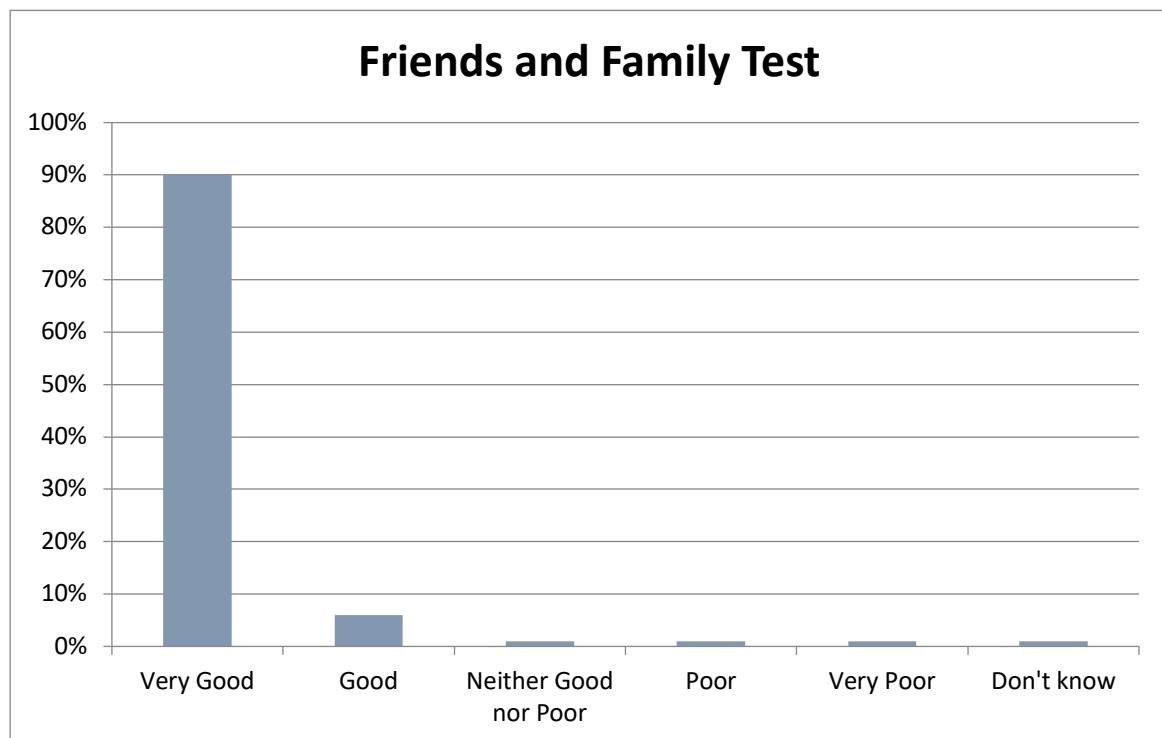


Friends and Family Test June 2021 Summary

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

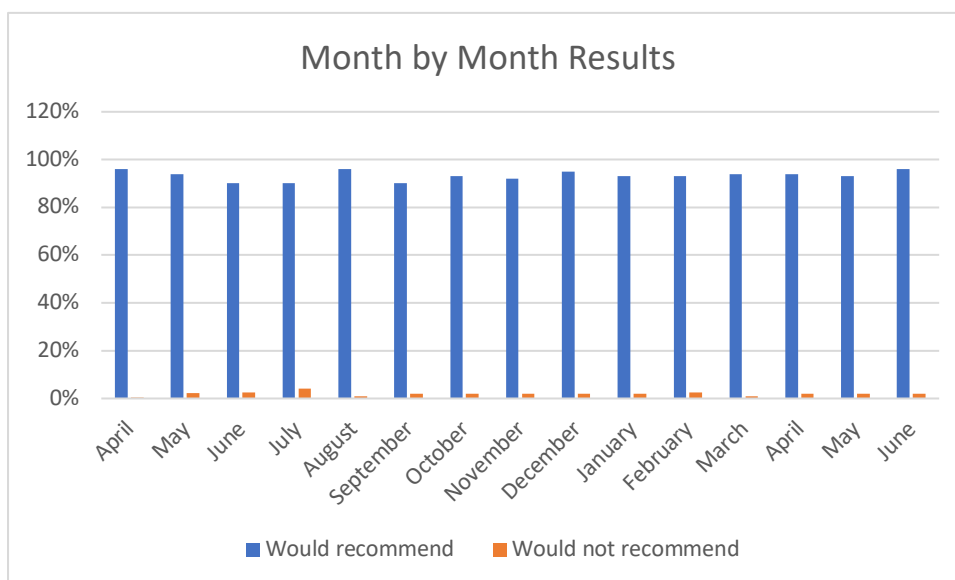
Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
392	28	6	2	6	2
90%	6%	1.5%	0.5%	1.5%	0.5%



