

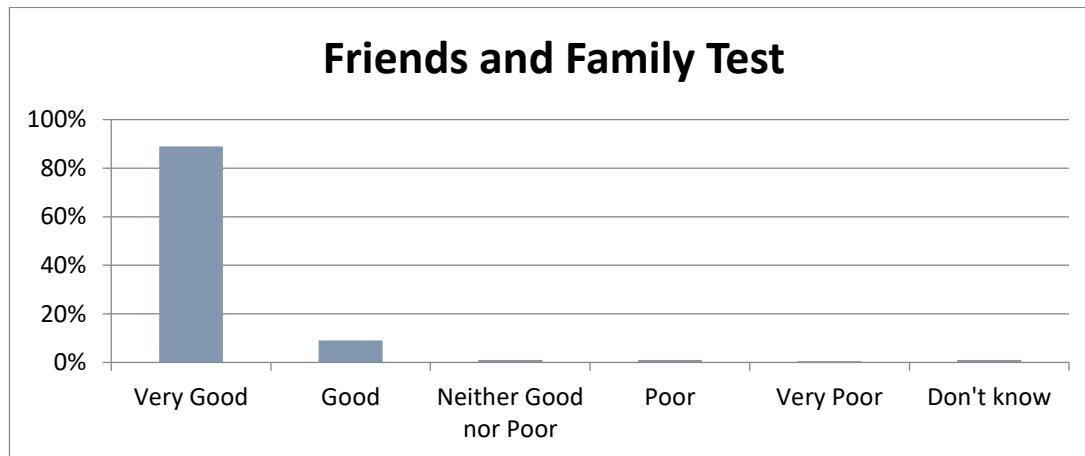
Friends and Family Test November 2025 Summary

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

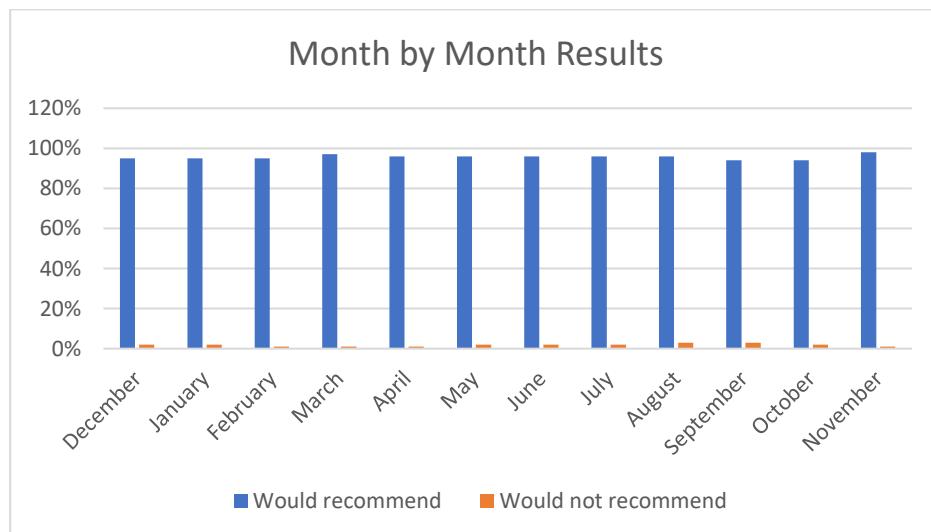
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
359	38	3	1	3	1
89%	9%	1%	0.5%	1%	0.5%

