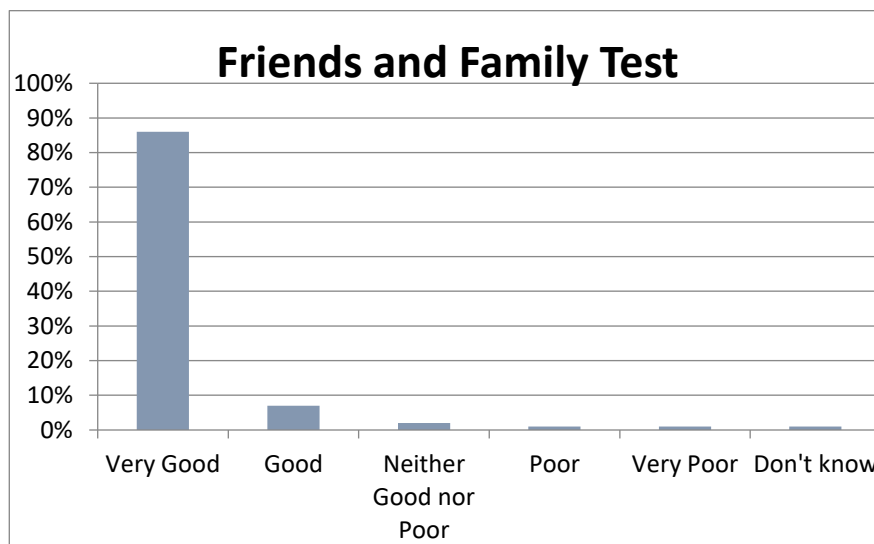


# Friends and Family Test September 2021 Summary

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

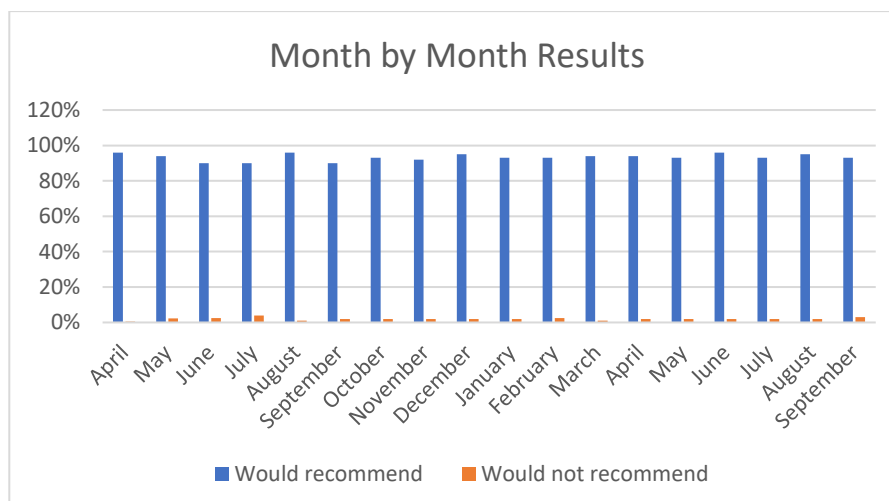
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
333	26	8	5	7	6
86%	7%	2.2%	1.3%	2%	1.5%