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

Would Recommend	Would not Recommend
420	8
96%	1.8%

Friends and Family Test June 2021 Summary



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

June 2021 (Comments added exactly as received; spelling errors and typos not corrected)	Very efficient, friendly and helpful. An exemplary patient centred service.
	Phone consult on time, friendly and clear advice
	Lovely friendly doctor
	(Dr Saunders) she put me at ease about a procedure I've been worried about
	Was able to get a face to face appointment the same day and the doctor was lovely
	No waiting and Doctor was so reassuring
	Hannah the final year medical student i saw was excellent
	After my phone call I was given an appointment later in the morning. The doctor told me what I had and I was reassured it wasn't any thing nasty. So great
	Very quick. Felt safe. Nurse and receptionist very pleasant.
	On time, excellent doctor who was friendly and professional
	Good service
	Appreciated extra time and care given for more tests at same time as appointment.
	I gave a 1 following my appointment over the phone with willington surgery. They called me on time, polite person , listen to me and gave me good advice
	Self-checked in - appointment on time no delay
	Rang to take up appointment offered by the doctor few months ago for a steroid injection. Receptionist Molly was very helpful and offered me the appointment next day
	The nurse was so lovely and made me feel so at ease, a credit to the surgery. my appointment didn't feel rushed, surgery was well managed.
	Wendy Okoye is a great nurse and I trust her 100% with my condition
	Polite and efficient service from reception through to treatment with the nurse.
	Very friendly and helpful staff, covid safe
	Appointment on time and covid secure
Really helpful and attentive	
Warm welcome, quickly seen, a good experience	
Very pleased with the visit	
The doctor was very helpful, informative and kind	
Everything was well organised and efficient. The staff were very helpful and friendly	

Friends and Family Test June 2021 Summary

I was a little late going in to see the doctor but that is to be expected at present The receptionist on the phone was very friendly and the doctor was excellent
I gave that feedback because the doctor was very kind and listen to what I have to say nothing was too much trouble for him he was very kind and considerate
I thought the service was very good
Quick appointment physio was excellent
Friendly staff, punctual phone calls for appointments. Always had a positive experience
Very clean, the staff are lovely and the drs are very good Thankyou to you all
There was understanding and empathy even though it was an asthma review
Was thinking that I would visit the physio in person so that I could be shown how to do the physio on my back
Very good conversation with your sister and very helpful
Good service, prompt response, easily arranged to investigate possible issue.
Very efficient nurse was polite and confident and made me feel at ease
Called the surgery at 8am Got through fairly quickly On line appointment booked with the Dr for the same morning. Spoke with the Dr recommended a face to face appointment. Very satisfied
The good doctor
Everything was perfect, Dr O'Hara listened to every word I said, he explained all my concerns in great detail that I clearly understood, I felt at ease
As a patient you are made to feel that the doctors and all of your staff really care about you which is very comforting
Helpful professional practice nurse who didn't rush the consultation.
Just knocked a point off because not face to face, dr was brilliant though.
My appointment was on time quick fuss free.
I rated my visit as a 1 because from your receptionist to hca they were both very friendly, welcoming and professional
Appointment was dealt with efficiently, Doctor was positive in her attitude and my issues are being followed
Great Service
Straight in and out no waiting
Surgery clean as always, staff always helpful and friendly, appointment on time. Dr helpful and informative as to my condition.
Very efficient service was seen straight away
A very speedy and efficient service, with good interaction from personnel involved.
Quick efficient treatment by pleasant staff. Cannot fault. Well done again.
The nurse (I think it was Wendy) was so kind. She spent the time explaining the procedure and trying to put me at ease. Couldn't have done a better job.
The nurse was very kind and friendly .
Emma R (midwife) is such an approachable, empathetic caring professional. Very happy with my antenatal care.
Very efficient. Straight in and straight out. Friendly staff.
Easy self check in, appointment on time , covid secure , all good
Appointment was quick, blood taken was painless and efficient. Haven't had no bad experience at Willington surgery
I had to wait in a queue for 5 minutes at reception, there was even a person who works at the doctors to
Service was prompt from entering to leaving
Considerate doctor, dealt with extremely quickly.

