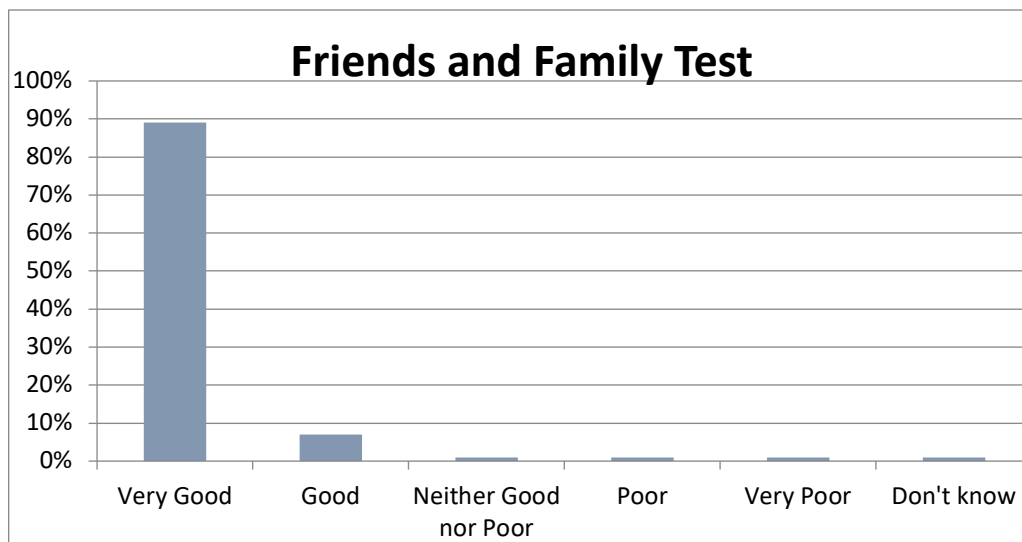


Friends and Family Test January 2022 Summary

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

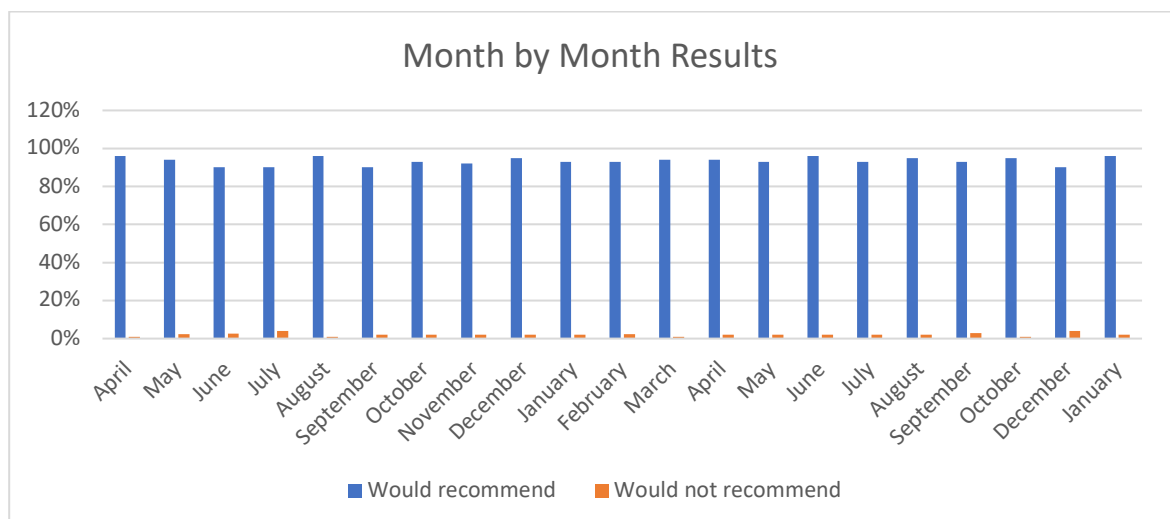
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
346	27	4	2	6	2
89%	7%	1%	0.5%	1.5%	0.5%



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

Would Recommend	Would not Recommend
371	8
96%	2%



Friends and Family Test January 2022 Summary

Can you tell us why you gave the feedback to our Service? (Text responses)

