful, explained everything thoroughly and generally sorted me out. Thank you so much Wendy.
Everyone polite, efficient and did the job.
I am trying to order additional catheters. I have had at least 6 phone calls and messages with surgery, clinical pharmacist reception and doctor. I have been told the district nurses may need to be involved by pharmacist. Doctor is now sorting
I am always met with a smile.
Usual excellent service
I was there for a blood pressure talk, but there's nothing wrong with it. However it was useful to discuss my raised cholesterol instead
Multiple problems were addressed
The nurse (Kendrick, I think?) was very kind and considerate, and made me feel at ease
Excellent communication at all times
Very helpful.
Having seen the GP, who requested a blood test I was able to get that done within the hour. Just waiting the results, which could be back tomorrow.
Seen on time, nurse very efficient.
Punctual. Doctor listened and gave actions. Receptionist polite and helpful.
Attentive. Efficient.
Nurses very pleasant and appointment on time could not ask any better
The staff explained things well and sought for 2nd opinion when it was needed
Made you feel very relaxed and not rushed. Very informative
The Nurse was friendly and professional I had no problem making the appointment
Easy to check in for appointment, very efficiently. Very friendly and professional phlebotomist who gave information on when and how to access results.
I was seen promptly and dealt with in a friendly and efficient manner.
A positive experience. Saw GP on time and consultation wasn't rushed. I had time to present my symptoms and felt as was listened to and relevant action taken
Everyone is always friendly and kind; we never feel unwelcome.
Lovely nurse explained procedure well
Friendly Efficient Supportive



## Friends and Family Test October 2025 Summary

Appointment on time
Nurse kind, efficient and knowledgeable
Dr Wright was amazing. Made me feel very valued. Thank you
The lady was friendly and like talking to a person who understands real life rather than being perfect
Rang at 8am for same day appointment and got one, saw doctor within 5 minutes of appointment time so very happy with punctuality. Given advice and prescription from a very lovely doctor so extremely happy with today's appointment no complaints at all.
Efficient, friendly and explanatory.
Listened to me
Able to make an appointment straight away this morning and was seen on time. Can't ask for more these days
Julie contacted me at the time booked. Talked me through my blood results in a pleasant efficient manner and listened to my comments.
Went for a blood test, I'm sorry I don't remember her name she was very nice and chatty and good at her job.
Superb service, efficient and thorough
Punctual call. Answered my concerns. Friendly and helpful
There was a long queue to check in as the machine wasn't working. Also some people were blocked as needed to use BP machine. At busy times might it be possible to have one receptionist purely booking people in while another deals with enquiries ?
Very caring - I did ask for my bloods to be also tested for PSA after my history
Fantastic doctor with true continuity of care. Dr Saunders listens really well and gives good practical treatment and advice. Can't fault her.
Because Dr Jackson actually listens to you and understands that living with multiple problems that cause immense amounts of pain are awful and tries to help you, unlike certain Drs who fob you off without help or care and just patronise you!
Efficient and put mind at ease
The doctor my daughter seen today was amazing with her. She didn't rush us and really took time to help us. Would love to see this doctor every time
Nice receptionist, made us feel very at ease. Knowledgeable Nurse, very efficient when taking bloods. Very clean and pleasant smelling building.
Doctor Marange was as always very kind to help me with my medical problems
Everything I needed was done very easily and all questions answered. Thank you
On time appointment and dealt with very professionally
Well informed nurse. Spent time to ensure I had the correct information. Easy booking process.
I came for a blood test and was dealt with swiftly and very efficiently by the nurse who was very friendly.
On time, friendly efficient service.
The clinical pharmacist was lovely and very patient with me during my emotions
Dr was very understanding and explained everything clearly
Excellent review with Kim felt listened too thorough check up (diabetes)
Thank you
The doctor was running late but when I saw him he made me feel welcome and not rushed during my consultation.
Grateful to Dr Saunders for her expertise and advice. She is a patient and kind GP

## Friends and Family Test October 2025 Summary

I had Helen for my blood test. She was amazing, so quick and effective. I will definitely be requesting her in the future thank you
Dr Solaimen was so reassuring. Listened to me and put my mind at ease. Hopefully problem is sorted and if its not i feel i can go back and discuss things further. Thank you.
I was treated with kindness and had not had to wait too long.
Very quick and efficient. All completed before my actual appointment time. Excellent.
Friendly, helpful and knowledgeable staff. A good experience as usual from Willington Surgery.
Went in on time no problems signing in
Prompt, friendly, informative and helpful advice
Appointment was on time and the problem is being dealt with.
Appointment on time pleasant nurse who made me feel less nervous
The staff were very helpful & considerate
Very understanding professionals.
Quick procedure pain free
The doctor listened and explained possible options to be in detail and a way I could Understand Friendly professional manner
The machine wouldn't log my arrival so I joined a queue for reception. I was checked in an sat in the waiting room for 10 minutes, only to be told my appointment wasnt going ahead as I was late. The lady even acknowledged that this was not the case!
Super quick, efficient, kind staff – He even felt the needle for blood test!
Appt on time. Friendly professional service
GP very pleasant. Listened & offered help. Was able to get an appointment when I wanted one.
I was empathically listened to. Dr Marange was helpfully thorough.
Open to well thought out negotiation
I feel that Maulik is very professional and very thorough and caring
Dr Jackson was fantastic, knew exactly what he was doing and started a process towards a solution straight away
Ease of getting an appointment, being seen promptly, excellent consultation with everything explained clearly and plan going forward as required
Efficient timely appointment. Doctor was so kind and helpful as was receptionist
All of the staff whether GP's or non-clinical support, they are always helpful & kind.
Super efficient
Zero waiting time from checking in, the nurse was lovely and very informative and the appointment was quick but not rushed and straightforward.
I've been quite poorly of late, Jackie on reception was really helpful and caring of my needs. Dr Meringue treated me thoroughly and went above and beyond to be reassuring of my concerns.
On time appointment. Great advice and bedside manner! Good job all round.
Lovely doctor. Listened to my concerns that I needed to talk over. Dr Saunders was very helpful and understanding. She puts you at ease.
It was very good seeing the doctor
Dr Laura Saunders was very attentive listening to my concerns , she was very thorough and patient and kind .and acted accordingly.'Very happy seeing her today .
The Doctor explained everything very well and I was able to learn about my two problems.
Very helpful new staff
I would have given very good but unfortunately I keep advising of my schedule of work sway and I keep getting appointment for when I can't be there, I know that the surgery operates a 3 missed appointment and you are gone which I fully agree with

