

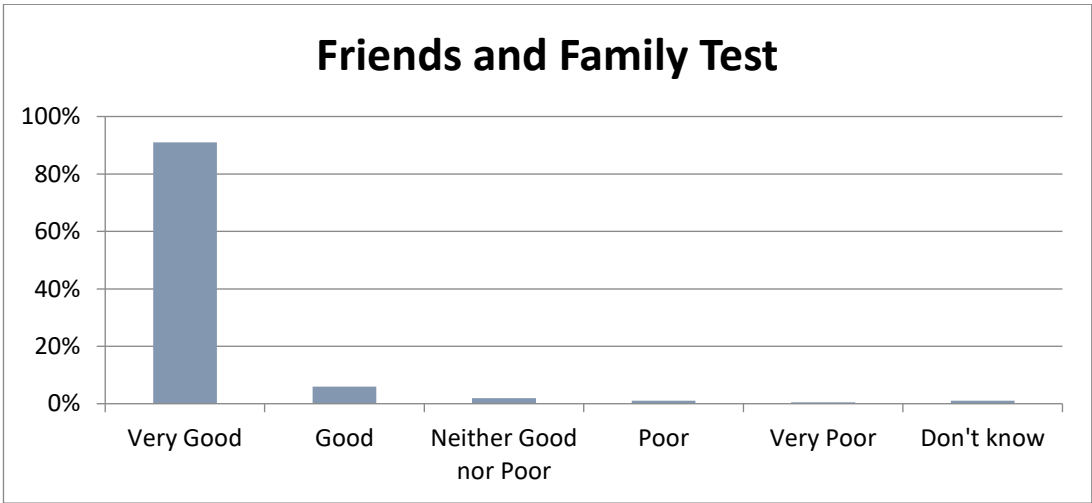
# Friends and Family Test December 2025 Summary

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

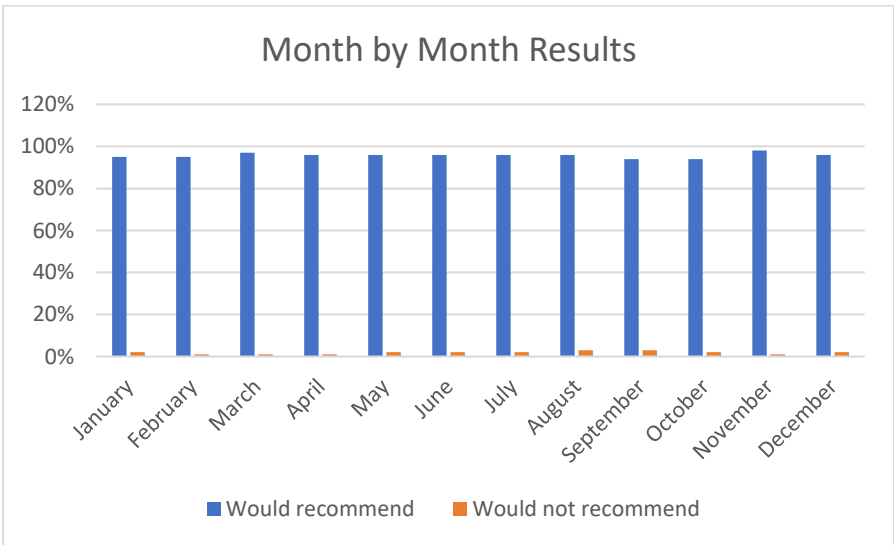
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
331	17	5	2	4	1
91%	6%	2%	0.25%	0.5%	0.25%