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



Would Recommend	Would not Recommend
397	4
98%	1%



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November 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 thorough
Appointment arranged yesterday at surgery?' request, blood test done today, just the annual check-up. On time, follow up in 2 weeks arranged.
Always great service.
Julie (nurse) was so kind to my kids who were feeling really anxious about a travel vaccination. Both came out of different appointments and asked if they could have the same lady if they ever needed another injection. Thank you for your time & care
Have never found fault in any of my dealings with the surgery. Staff and doctors have always been helpful and professional.
Doctor was very precise about my condition and very quick
Everyone was very helpful and kind. Top team
I received the advice I needed & it was most helpful for me
Appointment was on time very though examination
Good response over haul
I had a good chat with Jayne and we spoke about the best way forward for me. The chat didn't feel rushed and I felt very comfortable and at ease speaking with her. A very pleasant lady.
Appointment for blood test was quick and on time and follow up appointment with results of annual checkup was reassuring and helpful.
The pharmacist was very clear and concise
Dr Wright is a lovely doctor, who listens,
On time appointment and the doctor was very helpful
Julie was very reassuring, kind and gentle about a procedure I was very anxious about. She was also clear explaining everything and helped me feel in control
It was only a blood test that I went for and I was only there for a matter of minutes before being seen.
The Dr was knowledgeable and supportive.
The nurse was very helpful & very knowledgeable
Doctor superb with his explanations of my problems and advice given Receptionist very professional
I didn't even have to wait a minute before I was called into the nurse. She was lovely and put me right at ease.
Very efficient and friendly HCA Claire this morning and excellent job at taking my blood. Thank you
Appt on time - GP was very nice and helpful - excellent patient manner
During my same and swap appointment with nurse Julie/Julia, she was amazing! Very helpful, kind and considerate. She made my experience comfortable. Also right after that I had a blood test appointment and that nurse was also lovely!
I always receive excellent care

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Clear instructions of what to do next
I went in to give a blood, sample waited five minutes. Gave my blood and then left
First time seeing Dr Dansi. She was so lovely. I felt she really listened, and understood my concern. We came to a plan of action to try medication. Very happy with the outcome.
Lovely, approachable GP. Gave advice and explanations.
Very helpful
I was treated very professionally all my questions were answered and relevant treatment administered
Very efficient and professional service.
Great experience as always
GP very understanding. Listened to my concerns. Knowledgeable. Gave me options. Explained.
Everything was explained clearly and I was given plenty of time. I later called the receptionist and she went to a lot of trouble to help me with my question. In my experience the receptionists at Willington are particularly kind and helpful.
Dr Saunders was extremely helpful and caring and I felt that my symptoms and concerns were fully listened to and understood. I came away with a plan and am very with that plan.
Very caring and professional. Thankyou
Very nice chap, sorted me a knee wound treatment.
Kim the nurse was very thorough & helpful
Dr Marange was thorough, listened to my perspective. Gave reassurance when needed. I had to wait 20 minutes to get to see him, I see that is the price for seeing a thorough GP.
Clear and precise questions friendly and put me at ease
Quick, efficient and friendly
Friendly atmosphere. Seen On time, very good registration process. Clean surgery.
Sorted problem arm/shoulder with jab after checking xray results and examination. Very quick and efficient. Thankyou.
I was happy with the good service as always thank you .
The person I saw was friendly, and explained my results thoroughly
Seen on time.
Always on time and a professional friendly practice.
Excellent professional service delivered on time
Good care and advice. Pleasant reception team.
Visited Claire the phlebotomist always brilliant and courteous a credit to your practice
Was seen before my appointment time and the nurse I saw was lovely
Pleasant receptionist, minimal waiting, friendly nurse. Thank you Willington Surgery.
Appointment was exactly on time, even later in the day, and I was in and out within minutes (not rushed though)
Check in fine. Waiting area clean & tidy. Appt with minimal wait. Questions answers, good discussion, happy with outcome