Comments from Friends and Family responses January 2022 (Texts as sent)	As usual - quick and efficient - thank you
	No queuing and quickly seen by a very professional but friendly practitioner.
	Always prompt and professional service by reception and GPs
	All was good
	Very pleased with the card and attention given by all the staff
	Nurse was lovely so helpful gave full attention and welcoming. Reception staff friendly too
	Appointment on time and pleasant appointment.
	Nurse Harrington was very efficient and helped with a problem
	Nurse Julie was very thorough.
	The Dr I saw was very thorough, and caring, I hope he is a permanent Dr at willington surgery, to join the team of very good nurses and Dr's we already have
	It was prompt and efficient.
	Very good and professional felt relaxed
	Not too long to wait in reception.
	Prompt and polite service.
	Waiting time was as expected, team doing the vaccine were superb put me at ease and we're very efficient. Excellent job in tough times
	All the staff I encountered were all lovely, polite and efficient.
	Local service, thorough check about health or worries, painfree injection never felt a thing. Excellent service in stressful times
	Appointment offered same day, fantastic GP, appointment for hospital referral booked within half an hour after my appt
	Good polite and efficient service
	Had an appointment for a covid booster. Waited for 2 minutes in the waiting room and then called in. Nurse put me at ease, side effects clearly explained
	Staff really pleasant
	Considering the surgery is experiencing staff problems my husband was given an appointment which was much appreciated and needed. Thank you for your help .
	Very efficient service
	Really speedy appointment friendly and very helpful staff. Thank you for caring for me.
	On time and good
	Prompt friendly service
	I arrived 5 minutes early and got seen immediately. I lost my sample bottle, the receptionist gave me another without being judgemental (I got an eye roll last time)
Dr Wright was very thorough and sympathetic to my problem and the outcome was reassuring	
I am thrilled to see a Doctor face to face after all this time	
Excellent service, personal and professional	
Super efficient as always	

Friends and Family Test January 2022 Summary

I was very anxious about having my booster, nurse and staff were very kind and reassuring, put me at ease
Quick , informative & safe
Service at Willington is very very good
seen on time, helpful
Doctors was helpful and offered advice but said they did not have time to discuss second symptom in depth
I received excellent care from the Doctor
Friendly approachable staff made to feel welcome and comfortable both at reception desk and nurse for flu jab
Excellent caring listen follow up kind
I thought my appointment was on time, The Nurse was great and was able to deal with my concerns,
Today's visit was very fast no waiting
The consultation was friendly, cheerful and efficient. Thankyou.
Efficient, really listened to and a plan going forwards!!
Very helpful at Reception. Really impressed by Dr Wright and delighted to get a blood test immediately after my consultation.
Pleasant interviewer and I feel satisfied with result.
Because everyone was so kind and I didn't have to wait long I felt well supported.
The caller had no knowledge of my mental health issues. Therefore, it was basically a Q and A session that are already on my records.
Claire listen to what I had to say and understood what I was saying
Dr Fletcher was so friendly and understanding, she listened to me and was very compassionate. I left my appt today feeling hopeful about having a new solution to my problems
Polite, organised and helpful
No mess system...walked straight in, and booked in, and after a very short wait, had my inoculation... Very slick!
Very good service from all
Appointment cancelled at short notice due to staff shortages and no suitable alternative offered so I am now left without my prescribed contraception.
From arrival at the surgery everyone was very welcoming and waiting time was minimum. The nurse was lovely and put me at ease for the procedure.
The phlebotomist went 'over and above ' to listen and help
Nice friendly pb. Appointment on time, checked the details before she started, very efficient.
The nurse was excellent really understanding and really helped me
Prompt response from surgery this morning and consultation followed through with tests and follow up appointment made.
I gave that response because you asked me a question. And in my opinion I gave my honest opinion. Thanks
Doctor rang me today invited to visit, was not expecting to get a face to face, good service thank you,
I asked for an appointment this morning and was given on for 2.15pm today. I received excellent care from the doctor.