## Friends and Family Test October 2025 Summary

As usual my blood test was on time. The lady, I'm sorry I cannot remember her name ( it's my age you know?) she was very cheerful and I didn't feel a thing (always a plus for me) So a good visit as usual.
The Dr was lovely, she was very thorough & explained things
Everything went smoothly.
Listened to all I said and gave clear instructions Thank you
They kept me for 16 minutes before they seen me he was not doing anything at that time I all was be seen before at over times .so I don't know what happened.
Seen quickly, Dr advice and next steps clear. Was able to have a blood test apt straight after the Dr apt thanks to the receptionist's proactive approach.
Heather was on the desk ? The new phlebotomist was Very nice and efficient
Excellent
As I have found on previous occasions. All staff that I encountered were pleasant, professional and courteous.
Good service from the Phlebotomist, pleasant, seen on time and she got my blood!! Usual excellent service from the lovely lady on reception who booked an appointment for me on 6/10? sorry I don't know her name but she is always wonderful? thank you.
On time and very professional
Dr Maronge's assessment was very thorough and he explained everything in detail. All the doctors I have seen have been kind and professional.
Appointment on time, very professional staff.
Informative and helpful information
Amazing D Morange as usual
Excellent friendly and professional consultation with Mr Maulik this morning. Most helpful and much appreciated thank you.
Dr Cowley was very thorough and helpful.
Julie was very and informative and my injection was pain free. excellent service
Because I'm mostly bed bound & on 6L of Oxygen per minute the NHS staff have come out to me. The staff should know this by now but some don't get the message or read my file.
First class service from both departments thank you
Dr Jackson is so lovely and a pleasure to see I feel he is taking such good care of me.
Comprehensive explanation of recent ct scan
Because I was happy with the service I received From reception and from the nurse that interviewed me.
Good response for getting me in for appointment
Seen on time. Doctor very helpful and addressed my problem.
So accessible. When you just need to chat through your symptoms without too much hassle whilst at work . Also onward treatment / diagnostics just sorted in a jiffy. As I do not work locally helped me access support 60 miles away from my home.
The reception staff are very helpful and the doctors focus wholeheartedly on the needs of the patient, giving considered professional advice and explaining clearly the patient's current medical situation.
Very helpful
Polite and informative. Took time to explain what would happen in the appointment and the follow up procedure.
No long waiting.

## Friends and Family Test October 2025 Summary

Doctor Saunders had clearly read the details of my background before the call and was able to offer me clear and concise advice whilst showing a caring and empathetic approach.
The nurse administering the vaccination was very efficient, informing about the vaccinations and side effects. Friendly and welcoming
Staff are friendly, Caring and professional
Dr Farrow was very thorough and gave me good Advice very caring
I had to wait in the waiting room no more than 5 minutes, and when I saw the nurse, she was friendly, polite and efficient.
Doctor was very helpful. Wait time was a little longer than expected, but I am always happy with the service and very rarely need to wait more than a couple of minutes
Very professional and pleasant
I was seen quickly after using the B.P. machine. The nurse re-checked my pulse rate, high on the machine. Gave me a through check on feet etc. Was very pleasant and competent and I enjoyed the visit. The receptionist was very helpful with machine use
Joanne Gregory is such a lovely reassuring person and always explains things thoroughly as well making me feel comfortable.
I saw the nurse, room 9
She was prompt polite and answered some queries I asked . Lovely person
on time? efficient ?.and doctors engaging manner
Relaxed waiting, seen on time and out quickly
I do not have Internet Wi fi or a computer or mobile phone
Usual, friendly but business-like service from lovely nurse. Helpful friendly receptionist dealt with my confusing request.
Pharmacist very helpful and explained everything well.
Dr Maronge is the best! Always feel listened to and in safe hands with him.
Had a very personal problem which my doctor made me feel very at ease with
Dr Makava was very helpful and friendly.
Receptionist was very understanding and sorted my appointment , Dr was very nice clearly explained my choices
Speed took 5 mins. Excellent friendly staff
I had bloods taken. The practitioner was lovely.
Prompt competent and polite