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Doctor answers questions I asked and listen she was very helpful with her answers and explained them to me
The doctor telephoned at the planned time which was amazing. He was helpful and clear.
On time good service
Appointment made quickly, and Doctor acted with concern and knowledge of my situation
Both the Dr. And nurse were polite and made me feel at ease and explained everything I needed to know.
Telephone apt on time friendly advised me on all subjects and very helpful with all questions
This morning's appointment was good Following on, I called later in the day to see a doctor ?nothing today? but we could see you in a week's time Very disappointing!!
Gave me the information I required and helped
The appointment was not rushed and all of the results were gone through individually. We had a very pleasant conversation about how I was and felt and if there was anything I would like to talk about. It was good to express my thoughts to others.
Making the appointment was easy which is great. All in all a Good experience. Dr Wright is very understanding, pleasant and helpful.
Very kind and calm and helped me thank you
Didn't get a clear understanding of xray result and there seemed to be a reluctance to want to refer me to someone who could help fix the issue. Left a little confused as to the next steps
Julie H is lovely! Understanding, compassionate and non judgemental!
Friendly staff, on time, pleasant surroundings. Thanks.
Dr Cowley was very good. Arranged blood test and urine sample immediately Referral to mental health services and Admiral nurse.
I felt the reception and the doctor had time to listen
My appointment was very good, on time and the injection I had was painlessly given to me all my questions were answered by julie Harrington
Rang more or less in time Gave some good advice
Punctual, Very professional, excellent communication, friendly and summed up session clearly. I felt listened to. Excellent
My experience was 100% Dr Jackson listened to me, understood and explained everything I needed to know. I left feeling completely happy and felt that the reason I went for I was helped and given a wonderful solution. Thank you to the secretary too.
I called the surgery late morning and managed to get a same day appointment. I had a very good consultation with Dr Wright. One happy patient. Well done Willington.
All the staff inc the doctors go out of there way to help you and accommodate your needs. Doctors surgeries up and down the country get bad press, not Willington, I always find the staff polite and understanding Thank you
Always very helpful and kind..doctors a very good and have my best interest at heart. Many thanks...
Dr Farrow is excellent

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In on time, all done, no problems.
I saw Dr Heidi Wright who was most helpful and thorough - thank you
Great doctor listened to me
Clear advice excellent service
Did have to wait long to be seen. The doctor was very helpful.
No waiting- which is always appreciated. Dr Wright (whom I had not met previously) was kind, understanding and extremely efficient. She listened attentively and answered all my questions sympathetically. As always- excellent ?service? at Willington.
Dr.makava was diligent and answered all my questions I felt she understood my concerns.
I had a telephone call with a pharmacist which prooved very successful and it still ongoing, thank you.
On time, friendly and efficient.
Very professional and helpful advice
Appointment on time clear instuctions everything explained
Very thorough easy to understand I will definitely use the service again
Lady was brilliant with patient
The Dr listened to my problem, examined me, prescribed medication and talked through potential ongoing solutions
Joanne is a good listener and is always helpful with her advise and expertise.
Cheerful. Helpful.
Questions answered Requests actioned
Doctor listened to my complaints.
In out no problem
Professional friendly staff.
I got an appointment very swiftly and saw a lovely Doctor
Always pleased with the service
Care superb as always
Wendy was delightful to talk to - she was very informative, explained everything and I felt very safe and respected whilst in the appointment. Thank you Wendy!
Prompt appointment. Lovely clean surgery. Clinician efficient and friendly thank you
I believe the nurse, on behalf of the surgery, did her best to advise me of the blood test results and the best way forward.
Parking in car park and along access road full, had to park on road in nearby housing estate Unusually long wait for appointment Staff pleasant and friendly.
My appointment was on time and receptionist was very helpful after my appointment
Didn't have to wait too long. GP gave me a clear answer.