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



Would Recommend	Would not Recommend
348	5
96%	2%



# Friends and Family Test December 2025 Summary

## December 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**

Good response overhaul
Following my request to have a urine test for cystitis, I was asked to see a doctor that afternoon. I was seen on time, examined, had a discussion then prescribed antibiotics. The receptionist who I saw in the morning was helpful and discreet.
Good service
Your staff never fail to try to help always understanding and with kindness thank you
Friendly and welcoming. Felt that I was listened too and my concerns understood and answered sympathetically
Dr morange was very helpful and informative
On time
Doctor was very helpful and explained the way forward
Seen promptly, Dr excellent, understanding and proactive
Quick and to the point. Answers answered and prescription items reviewed easily .
Friendly, knowledgable and concise
Julie very good nurse and very pleasant
Very pleasant conversation with the diabetic nurse who was able to deal with my needs quickly and efficiently. Thank you.
It was a quick and painless blood test and the staff are always cheerful.
Very nice man who gave us the flu jab at the pharmacy
Usual excellent service.
Excellent communication and personal consideration
Efficient and personable
The doctor was lovely
I wasn't checked in on arrival by receptionist for some reason although I arrived 20 minutes early I then asked if I was checked in and was told of course going into the appointment I was informed I was late the system was showing I'd only just arrived
Dr Saunders was extremely helpful, thorough and reassuring?..
The doctor is very caring
Nurse was excellent.
Really efficient call and very helpful pharmacist
Dealt with very promptly and politely
Excellent service, didn't have to wait very long to be seen, the staff were very reassuring.
Because .now i no whot the problem is.that in two mounth time could have a better support for my heel .very craitfull for eney help.
No one rang me appointment was 17.25 but doctor didn't call.
An efficient visit and a warm hearted doctor ..,
Seen promptly and ear sorted
Dr L Saunders listened attentively and talked through options. There was no rush but call was brief to the point and dealt with to my satisfaction.
She has a lovely patient manner about her.
Was given a choice of one word answers I thought this one appropriate

## Friends and Family Test December 2025 Summary

I had a helpful discussion concerning my recent grief and low mood as a result. I was given a short course of Diazepam to help me sleep and this plus an increase in Citalopram has lifted my mood. Thank you for this
No waiting .. nurse was lovely.. checked my details .. took my blood with no fuss at all .. took about 10 minutes at the most .. thank you
Excellent service thanks very much couldn't have been easier?
Excellent help and service with my ear wax issues. Booked in at the reception desk for both ears to be syringed, did the ear drops twice a day for 10 days. Well pleased with the total treatment received, and the terrific hearing quality difference.
Efficient
Friendly, respectful and efficient nurse who also explained what the after effects of the vaccinations could be. Nice communication.
Appointment was on time, staff very friendly, nothing bad to say
I was seen very promptly, and prescription was passed straight through to the pharmacist next door. All very quick.
Because Dr Meronge was an absolute Diamond as usual , and offered me help for my present situation, which i sincerely Thank him for , muchas gracias Amigo
The phlebotomist was pleasant and efficient, the appointment was on time, what more can a person ask for?
I was given an appointment with a reasonable waiting time, to see a doctor who has good knowledge on skin growths. I was seen on time on the day of my appointment. The doctor was very professional in giving his diagnosis and advice on treatment.
The nurse explained what the vaccine was and any side effects there might be clearly and the gave me the jab.
I was in and out quickly and on time. Nurse friendly and efficient
I felt listened to and understood. the doctor is spoke was patient and kind .
Quick and easy.
Dr Maronge is efficient and thorough and the follow up blood test done promptly in the same appointment.
Doctor answered my questions and explained my kidney scan results clearly
I had to come back as my tablets didn't seem to work from last week, doctor did checks and hopefully I'll be sorted. Very nice person.
The service I received was first class.
Friendly and supportive physio session. Really helpful advice and guidance. Thank you
Doctor was very helpful and respectful and trustworthy.
A sympathetic ear, a considered prescription and successful outcome. Perfect really.
On time, very pleasant nurse thank you
Seen to very quickly and dr was very good either my 90 year old mum. Giving honest advice
Quick and efficient as usual.Many ? thanks
Doctor told me to make an appointment for the following week only to be told by receptionist no appointments available then got a phone call telling me i now have an appointment good job the Doctor was on form and noticed I hadn't booked
On time flawless
As usual with all the staff excellent
Efficient, helpful, friendly.