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

Would Recommend	Would not Recommend
359	12
93%	3%



## Friends and Family Test September 2021 Summary

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

September 2021 (Comments added exactly as received; spelling errors and typos not corrected)	Quick service!
	Good service rang for appointment got in for 11.45 and seen straight away
	It was perfectly fine but doesn't replace a conversation I would like to have had regarding my HRT with a doctor. These annual check-ups give patients the chance to discuss general health and wellbeing
	Fantastic, DR clearly articulated everything I needed to know
	Consultation was fine. Being ignored by reception on my arrival and departure was not fine. Ladies might well be busy in the office, but the fact remains we are patients waiting for attention
	I got through ok and then the doctor called me back on time and then gave me a face to face appointment the same day
	Julie always fits me in before 9. So accommodating, always in the same mood and very professional. A credit to the surgery Thank you
	Wendy C was cheery and her professionalism is second to none.
	Appointment carried out very quick & efficient as usual.
	The Doctor and the girls on the desk were lovely people.
	Nurse Julie Harrington is the best at doing B12 jobs They are very painful normally But not with her And is very good at her job
	Quick, efficient, friendly and helpful
	Receptionist helpful. Nurse excellent and took the time to explain the procedure she was going to perform
	The gentleman I saw was nice but I found it hard to understand what he was saying to me. He said he would send an email with instructions and exercises which he did
	Both my husband and I always receive excellent care
	Efficient friendly knowledgeable service
I didn't have to wait long to be seen by the doctor and Dr O'Hara who was very reassuring	
Because your service is good and the reception is wonderful from everyone, thank you	
Had a telephone appt. and although I much prefer to see doctor face to face the appt over the phone was spot on time and all my questions and concerns were answered	

## Friends and Family Test September 2021 Summary

Doctor very helpful, had time for me.
Replacement cervical ring fitted. Very valuable local service.
My appointment is changed to next week due to illness. but honestly there's no problems with the service.
Great service
The response was excellent. Phoned me as requested and doc gave me information I required. Very good.
Quick, efficient, clean
No wait- quick efficient test- pleasant staff?
The nurse was very helpful - compassionate and efficient Thankyou
Very professional and courteous and treated with respect and kindness.
The doctor never helped me
I have never spoken with Dr Ryde, she was lovely.
Member of staff phoning me for my 1 2 1 appointment was 1.25 hours late.
Because Doctor Wright had an honest approach and showed interest in my situation. A personal touch. She made a follow up telephone call to me
Appointment with nurse almost on time and very pleasant nurse.
Your staff as always are courteous and efficient, your surgery shines against the norm of GP surgeries and patient service levels well done keep it up
Nurse explained everything she was doing and then made sure I was ok
I always receive first class treatment from the surgery nothing is too much trouble I am made to feel like a special person and well looked after thank you
Wendy was very kind and explained what was happening any why. She gave me the result of pulse test so I left feeling reassured. I used the digital screen
Because it was
I felt better talking to Dr with my problem. plenty of time and good explanation. This put my mind at ease. All staff were pleasant and helpful. Thank you
Took my 3-year-old for his pre-school jabs. The receptionist was very pleasant
Supportive informative and good communication
Quickly dealt with

## Friends and Family Test September 2021 Summary

Very good treatment and info
Very quick and polite
I had poor reception on my phone and when I got service I phone in. The nurse was late calling but there is no allowance for the fact that I rang back when I could
Prompt appointment. Tidy environment. Pragmatic doctor.
Fast and efficient, no time wasted.
The person I saw at the surgery was very pleasant, explained everything to me very carefully and in a very Easy to understand, clear and precise manner.
Staff was very sympathetic, and understanding
Excellent help advice and treatment beyond what was expected at the appointment. Staff were lovely and supportive and spent time dealing with the problem
I received a prompt call back and a follow-up appointment the same morning. Blood tests for the next day, I saw a lady doctor. Dr Falmer?
The receptionist is extremely rude and unprofessional. As the calls are recorded, I encourage a manager to listen through to my recent call with her
Service I received met all my expectations and the receptionist was so polite and helpful to everyone who came into reception.
Really helpful Dr that listened and provided a solution which is helping
Professional service and nurse made you feel she cares!
Everything went well I got help when required
Very pleased with the prompt and professional service I have received from the surgery
helpful staff easy 2 talk 2 thank you
Routine appointment-problem identified. Another appointment swiftly booked for 3 days' time to see doctor.
Very little waiting time and Dr Siva was very friendly and helpful.
I arrived at the surgery for 8am for a blood test at 8:05, there was a couple in front of me and there was no one on reception, a lot of staff in the office but no service on desk
Appointment was on time, he greeted me in the waiting room and introduced himself as although we had spoken on the phone it was the first time with a face to face
Very good and efficient and friendly service