Friends and Family Test January 2022 Summary

Receptionist was nice, I was given an appointment quickly. The Dr listened and was reassuring
Service was excellent
Timing spot on, no delay, nurse professional and courteous.
Because I did not have to wait and nurse was kind and professional
After Govt. advice to not attend Drs practices in 2020/21, my issues compounded resulting in a visit to A&E. My GP, Dr Makava, is being very supportive
Very happy with with appointment
Because we always have a good service.
As always everyone was very friendly and efficient
Rang at 8am and was offered an appointment the same day
Quick appointment,on time,my questions answered by friendly nurse.
Went straight in that's how I like it.
Excellent communication and explanation and next steps. Thorough checking that i am the right patient. Very considerate and easiest smear I have had
The staff are always friendly and happy
From phoning the receptionist this morning then the doctor was all great
Doctor was really good
We considered the experience to be very good both the examination and the follow up course of exercises that we need to carry out. Very encouraging
Appointment on time, lovely Lady doctor who examined me thoroughly, listened to what I was saying and arranged further treatment, excellent service
Doctor saw me on same day and prescribed cream to treat problem
Great service today, thank you all for fitting me in at short notice.
Practice nurse was brilliant
Managed to get an appointment quite quickly, doctor was very thorough and my blood test referral was fast. Blood test was very quick and painless
The nurse was very friendly and I've no bruise on my arm ?
Although the appointment was good the Dr requested a follow up appointment but there wasn't one available with same dr
Efficient and fast.
Very well organised
Was pleased I got quick response to what could have been serious condition and a doctor who listens and explained all aspects very professional
The appointment was on time. Efficient and brief
Very pleasant nurse. Attentive with my special needs son. He thought she was great
My Daughter had her annual review and she came out feeling good about herself.and had lots of help and advise
Good availability of appointments, short waiting time and very good service from doctor
I felt Clare discussed all my queries regarding COPD. She was thorough and polite
Very efficient all round

Friends and Family Test January 2022 Summary

When I see all the moaning on social media about getting an appointment at the Dr's I wasn't expecting to get one, I called at about 9.30 after I have been on school run and got cancellation
Very professional. I was seen slightly earlier than my appointment time.
Excellent service
Nurse was brilliant with my babys injections and didn't have to wait long
Prompt response and personable doctor - the human touch
My appointment was 25 minute late, I understand the pressures therefore good instead of very good. I didn't mind waiting.
Very quick and friendly service.
The surgery contacted me to book a follow up appt and the doctor was very informative and reassuring
Easy to book, staff pleasant and efficient. Thank you.
Quick appointment just for bloods
Rang 111 who advised doctor would ring a bit later. Doctor from surgery rang and said she needed to see my wife. Had appointment at ten to five.
I couldnt fault anything
My appointment was on time and Nurse Julie was very polite and professional and explained everything to me.
Good in depth feedback and answered all the questions I had wanted to find out and understand.
When I hear many of my friends who complain about their local surgeries I am so thankful I deal with such a wonderfully run unit. Thank you
I felt that the doctor was very thorough with the problem that I have.
Very professional and appointment on time. Very efficient and everything explained.
As ever, every member of staff I spoke to was helpful, polite and caring. Thank you
Seen on time; friendly helpful nurse.
Dr Makava made a home visit to my 98 year old father, who is housebound. She was so friendly, efficient and kind to Dad.
Because Julie the nurse was lovely, very caring and understanding.
Everything was carried out to a high standard. All very helpful even though they were very busy. Excellent.
The nurse I saw was very efficient, professional and friendly.
Very professional and curtious,kept to appointment time.
Dr. Macava gave me 100% attention. Can't fault her.
Appointment on time and efficiently
When speaking to the receptionist she was friendly, professional and very helpful. I was able to get a face to face appointment when I know of people at other surgeries have no chance of getting appointment
Appointment was on time. Nurse was kind, patience and so friendly towards my 3year old who was having her preschool vaccines
Cancelled appointment 3 times now, work shy have a test and get a rest on full pay. People scared of even ringing for an appointment to be told you can't have one
I was the first appointment of the day and was 7mins late being seen. When i was seen it was quick, well organised and the staff were lovely (as always).