## Friends and Family Test December 2025 Summary

I always receive excellent care from the practice. Cannot fault them at all!
Everything like clockwork
Nice greeting. I needed my blood pressure measured and there was a gentleman at the side of reception waiting to help. Explained the process really well and was extremely helpful.
Answered questions Gave advise
I saw Dr Makava with my ongoing ear infection, she took a swab for further analysis, prescribed a different antibiotic ear spray & is trying to get me a quick appointment at RDH ENT for more ear microsuction.
Wonderful support from Willington Surgery
Friendly efficient service from everyone
No delays and pleasant receptionist and nurse
Everyone is so friendly and helpful. All very efficient.
I would like to say I felt very relaxed with Dr Makarva after re sent appointments she put my mind at ease and was gentle with Everything she did thanks look forward to seeing her again ?
On time. Great member of staff. Kind, considerate, thorough
My blood test was completely painless. Found the blood vessel first time. No bruising afterwards. First Class service
The pharmacist was very pleasant and seemed to know what he was talking about
I had all my questions answered before having the vaccination, I did not feel rushed.
Professional and on time no waiting V.G
No lights in waiting room, dr couldn't do his job due to internet issues (dr was nice!) but because of issues he didn't really ask anything! I've been so poorly for two weeks but didn't ask about any of that?
Very good service
All appointments brilliant Receptionist very helpful
I didn't wait long to see the GP. Dr Cowley was welcoming, professional, helpful & thorough. She gave me the information I needed to book an appointment at the hospital & reassured me that she would put through a referral.
Good advice, but electronic check-in didn't work.
Friendly staff
My recent appointment was completed quickly and the service received from both the receptionist and HCA was excellent and patient focused.
As usual, extremely professional and caring, makes visiting the surgery an experience without anxiety, thank you.
The service was good as always. Many thanks.
Dr Maronge understands my illness and honesty
Very pleased with the advice and support I have received from the Surgery. It has made a tangible difference to my quality of life and I have pain free walking now. Many thanks
Receptionist gave me an appt on the same day because of my problem. All went well and was seen by the doctor and given prescription to sort out my problem all on the same day Wonderful
Joanne covered a few topics with me in preparation for my holiday.
Dr Makava was very patient, kind and thorough. The receptionist was efficient and cheerful.
Julie was excellent in the way she managed the appointment.

## Friends and Family Test December 2025 Summary

awesome
Came out knowing what was wrong and clear about action plan. Also Pleasant to talk to.
Everything went smoothly, staff very nice etc.
Nurse was pleasant and efficient
Usual excellent as service
Very straightforward
Called on time, good discussion
I find that Dr Maronge listens to what you say and acts accordingly, good doctor.
My problem was addressed
I'm so sorry that I completely forgot to attend?
On time, very polite, full explanations of vaccinations, engaged in small talk and humour
Very quick response and appointment given. Cannot fault the helpfulness and care given by the staff.
Dr Maroge Was very kind and is helping me with all the aches and pains I am having with my Osteoarthritis Let's hope the medication he has prescribed will help ?
Always happy with the service
Excellent information and kindness.Thank you
Dr Saunders was kind and understanding, listened to my concerns while explaining the options she thought would be best for me.
Dr Morange took the trouble to listen to the communication problems experienced with the Hospital. Much appreciated thank you.
I was called into my appointment early and was leaving just before my due appointment time. The practitioner I saw was friendly and efficient. An excellent service.
Easy to check in
Appointment was on Time. And blood quickly taken.
I get very little out of the annual review as it is simply a box ticking exercise for the clinic; one that could be completed online. I really do not need a call explaining how to use an inhaler after using one for 40 years
Appointment was on time and lady was very professional
Reception staff were very helpful and the nurse was efficient, kind and explained every step to me.
Really quick, running to time and nurse was lovely made to feel relaxed and comfortable
Nice doctor . Very helpful
Friendly helpful advice given after scan results
A great deal of information was given on the state of my health and some very useful tips. Thank you
Promptness, helpfulness and least painful/quickest blood retrieval ever! Thanks x
Staff polite, friendly and helpful.
Friendly staff. And short waiting time.
Always a friendly atmosphere and not long waiting time. Staff are amazing thank you
The nurse giving the RSV vaccine was very thorough and explained about possible after effects.