Friends and Family Test June 2021 Summary

GP was very informative and made me feel at ease, as did the student GP also present. I had the contraceptive implant and I didn't feel a thing
Very quick and efficient, nurse excellent and made you feel at ease
The Doctor was kind and attentive and I left reassured about my symptoms and follow up treatment. A very pleasant experience! Thank you!
Staff were friendly and welcoming, very attentive nurse.
very helpful and reassuring conversation with the receptionist
It is always very good no problems at all.
Easy checking in, now the touch screen is available. Nurse friendly as ever, whole procedure over in minutes.
I had been called by a receptionist to say I needed a repeat blood test. She alarmed me as she could t tell me why this was. Then when I came for the blood test Sharon was very reassuring
Because that was the number it was said to send it to ?
As usual the service you give is excellent
Not had a long wait was able to have blood tests done on the same visit.
Dr Saunders was very helpful with what I needed to discuss with her
Really Caring, thorough, and unhurried appointment thank you.
The doctor was very kind and understanding of my worries and concerns
Receptionist and Doctor we're courteous and helpful. The doctor was very professional , dealt with my concern and put me at ease. Thank you to all.
I wasn't kept waiting and nurse Kendrick was very pleasant, friendly and efficient.
I was sat waiting for 20 mins & when the nurse came out to check if I was there, she told me that I hadn't been marked as arrived! A waste of my time
very friendly and helpful well organised ?
The consultation was efficient and I was pleased to receive exercises to help me.
Nurse was friendly, helpful and very positive. It made the consultation a pleasurable experience.
good imfo x caring staff thx
Great docter and nurses nothiong2 much bother for them
Very good. ?
After being told the wait was 0minutes, I actually waited about 10minutes (though it didn't matter!)
Receptionist good. Appointment on time. Outcome good.
Extremely helpful staff and went out of their way to make me feel comfortable and dealt with an issue very quickly. Thank you
Pleasant helpful staff
Because the Doctor listened and was very informative I always regard Willington Surgery as v good.
Appointment on time highly experienced nurse
From the moment I got to the surgery I was seen promptly and with respect and it was a very busy morningso well done all of you
The GP was very approachable and sympathetic to my problems
Professional and friendly
The nurse I saw today was lovely as all the nurses are always!
Very thorough and helpful and very pleasant
Sorry if I made a response will not do it again.
Efficient, friendly and safe
Everyone helpful and doctor empathetic and reassuring.
Dr Merenge was courteous and very helpful - first time meeting him. It was so nice actually seeing a doctor face-to-face - long may it continue.
Very covid safe very professional and friendly staff
I was called by the surgery yesterday to come in for a smear...to be told I am not due one for 2 more years
Went for a routine app with Nurse Wendy, she was very nice, patient and considerate thank you