Friends and Family Test January 2022 Summary

First appt for blood test, very friendly staff both reception and phlebotomist
Professional, efficient and friendly practice
Just a very positive experience talking to Dr Saunders
The nurses I had were lovely and kind to my daughter, they made me feel calm because I was nervous about my daughter having her second immunisations. Thank you
Very friendly, good patient approach. Nothing too much trouble.
Having a smear test is never easy, it can be quite embarrassing, but I felt completely at ease with the team who did mine. The reception staff were welcoming too
Dr Maronge was most helpful and instructive with my complaint for which I was very grateful, so thank you to him.
The reason I gave that response is because I think you are all amazing Thank you all so much.
The nurse Julie was lovely, she answered all my questions, and she didn't rush me, and she listened.
Very helpful advice
My treatment was good and prompt
No hassle or fuss because I needed to rearrange my appointment on day
Personally the First time in many years that I felt a doctor listened, checked and discussed my concerns. Most times they don't check anything physical
The midwife Emma and support worker Georgia are always lovely and and kind never make you feel rushed
Both my wife and me are very pleased with Willington surgery, they are also very helpful when we are away from our home address in other parts of the country
As usual very professional service many thanks
All the staff are very good
On time, no wait, receptionist available, no queue, rapid procedure.
But please, please, please cut the recorded phone message to about 10 seconds maximum.
The GP I met was kind and patient and allowed me time to explain what has been going on for me with a chronic condition. I felt listened to and understood
very happy with waiting time and service from the doctor.
Seen on time and a thorough appointment. Thank you
was offered an appointment on the day, and referred on for further investigations also on the same day. Dr Morange listened to me and was very reassuring
There was no waiting, the nurse was prepared, efficient and friendly. As always a great service.
Always helpful and friendly.
Receptionist was very kind and caring to my problem, found me an appt, wish I'd got her name as she was wonderful. Dr was excellent as always.
I was pleased the Doctor found nothing wrong but still have the problem.
Quick and efficient
Efficient and helpful service

Friends and Family Test January 2022 Summary

Appointment on time. Friendly and helpful..clean and safe environment.
Very good service and out in 5 minutes
Today I called in for an appointment I was dealt with nothing but compassion and care. It's not often that you get someone who can help you see that you are in need of hep
The Doctor's patience and understanding were very much appreciated.
On time and all questions answered
Triaged effectively, nice empathetic doctors offered face to face and reassurance hopefully the treatment is as effective
Very quick, efficient and on time
I was seen on time and was quickly in and out
My appt was on time, nurse very pleasant, no negative comments
Lovely staff and great service
Thorough, reassuring gave me confidence.
I was seen early for a start and Sharon even flagged up that my annual checkup was late so she suggested she took enough blood to do the test required
Really helpful doctor. Listened to me and very thorough
Quick and efficient
Dr Saunders was brill kind and patient and explained every to me and a good listener
Very easy booking in system, on time and very friendly
Professional throughout I felt very reassured after seeing the GP
Appointment on time. Doctor thorough and helpful
Great service from start to finish from the very helpful receptionist to the excellent way Dr Saunders dealt with my mother's problem.
Always a great service given from the surgery
Didn't feel properly listened to
Short queue at reception Dealt with well Appointment started on time Quick and well handled Stress free
Very helpful
Lovely doctor made me feel relaxed
Seen on time by cheerful staff and a very nice atmosphere ?
I was made to feel relaxed and listened to with good questions regarding my symptoms
Nurse Wendy was lovely, she went through everything thoroughly and I felt well looked after and in safe hands for my smear test.
Speed of being seen, pleasant phlebotomist. Helpful in sorting out bloods for outpatients. COVID precautions excellent. Only downside is very long wait again
Excellent nurse, put me at ease (during smear test) professional and kind
Your team of practice nurses are extremely professional, knowledgeable, thorough and caring. All absolutely fantastic and I am unable to thank them enough

Friends and Family Test January 2022 Summary

	I struggled to understand him over the phone which probably wouldn't have happened if I had seen him in person
	Service consistently excellent.
	Always fantastic help and service - thank you
	Lovely lovely nurse
	The conversation with the GP felt extremely rushed. However, the GP did take the decision to request blood tests to support the appointment
	In thanks for the good service received
	Because Wendy always sees me ASAP if she's free and she is v professional and usually makes it pain free and I have a ridiculous number of blood tests at
	Quick,efficient,very pleasant member of staff
	Phlebotomist was very quick, friendly and gentle
	Staff very polite, appointment was on time
	Wonderful nurse
	Wonderful appointment with the nurse for my sons pre-school jabs. She was fantastic at community him. She's a credit to the surgery.
	Very professional, friendly staff, seen on time, nothing negative to say at all. Thanks