## Friends and Family Test December 2025 Summary

The doctor I spoke with on the phone today was lovely, she was very helpful, understanding and patient. Thankyou
Very quick and friendly
The appointment was made for me, was on time and a pleasant experience.
All went well
Positive experience of the surgery. Professional friendly team.
The NHS is a fantastic resource. Appreciated by everyone.
Many Thanks Kind Regards
I had some blood taken I didn't feel a thing.
The doctor was friendly, informative and inspired confidence.
It was refreshing to feel like I was listened to and my worries and questions were explained . I hope this continues to be the case whoever i see going forward. Also, the receptionist was friendly and very helpful. A lovely positive experience.
Appointment on time Phlebotomist kind, helpful and knowledgeable Everything went really well
Dr Jackson was very thorough evaluating my symptoms & making diagnosis. Prescribed medication from pharmacy. He ensured I fully understood the condition & my treatment plan.
Friendly phlebotomist I felt safe and relaxed and was treated as a person.
Dr seemed very thorough and happy to take his advice on the next steps.
The nurse I saw today was friendly & reassuring & she took her time & explained everything & nothing felt rushed or hurried. If you can ever describe a blood test & other tests as enjoyable then today's experience was almost that due to her!
Dr was very helpful and we were seen quickly. The appointment was booked via a 111 call the previous day, so it was great they could see my daughter so quickly.
Good service
Quick service and lovely kind doctor
The reception & doctor was very helpful
Was seen a week ago as an ?emergency?. GP could not have been more thorough and empathetic. Given a follow-up appointment which was rung through to me as promised.
Understanding
Everyone I interacted with was very professional and supportive.
Dr Saunders was amazing, listened to me an understood my concern. She was very thorough and I didn't feel at all rushed. Dr Saunders is fantastic!
Profesdional kind & courteous
The complete journey around my recent illness has been handled exceptionally well by all staff at the surgery. I would particularly like to praise Dr H Wright for her excellent care looking after me.Thank you all
Seen on time, a few problems solved
The Doctor took time to go through all my medications and advise me for future good health.
Excellent service from the pharmacist. On time. Very helpful. Straightforward and informative.
Doctor ran to time No wait time experienced a positive consultation with very helpful interaction

## Friends and Family Test December 2025 Summary

The surgery and Dr Maronje were great. I called up in an emotional state and they got me an appointment as soon as possible. Dr Maronje was great at listening and empathising and signposting me to services and treatments that could help me
Very thorough service
Dr Wright was so understanding and thorough. I'm very grateful, thankyou.
It's always a pleasure to come to Willington Surgery everyone is so wonderful in every aspect I am always thankful THANKYOU to you all
Phoned for flu vaccination, and had a convenient appointment given next day . Nurse was pleasant and only waited 10 mins Thank you
Because you were prompt efficient and polite totally opposite to the surgery I've been with all my life till now well done and my wife and I can't thank you all enough thankyou
Both appointments were on time. Each Nurse very helpful
Dr Cowley was very good and gave me the advice and solution I felt was very helpful The appointment was on time, and no issues thank you
Always friendly and helpful staff. Nothing too much trouble for them. Doctor always nice, patient and friendly. I feel like she really took notice of what I had to say. She put me at ease and explained everything very clearly.
I went in before my appointment time. The nurse was lovely and managed to get blood from me on the first attempt, which rarely happens.
Efficient, friendly, clear, short wait
Nurse was excellent but a bit disappointed that was running late even though I was the only one in the waiting area
Informative re meds and possible changes. Listened to queries and made suggestions.
Staff were efficient and dealt with situation creating a follow up appointment which put my mind more at ease
I was a lucky one and got straight trough on the phone I was first throu got a appointment and dr Cowley was amazing she listened to me
Didn't feel a thing
Lovely doctor, caring and easy to talk too
Call was prompt and was a well balanced and pragmatic discussion
I was seen on time and was able to share my health concerns without any pressure. I came away feeling that I was being listened to and my concerns were being taken seriously.
Very friendly , on time and efficient
Dr Cowley was kind, caring, and above all she listened to me and offered me more help than anyone I'd seen in my previous gp practice
Because the message was well presented and of a good length of time to cover everything thoroughly.
Always friendly, helpful staff to put you at your ease.
Great Surgery. Lovely staff
Friendly & efficient as always
Appointment on same day as phone call. Pleasant Dr, follow up treatment booked quickly.

## Friends and Family Test December 2025 Summary

Receptionist and doctor were very pleasant and helpful I was given advice and some exercises to help my condition. And the receptionist helped to process a medication inquiry,. I left feeling positive and reassured. Thank you,
The practitioner was friendly and carried out the procedure very well.
Very good and efficient
Call on time Comprehensive discussion and plan
I turned up for a face to grave appointment and surgery was closed then got a txt saying I had failed to attend my appointment.
Email booking system worked fine. Doctor gave me time and logical course of treatment.
Able to get an appointment by turning up face to face. Thorough examination. Reception staff very friendly, doctor very pleasant and listened carefully.
Appointment on time and issue sorted with minutes
My appointment was on time- no waiting. As usual the doctor was thorough, helpful and very friendly.
On time. Friendly and efficient
Because every thing went smoothly.
Great appointment with Anna the pharmacist. Explained everything and gave great advice
Very efficient and friendly professional staff
Efficient service
Prompt friendly and professional
Call with the CP was very informative and things clearly explained
As usual prompt and efficient booking of appointment, and excellent treatment from Dr Morange Thank you all
Lovely lady helped with blood pressure machine. Very efficient nurse took blood
The nurse was very friendly and kind
The doc was amazing- she actually made me feel like she cared and not just brushed off. Thank you
Dr gave injection as arranged.
I was called regarding a request for a blood test and seen within 3 hours. Professional telephone call and phlebotomist, but also friendly and sociable.
Although the receptionist was ok, a smile would have helped. The nurse was very good though and totally reassuring.
On time appointment and friendly nurse
Both members of staff I saw were both lovely
Patient informative nurse
I was called at the wrong time. The call was supposed to be at 7.45 but came through at 7.30 when I was driving home and in a poor service area. No one called at the appointed time. I then received a message to say I failed to attend.
Excellent service lovely nurse very friendly and explained all she was about to do.
Staff helpfull. Doctor listened and understood my problems and was extremely kind and helpful with advice and treatment. Thank you.