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Doctor and receptionist were lovely
On time, very efficient and very pleasant! Thank you so much!
Was very quick didn't have to wait long
Always a lovely reception at Willington surgery. Always helpful, lovely lady helping with blood pressure screening. And nurse was excellent at taking blood and very kind. Many thanks
I've been visiting willington surgery twice a week for the last month or so and all of the nurses have been fantastic, 10 out of 10 service from all of them.
Claire was lovely and as always very efficient at doing her job
Was seen at the appointment time
Doctor very understanding
Excellent service as usual at Willington. Perfect!
Lovely Dr. She was very thorough and very kind.
The nurse was friendly & efficient
Appointment was on time and everything went well
Nurse Jo was extremely kind, sympathetic and caring and showed a very high degree of professionalism throughout my 2nd shingles vaccination.
Professional. Respect & understands my opinion.
Prompt appointment. Excellent manner, clear description of the potential issue and examination by the doctor.
Because my mind was relieved of a problem that I had been worrying about.
Phone call was at the correct time, short and to the point
The doctor and the team are always very helpful and professional
Quick response and available appt
Phone call from Dr Saunders.. she listened. and sorted my concerns. a lovely lady who can make your day when the system seems disjointed..
Covered all the points needed.
Dr Saunders has so much empathy and patience and is very caring Listens and makes sound suggestions. I always come away feeling ?safe ? in her hands
On time and very helpful
Prompt and efficient service this morning. Thank you.
Very helpful and gave time to listen.
Very thorough assessment of my problem, explained everything clearly.
Arrived and my appointment was exactly on time 11.15 . Friendly , knowledgeable nurse took my blood sample . Many thanks .
I saw nurse Julie to have biopsy stitches removed. The area was sore but she was really gentle, took her time and said there was no rush. She made me feel relaxed and at ease. She's a credit to your team. Thank you, Julie.
Listened to me ! And made me feel at ease !
Good knowledge driven advice.

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Prompt appointment. Friendly and competent health care assistant
Julie listened carefully and did her upmost to help.
Friendly and informative. Thank you!
Nurse thorough and she checked with doctor for further treatment.
Everything I was concerned about was discussed and I was happy with the response and advice I received.
Dr was very understanding, supportive and good communication
Reminders about appointments and communication very good. Appointment times were met with no undue delay.
On time. Nurse nice thank you
Dr Morange was very reassuring and thorough. I felt listened to and that there is a plan.
The doctor was very helpful and supportive
Pleasant and professional
On time, Nurse very kind & explained everthing.
All my questions answered to put my mind at rest. Explained my medication and the reason to increase it all in all a very satisfactory appointment thank you
Working in the NHS myself as mum, I couldn't have wished for a more professional kind nurse, totally empathetic around my son's needs, personable, and explained everything perfectly.. thank you.. made the appointment so stress free for mum and son
Dr Wright is an absolute superstar
Because it was
Speed and service.receptionists over the past two days first class helping with appointments and my Lack of straight thinking.
I was seen on time and the nurse was very professional and I felt at ease
Came in for flu jab Quick, efficient
Doctor is very thorough and obviously trying to get to the bottom of my source of pain. I feel she is taking me seriously which is reassuring as I have been suffering with it for several months.
I was given a same day appointment straight away All explained. Thorough questioning Very pleasant manner.
Lovely Doctor, listened to my problems, explained possible causes and gave examination, booked me for further tests. Communication was excellant between us, one of the best doctors I've seen.
Nurse Wendy Kendrick was very helpful and supportive. Receptionist was also helpful.
Nice , friendly and professional
All staff treat you with respect and kindness
Dr Wright was so caring and lovely, she was very professional
Because everyone is so friendly and put you at ease
Was seen quickly. Conversation with the Dr was very easy
Full review and agreed result