Friends and Family Test June 2021 Summary

Doctor giving blood test excellent but I was left standing a reception for a long time before I was acknowledged by staff in the back room (check in syst
Actually saw a doctor who then listened. She gave me results of previous scans and put me on waiting list for surgery.
Professional and friendly as usual
My 100 year old Mother's appointment with Dr O'Hara was very caring and considerate and full of information after her recent operation.
As always your all very kind, helpful and efficient.thank you all.
When I need advice it was available in a timely manner thank you.
The member of staff who called me was very professional and helpful and put my mind at ease regarding an appointment I have next week.
Receptionist very efficient. Dr called back with 30 mins. Blood test completed same day and follow up appointment booked for 2 days later by the doctor
This review was not completely satisfactory as no measurements could be taken and as I am unable to walk far or fast due to waiting for hip replacements
Always friendly helpful and professional. I can't fault it
Dr Maronge was absolutely fantastic. The reason I didn't give a 'Very Good' was because of how long it took for the computer in the pharmacy to receive the prescription
Hi gave that feedback because they have been good to me
I have always been treated well by Willington Surgery,by all numbers of staff as well as nurses and Dr's,I think we are lucky to have a group of caring peop;e
Caring doctor who took the time to listen.
Service was friendly and efficient. Surgery is covid safe.
From arrival to departure, all staff extremely pleasant and efficient. Also a pleasure to have a face to face consultation.
Friendly and helpful staff, quick and organised visit.
Polite staff and swift service
long wait at the reception, everything else was great
On time. Covid safe waiting room. Everyone v friendly.
Available appointment. Doctor OHara was friendly, clear, concise and reassuring.
I haven't sent any feedback but it was 2
Available appointment. Doctor OHara was friendly, clear, concise and reassuring.
Joanne was so lovely, caring and considerate
Everything was ticketyboo
Good sevice from Gp and receptionist
Seen quickly. Staff pleasant and helpful. Everything went smoothly.
Didn't have to wait long. Auto check in was working. Just what I would hope for.
I was able to get a face to face appt on the same day and had a sympathetic and productive consultatipn
I've never had a single problem when contacting the surgery. All the staff are fantastic. A special shout out to Sally,who for the second year running has sorted our prescriptions for travel
The asthma nurse was lovely on the phone , friendly and I informative and also re-assuring .
Because I appreciate all your hard work
Lovely receptionist on the telephone. Quick appointment and very kind and efficient doctor. All in all first class experience
Very quick & efficient.
Staff took onboard my health needs and I was offered an appointment .
Ella pharmacist came across as caring. She was happy to listen to me talk about previous issues that had led me to be on my medications
Fab doctor.
I called this morning for a appointment and you got me in . With what's going on as in COVID-19 and every thing else I think your all great ? Thank you
Service was great

Friends and Family Test June 2021 Summary

The GP I saw was so thorough professional and approachable many thanks
I was very happy with the Doctor I saw.
Doctor very pleasant and helpful
We both got the answer's to the questions asked.
My appointment time was met and Doctor and Nurses very good as was Receptionist.
Today's visit was very efficient
[1/3] I saw nurse Wendy for an asthma check up today and she went above and beyond and helped me with a personal referral to another doctor. She was kind, patient
Dr has time to listen to you and you feel like a person not a number or target
The nurse was lovely with my little boy and remembered my little girl too. Was very friendly to me as a mum. Shame the appt was late.
The doctor was very understanding
The phlebotomist was efficient, kind, and friendly. Thanks.
Excellent care
Yes, because they are nice and serious about their work and their reception of patients is very good
Dr Ohara was very thorough and explained things well putting my mind at rest. Also the receptionist when booking our appointment was very prompt and helpful
Good service all very helpful thank you
Seen fairly quickly by the Doctor and he requested a physio appointment. The receptionist called me within 5 minutes of my leaving to arrange the appointment.
Very patient and courteous in dealing with my slowness and hearing problems. Thank you.
Got seen ASAP and Dr O'Hara diagnosed my problem in seconds and has arranged my treatment straight away. Brilliant service!.
Dr Wright couldn't have really been any ruder.
My husband visits the surgery every month for ongoing treatment and always receives excellent care which we value very much indeed.
The nurse who gave me an ECG was very good at putting me at ease as I am very nervous and she gave me a lot of confidence.
Efficient service
Fantastic service, very Covid safe. Very helpful staff.
The usual ease of reception and timeliness of the appointment
Polite and courteous staff. Made me feel very welcome.
Nurse and receptionist efficient and friendly ?
I had to wait a bit longer than I expected but was given quality time with the doctor.
It was safe, secure, quick and efficient
Very efficient.
Seen quickly and Dr offered a possible solution which I can start immediately
Short waiting time, nurse was lovely very patient thorough and knowledgeable
Easy to get appointment
Doctor was very kind and helpful
came out with no advice at all on how I could treat my problem or things I to avoid so that it doesn't get worse. I was just told It will go away by Monsay
Pleased with the service
Excellent service ,from the receptionist to the Doctor .
Very professional and efficient
The lady Dr was very friendly, answered all my questions knowledgable and was reassuring.
Friendly staff and not long to wait.
Excellent practice. Well trained, organised staff and very clean premises.
Prompt professional service