## Friends and Family Test December 2025 Summary

All good
Doc listened. Was very gentle putting steroid injection in my shoulder. Explained every. Excellent..
Really accommodating, helpful and make you feel at ease
A genuine feeling that I was being help by a caring professional.
Very efficient and friendly
Appointment on time and the doctor was very kind, thorough and offered a plan and reassurance. Felt listened to and understood and appreciate all the support and advice to try and help relieve my symptoms and worries
Punctual appointment and reassurance
Prompt, efficient and helpful
The wait wasn't too long, the doctor was nice and approachable.
Got an appointment same day and very efficient
Doctor listened, took har time.
The nurse was excellent but questioned why having another blood test??. I would similarly question communication at the surgery. Also asked me to provide urine sample not mentioned previously!
I received a response to my online query within 30 minutes offering me an appointment in two hours time. I arrived early for the appointment and was seen 5 minutes early. The doctor was very professional and diagnosed the issue.
I phoned the surgery at 8am, reception staff very pleasant, after giving a brief outline of symptoms was offered an appointment at 09:40. GP, Dr Wright was very thorough.
Dr maronge is such a reassuring individual who clearly respects his patients.
Great service very polite
No waiting, then a professional service
Called on time, informative chat, friendly
Seen on time, no problem with blood test.
Dr Farrow was very thorough and invested in my wellbeing. As always, she listened then asked questions, made an examination and a conclusion given. Very professional at all times. We are so lucky to be patients at Willington Surgery.
Lovely Nurse, very friendly, guided me through my test results. We discussed my options and goals to reduce bad cholesterol. Very positive.
Lady was lovely ! But my appointment was a mistake so didn't need to be there or have the appointment so waste of time on both side!
On time and good service
I felt listened to and everything was explained well
Reception very polite and informative. Had 3 issues i needed resolving to which these were all sorted promptly. Very professional
Efficient and pleasant.
No waiting Nice staff
I was satisfied with the plan the GP put in place.
Seen quickly, Dr was thorough and very reassuring. Good experience
Pleasant waiting room with lots of information. Appointment was on time and Dr very nice - listened to the problem and had a solution. Thank you.
Dr Makava was very nice, patient and listened to me. She discussed my problems with me and how to move forward.

## Friends and Family Test December 2025 Summary

The pharmacist had great knowledge and opened my eyes to other treatments that are available to me to help with lowering blood pressure and control of type 2 diabetes .
Kind doctor
Although a busy waiting room prompt and timely appointments went smoothly. Thank you.
Easy service, polite staff, well organised
Same as always, efficient professional and pleasant.
I managed to book an appointment in advance and then as my symptoms worsened I called first thing the following day and got a same day appointment
Brilliant receptionist helped me sort an appointment when I was feeling so ill.
Receptionist got me an appointment at a convenient time, the dr was thorough and understanding.
Lovely staff
Prompt efficient service as always
Got appointment within a few hours, Prompt to see the doctor
The staff are amazing & you never feel rushed. I couldn't feel any better looked after.
Very professional
Appointment on time Nice very helpful nurse
Polite and efficient
Bloods taken all done well with no problems
Booking in process was easy. Appointment was on time. Nurse was lovely.
Procedure carried out well and felt relaxed
Got appointment same day. Dr was very kind and understanding. Receptionist when I called really listened and explained things clearly and made me feel valued.
The doctor listened & decided to have bloods taken to see if there are any underlying problems. He asked questions & we looked at options. Did not just give a repeat prescription.
Taken ahead of planned appointment, very quick and efficient service.
Review with Pharmacist right on time. Quick and efficient.
Very pleasant. Good information
If this is regarding a telephone call From the pharmacist. Missed the call unfortunately I missed the call
Keeping me up to date with results and explaining next step
Very clear information
Really helpful and considerate as usual, thanks
Very quick and efficient service today
I felt at ease talking to Doctor about my concerns. Happy with advice given.
Attended to on time and efficiently. Could not ask for more.
On time, excellent procedure
Friendly reception staff, thorough examination by doctor, easy pick up of prescription
No wait. Nurse very friendly and informative. Carried out procedure with care and reassurance.
Very efficient and friendly staff.
Friendly and informative, I felt valued and listened to