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Dr was very nice and did a lot of checks .
Rang for appointment was given appointment same day Dr friendly and had good dvice and care
Great customer service
Extremely helpful with recommendations of expertise programmes.
The phlebotomist was very friendly and gentle despite the fact that it is often very difficult to get my blood. Thank you.
Dr was very good listened to me made me smile with help
Didn't have to wait long went in for appointment on time
Staff always helpful and polite
????
Excellent, friendly and professional treatment.
Appt on time
Very quick and efficient, nurse was very polite and helpful.
I have no concerns at the moment so a friendly telephone chat was very convenient
20min wait for a blood test but overall excellent practice
Because Dr Jackson, listens to you and treats me very well. He's very calm and you feel at ease. I really rate him. Also, all the staff at the surgery are lovely, nothings too much trouble.
As always an excellent surgery.
On time very efficient
Practice nurse was friendly, took blood without fuss and carried out diabetic tests, very relaxed appointment
Dr Saunders is the most compassionate, open minded, non judgemental and understanding Dr I've met. You can tell she truly cares about helping people & she's really helped me with my health problems. She's a great doctor, we need more like her.
Easy check in process, Doctor Saunders was wonderful, as always. She knew my history prior to arrival, was thorough, caring, able to help and also give me peace or mind.
On time. Very helpful and pleasant
Very pleasant Gp,good information, reassuring, good outcome.
Doctor was very thorough and professional.
Friendly efficient nurse. I turned up on time for my shingles vaccination and did not have to wait
Telephone call was on time and an easy way to cover the appointment rather than take up a face to face slot.
Very friendly, informative and good listener. Gave me advice and clear instructions.
Very thorough and quick
It was very hard to hear the person on the phone and I had difficulty understanding him and repeatedly had to say pardon and I am still not 100% sure on what was discussed. I will be asking for further clarification when I come in for a blood test

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The nurse who treated pt for his blood test was extremely helpful She got us a wheelchair when we needed it and even helped us to the car. The flu jabs given to us both by Julie ? She even came to another room to save us waiting again
Felt I was actually listened to, the Dr was really thorough, and didn't just tell me it was an age thing.
Everyone (receptionist and nurse) was very friendly and helpful. Very minimal waiting. Blood was taken easily - I think the most straightforward and least painful I have ever had.
Minimal delay to get an appointment and Dr running just slightly late on the day which is helpful for a working person
The doctor was attentive, sympathetic and gave good advice.
Excellent phlebotomist
Excellent service as always, a pleasure to meet Dr Jackson
Very pleasant, quick, efficient and helpful.
I don't ever think I have ever had any negative experiences at Willington Surgery. Today remains the same. Receptionists were kind and helpful as always.
Health check given with good humour and kindness, on time.
Efficient and on time
Dr maronge was very thorough in his explanation of my condition.
No complaints
The concentration went ok but ask the lady to send me the documents to me on an email to my email address as sending as a text message doesn't work for me I'll Let you guess the rest
You contacted me about my annual review, it was easy to make an appointment within a week. Hardly any waiting time on the day for the blood test and the phlebotomist was friendly and professional. It was quick to make a follow up appointment. Thanks
Waiting area and general atmosphere bright, clean & attractive
Waiting time indicated on check in screen but seen promptly.
Staff listened, reassured & provided excellent guidance.
Able to book test and further appointment
Quick and efficient
Good all round severe thank you
I got an appointment the same day and Dr Cowley was very thorough in her assessment, including arranging tests. She was professional but also warm and caring.
Just a little late in but quickly dealt with. Thanks to Willington surgery
Quick and efficient
Felt heard and am happy with the plan set out by GP, receptionist was lovely too. Thank you.
Dr Marange is extremely good at his work.
Dr Saunders answers my questions , the forward plan and put me at ease
Dr Solaiman was exceptionally attuned to my needs when I presented in a distressed state. I'm very grateful to have been met with her care and felt reassured that I have a short and long term plan for mental health recovery. Thank you.
Julie was very professional and friendly