## Friends and Family Test September 2021 Summary

As is the common complaint throughout the country.  
"Trying to get an appointment"

Dr Saunders was lovely as always, high level of care and empathy. The nurse who accompanied her was also very caring and friendly, but I can't remember her name

Received telephone call for medication review promptly on time. Ella the Pharmacist listened and was helpful

I felt that things went so smoothly. Self check in was easy to use. Not long to wait and all went well in my appointment.

My appointment was for 4.30 pm. I waited 25 minutes to see the Dr. After which ignored at the pharmacy despite trying to attract someone's attention.

I was pleased how quickly I could get an appointment; the reminder texts are good. The service/treatment was excellent when I attended the surgery.

Log in initially said 0 mins wait when waited 15 mins.

The doctor was very kind, helpful and made me feel at ease

I was seen exactly on time, Wendy was very professional, courteous and put me at ease before administering the shingles vaccine.

Great service

We were given an app this morning for a blood test the receptionist as always extremely polite and cheerful as was wendy who gave us valuable advice.

Everyone at willington surgery from the receptionists to the doctors are always kind and helpful. You really feel that that you matter

Little or no waiting time. Excellent work by the nurse I went to see

Surgery very clean, well sign posted, excellent check in service, staff very friendly & attentive

Friendly and professional as always

I gave that response because I contacted you via your online service, efficiently and directly and with little delay had a follow up appointment booked

We were given an app this morning for a blood test the receptionist as always extremely polite and cheerful as was wendy who gave us valuable advice .

Staff and GP were friendly and helpful, but it was half an hour past my appointment time before I was seen

I received a quick and positive response to my concerns

Good information from the doctor and listened to me.  
Receptionist was helpful

## Friends and Family Test September 2021 Summary

With any service there is always room for improvement
A time slot would of been nice but not a biggy
Professional, friendly and efficient
Swift appointment. GP patient and considerate.
Well looked after by Dr Makava, although we did have to wait 20mins after our appointment time.
On time, painless and lovely person
Doctor Cowley was very understanding and most pleasant and approachable
Good service from a very nice nurse.
Quick efficient and informative.
Very caring & professional
Rang this morning and was given an appointment for this afternoon - Dr Siva was very thorough and kind
Asthma check nurse very helpful
Everyone was kind and friendly ... it felt very covid safe . It was so lovely to talk to someone face to face x
Very pleased to have a face to face appointment. Dr Makava is saw was very attentive
I found the practice manager to extremely rude and unhelpful,
Sharan always remembers me.
Because I felt it was very well done. From the initial phone call to the surgery, the receptionist response, the phone call from the doctor and then the appointment
Excellent treatment
Efficiently dealt with
Very caring attitude
I was seen on time and was pleased to have my annual review, especially with the pressures currently. The nurse was very knowledgeable and was able to answer my questions
A brilliant team
Excellent Nurse, kind and caring.
The doctor was very thorough, took time to listen to my complaint and agreed to see me even though they were fully booked
I had to wait an hour for my appointment with my toddler
GP listened & was keen to find a resolution
Not kept waiting .Good professional care
lovely well trained helpful staff ?
Professional caring service as always, thank you
Appointments were on time with friendly, caring nurses

## Friends and Family Test September 2021 Summary

For the first time in 12 months I felt that someone listened to all my various issues (not just the issue of the moment), joined them together and prescribed

Quick, clean, safe and friendly

Quick to go in and Dr Makava was really friendly and efficient.

The Doctor I saw was so lovely, and explained the procedure I had done through with me so I felt comfortable.

Very efficient and quick. Plus the nurse was very good with my 2 year old.