## Friends and Family Test December 2025 Summary

Just fantastic. As always.
Very helpful and considerate
Went into appointment on time. Very empathic nurse who understood my concerns and sorted out my request quickly with a prescription made available same day . Lucky to have such a wonderful GP practice ?
Since I've been registered with Willington Surgery I can honestly say I've never been with such a caring committed surgery. Excellent follow up, always totally on the ball. No matter how small or large the need.
Great service and very professional. Engaging and explaining the procedure very clearly
Was seen to quickly and efficiently very happy
Excellent, friendly and professional service. Thank you
Quick, efficient, on time.
Very professional and welcoming service
I had a call with Kim, the Diabetes Nurse. As always, she was really friendly and thorough. I always feel really at ease on my calls with Kim.
Appointment was late but can't fault the service
Simple blood test. Could not have been more efficient.
Super efficient and friendly.
I found the usual professional approach from the staff.
My appointment was pretty much on time and the nurse Wendy Kendrick was very attentive, overall I have no complaints
Efficient physio
Quickly seen to and one careful nurse taking stitches out to ensure no pain Well done Wendy
I was attended to in a very friendly and respectful manner
Everything explained well
Fast efficient service. Receptionist very welcoming
As usual very efficient, on time in fact done and dusted 1 minute before appointment time. And booking next appointment very flexible.
Prompt and to the point
Dr Maronge was very thorough discussing my problem.
As usual service was second to none. Quick and efficient
Doctor listened and very supportive
As always all staff polite and friendly inoculation carried out with kindness and care
The pharmacist was very helpful and relaxed you as he spoke
Dr Saunders listened and addressed my concerns . Very kind and professional . Thankyou
I saw Nurse Kim Davenport for my diabetic review and I was having trouble with my injection pens. Nurse Kim was very helpful and when she tried the pens they worked. She said I could ring the surgery if these problems continued.
Dr Saunders so thorough and calm . Really appreciated her call and quick response to my concerns . Thank you
Clinician very professional and helpful. Receptionist also helpful and friendly. Lovely clean surgery thank you
On time , friendly, efficient service,
Dr Saunders is always supportive, understanding and kind.
The doctor was very good in sorting my problems.

## Friends and Family Test December 2025 Summary

Caring and efficient
Very grateful for everything you've done for me. Very happy to be a patient at Willington thank you
I find Dr Morangie easy to talk to and always come away feeling he has listened and given me positive advice or treatment.
i was seen 20 minutes early and the doctor was very quick taking my blood at made me feel at ease
We discussed my inhalers and we both agreed that at this point we felt things should remain as they are.
Phone call was on time, nurse was efficient and polite.
Dr Maronge was kind, compassionate and thorough. A perfect GP experience in a rather difficult situation. And I am very grateful for the continuity of care - it makes such a big difference to feel the GP knows me and my history.
From reception to doctor are all Excellent Thank you
Kim.was very kind & thorough & answered all my queries
The receptionist was lovely to speak to and understood my situation really well. Doctor Maronge has always been great at putting my mind at rest and giving me the best diagnosis.
Telephone appt was very convenient, super helpful doctor arranged repeat prescription and follow-up tests
The discussion was friendly, efficient, professional and helpful.
Dr Maronge.. very kind, thorough, approachable. Thank you Dr M
In and out before appointment time. Pleasant & efficient staff on reception and treatment room. Thank you.
Excellent professional service
Appointment on time and pleasant staff.
Dr was very compassionate
Appointment was on time. Nurse was very professional and informative, also had a nice chat while she was carrying out the checks.
Appointment right on time. Nurse friendly and took my blood very professionally.
Quick efficient service blood test for my wife and I expertly done by Claire