Friends and Family Test June 2021 Summary

Much improved cooperation to arrange appointments and prompt visit to see doctor
We are new to the surgery and are very impressed, the receptionists are always so helpful, very quick to respond to any concerns, doctors seem to be very good
The appointment went smoothly inspite of my slightly late arrival
Whenever I need Dr Farrow she always tries to see me about my problem
Well the lady is really nice, and she does her job very well, and I have my blood tests done by her regularly thank you
Your efficiency and communications are faultless, reception staff are kind, understanding and caring, and Dr Cowley is the consummate professional
I wasn't expecting to get to speak to a Dr today, but I did.
Lovely nurse, really friendly.
My appointment was exactly on time The nurse was friendly and efficient The ear syringing was painless and effective Thank you
The nurse explained everything before starting the procedure and was very understanding as I was nervous - I came away feeling completely reassured that
I was Seen by the nurse swiftly, she was professional, very pleasant and friendly
Getting appointment fine, not expected with criticism I've heard.
Doctor friendly, but not sure what I got from appointment!
Understanding and knowledgeable staff
All staff and nurse very caring
Sharon as always pleasant and helpful and efficient in her work
Polite and professional staff
Great service
Helpful receptionist and access to medical advice from GP. (sent with Echo)
Procedure carried out efficiently and politely.
I thought my visit was generally good...!
Lovely helpful receptionist on phone, ease and quick to get an appointment same day, lovely friendly GP
As usual the whole team from reception to doctors are so helpful and professional in every way a big thank you, stay safe
Very efficient and pleasant nurse
I saw the pharmacist this morning who advised me to see a dr about the rash I had. My heart sank as I thought I'd have to do ring at 8am for an appointment next day but got an appointment so very pleased
waiting 20 minutes to see my Doctor?
Very professional approachable service provided and explained everything
Rang when they said they would and prescribed the antibiotics that I needed
On time for appointment all staff very nice
On time, Covid compliant and diagnosis clear to understand
Very efficient and professional
Appointment made very quickly. And I was seen by a really nice doctor.
Careful ear syringing completely corrected my totally blocked ears - particularly the left ear. So very much appreciated -
Very helpful at short notice
Appointment on time and covid secure
Very helpful, for answers to all I asked
The Pharmacist listened to my points and gave me an action plan from the phone call.
All easy and quick to book

Friends and Family Test June 2021 Summary

	In to the nurse 15 mins before time . The only thing I didn't like- I used the auto BP etc At side of reception and the result was in kg etc. I am one of old school who wants stones
	Easy to use self check in. The nurse was very nice and explained everything clearly. She made me feel that I was informed and in control.
	When I saw the doctor for one issue she realised that I had two issues and dealt with both. Very much appreciated. Scans were arranged and feedback given
	The service was first class class. Sharon the nurse was very efficient
	Doctor Wright gave me a double appointment, took time to talk through my problems, offered me some options and planned a call back next week to talk about them again
	Quick appointment physio was excellent
	Staff lovely very kind and helpful. Five min wait after appointment time. I do not wish to sit on material chairs in a Covid pandemic.