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Very helpful and listen to my son's needs and found an appointment to see him quickly and spent time listening to him. Thank you
Efficiency Personable
Saw the Dr on time
I was referred for a endoscopy about 2months ago now. Came in today to be told it's been refused. Now I've got to just keep taking my reabempreazole and never find out what the route cause if of my acid reflux or not being able to swallow properly.
Appointment on time. GP very knowledgeable.
Dr very good, knowledgeable, considerate and helpful.
Very good work & no time wasted.
I was called on time, very informative nurse who was lovely to talk to.
Examined me thoroughly and told me exactly what to do.
My torches were removed
Receptionist welcoming and helpful, nurse efficient in taking blood test.
Professional as always
So helpful
Appointment on time. Dr pleasant and professional. Very speedy follow up to arrange appointment with RDH
Everyone is very kind and caring
Receptionist was very efficient and helpful
Excellent service
Dr sorted breathing problem
Friendly and efficient spot on ?
Lovely nurse, very informative to what was going on etc. understanding and supportive and gentle
The nurse was helpful and efficient.
Dr Wright is always polite, friendly and of course, professional!
The nurse was really nice
Gave my results with good explanation
Very helpful and polite receptionist. Dr was also very helpful.
Quick
Apart from waiting for 5 mins at the reception desk the appt was good.
Lots of information.
Met with doctor who gave appropriate advice on what I thought was a minor condition but could if not dealt with correctly could get worse !
Great, prompt service. Friendly and knowledgeable Dr!
Prompt, extremely polite & helpful,
The nurse was very kind and professional thank you

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Appointment for a blood test was on time, and was completed painlessly in a few minutes by a very pleasant nurse (apologies, I cannot remember her name)
Quick and easy
I was booked in for injection into my ankle, when I met the Doctor he told me he has no experience with this type of injection and would need to research and will be in touch
As always excellent service from Willington surgery
Because the practice gave me that good service that I required as usual, Thank you to the lovely Nurse
Lovely helpful receptionist. Prompt appointment with helpful friendly staff. As always.
I was seen promptly by the person I came to see who was very professional
Lovely staff and prompt service
Doctor was great and listened to everything and was friendly and reassuring.
Excellent doctor who listened and engaged me well with a difficult topic
My appointment was informative and on time, my first time with Sarah Calvin and I thought she was excellent, thank you Willington Surgery
A very good appointment Can't recommend highly enough.
Excellent treatment carried out without hitch. I was seen promptly and the phlebotomist was professional, highly competent and personable.
Short wait time and efficient service, pleasant environment
Dr Saunders is always very attentive and really makes you feel as though she's determined to help resolve your medical concerns. She listens carefully and tries her utmost to ensure you leave with a solution. I never feel rushed by her. Wonderful GP
Very helpful information
Dr. M listened to me & tried to help me the best he could with the condition I find myself with.
Telephone call came at the time I was given. The pharmacist was lovely, very helpful & knowledgeable.
Excellent service, on time too.
Friendly and professional approach, seen on time.
Excellent and prompt service.
ECG and blood tests carried out in a very caring and calm manner by the nurse that I saw. I felt looked after. Thank you.
I was seen on time. The nurse was very pleasant and very proficient. It is not always easy to take my blood but she did it first time! Also a shout out to the lovely ladies on reception who were very helpful and kind!
Quick efficient and friendly
Dr Maronite is always good - kind and efficient.
Brilliant service as usual by all at the surgery Thank you
The doctor was very helpful and understanding
Thorough briefing on side effects of vaccine.
Dr Saunders was very thorough and took her time to go through everything with me. I left the practice feeling grateful!

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I had to have an emergency ECG arranged by Dr.Saunders.. She's a fabulous GP!
Parked ok, registered easily, short wait. All in all an easy process. Thanks
I was seen promptly and curiously as always
All done quickly and pleasantly
It was because of the GP that I was seen by,
The appointment was made quite quickly and feel the doctor was very understanding, made good suggestions and will follow up in a couple of weeks.
Appointment with Dr Makava was thorough and professional.
My appointment with Joanne was excellent, as always. Such a caring and sympathetic professional. Thanks
On time, hassle free, great staff member
Easy to book. On time. Lovely lady x
Appointment on time staff friendly and patient answered questions well
Because as always the Doctors are fantastic with our daughter. Kind, caring, listening. Even though we know how pressurised they are it didn't show. thank you
Nurse was extra helpful
I was seen on time and the Doctor was very pleasant and reassuring.
Very good service from all thank you
Came in . Signed in , sat down got back up again and went in for my blood test ...job done
Very helpful
Very professional and understanding
Quick service
It took me 10 calls to get through to book an appointment.Appointment was 30 minutes late.
Supportive, helpful advice
I attended my annual diabetes review today for routine blood tests and was genuinely impressed by the nurse who looked after me. She was exceptionally patient, reassuring, and thorough throughout.
Very thorough and efficient.
Had thought it was a face to face appointment when it was telephone but was seen anyway.
Very professional conversation. The Dr was very supportive and helpful
As always friendly nurses and receptionist
Just wish my X-ray result for my shoulder would have been back as I am in so much pain with my shoulder and top arm ?
Great service as always.
Very friendly Phlebotomist.
Many thanks
Very knowledgable, helpful. Perhaps could have been a little more assertive.
The service from both GPs was fantastic Thank you. Booking the f/u appt as instructed was very challenging however, being told by reception that ?gynae wouldn't be able to see me anyway even if the GP referred me.? GAU did in fact see me immediately.

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Very nice nurse put me at ease went in before my appointment time also
Digital self check in worked. Seen a few minutes earlier than scheduled by a friendly and professional member of the team for a blood test all done so efficiently and gently, I was on my way home in a few minutes.
arrived early and was seen promptly.
Phone call was spot on time and I never feel rushed. Thorough communication and answered all of my questions. Excellent service!
Dr Saunders is an excellent GP and we are lucky to have someone with her level of expertise and commitment to improving things for perimenopausal and menopausal women.
The pharmacist was very polite and answered all my questions
Quick and helpful
Very friendly and helpful staff but a small queue to register my arrival when it didn't appear on the touch screen.
Very good and attentive from reception to the nurses treatment.
New to practice, receptionist explained the BP machine well and appointment on time. My only observation was no one smiled or seemed particularly welcoming.
Appointment was early. Only issue was I had to discuss what bloods were required (kidney function) so it didn't appear that the referral had been completed. Not an issue for myself being medical but maybe an issue with someone who doesn't
Would have been very good if it wasn't for the parking
Proceeded as booked, as well as has BP measured.
I managed to get an appointment for the same day, was running about 15 minutes behind which I know can't always be helped
It was rather a strange review I stood on the scales had my blood taken and handed over my urine sample following the new way of taking it could not make it work had to decant it myself the leaflet asking for feedback nobody wanted it
I didn't have to wait long for the call. It went okay for my Asthma revi
Speedy and efficient
Would have been very good but for the 15 minutes delay which was not too much inconvenience.
I wasn't clear, and neither was the receptionist exactly what I was called in for. I was told it was my annual cardiovascular check on booking, but it turned out to be just a blood test with the phlebotomist. More clarity is required please.
On time. Professional
Health check took BP, HR, bloods, asked about smoking and alcohol but didn't ask a single question about how I was feeling. Seems a bit odd.
Good service but a little late.
The doctor listened and seemed concerned
Managed to get a good review of recent blood test results plus sort out an issue with medication. Advised to book a GP appointment to discuss other issues.
Very thorough.
Arrived at 8.55am for 9.05am appointment and apart from check in machine not working, everything else was fine

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Very busy time to get an appointment, but very happy to fit me in when you can

The staff

Only few minutes after appointment time

Came in for flu jab

Nurse was very nice

Issues resolved in a professional and empathetic manner.

First time I have been to this surgery. Good parking, pleasant staff.

Because excellent service from reception! Doctor was pleasant and very understanding.

Unclear as to whether I can get a referral to Royal Derby Hospital for peripheral neuropathy.