Sorry, didn't realise you were messaging me on that number!

My experience, as always, is 1. The best surgery and team I've ever come across, thank you.

As got me in on same day

Appointment on time & a very pleasant nurse.

Service today was quick and friendly

I found the reception staff very helpful and the doctor was very efficient...also felt i was in a very safe covid aware environment

I had a text from you asking me to attend the surgery for a medication review at 3pm today. When I arrived I was told it was a telephone consultation so waste of my time

Pleasant people, right on time appointment

Maybe need to look at screen time messages, maybe need nice images in with nhs messages

Service was polite, caring and helpful. All my questions and queries were listened to and polite response received.

Doctor was very thorough and very understanding

Friendly, quick, over and above. Offered further advice

Nurse was very nice and reassuring, made me relaxed

Pleasant & professional when doing my smear.

Dr Maronge saw my 12 year old son today for low moods & poor sleep. He spoke to my son in a fantastic, friendly & sympathetic way. Very impressed. Thank you.

Nurse Julie was very nice , clear in her questions.

I have never had a problem at Willington Surgery. All staff have been friendly and very helpful. My appointment this morning was with Dr.Maronge

Walked straight into the Surgery & self registered & immediately went to have my blood test.All conducted professionally & left within 5 minutes.

## Friends and Family Test September 2021 Summary

I was 35 minutes late going in to see doctor.
Still awaiting result of urine sample
Friendly receptionist, well managed waiting area, fast and efficient, I waited less than 2 minutes
Kim was very knowledgeable and didn't make me feel spoken down to and she was re assuring
My gp has so much time and patience for me I feel totally safe in his care . Dr Maronge sorry about the spelling
Dr Makava was just delightful. Listened, calm, and very professional. Gave confidence to me as a patient.
Dr Saunders is always so understanding, approachable and happy to help with anything at all without making someone who suffers with anxiety feel anxious
Yes the doctor was great very helpful and understand and the staff was very good thank you for the help
The GP listened carefully, was engaging and decisive.
All staff were professional, friendly and reassuring
Managed to get my appointment this morning. Checking in was easy and simple.Felt the Dr was thorough and informative.
I felt that Dr. Makava was very sympathetic and competent.
The Nurse was so friendly and put my mind at ease and she was so efficient.
As usual staff very professional and pleasant.
Exceedingly friendly and helpful Explanations of results very easy to understand
Prompt check in, good social distancing of chairs and the person I saw was very friendly and professional.
Because I was perfectly satisfied with all that the visit entailed
I saw the doctor on time, the receptionist was very helpful
Nurse fantastic, however appointment 10-15 mins late
The nurse was very helpful and thorough. Good friendly support.
I was relieved to get a face to face appointment, but I did have to be firm to get it after being only offered a telephone call for a physical problem.
Dr. Maronge was very friendly
had a very good telephone consultation followed by an appointment at surgery. The Doctor was very thorough and addressed all my concerns.



## Friends and Family Test September 2021 Summary

Very friendly staff. Everything was to my satisfaction.
Very pleased with doctor who saw me
Appointment was on time. Nurse was really kind and helpful.
This was my first visit to the surgery and the Dr Farrow treated me with kindness and care beyond my expectations. I was concerned maybe as it was a first appointment
Felt listened to and was given a treatment strategy going forward
No thank you
I had been concerned that I wouldn't be seen by a Doctor face to face regarding my condition, that needed a physical examination, I was pleasantly surprised
The appointment time was punctual and the doctor was very thorough
The nurse Julie who i saw is very good at what she does ,really puts your mind at ease
Really good service from everybody and ontime as usual. Many thanks.
The nurse was lovely, and very reassuring
Very efficient and friendly with very little waiting time - thank you.
Call was on time. Brief and to the point
Punctual and polite.
Excellent and quick service. Dr was very reassuring.
Fantastic calibre doctor, great questions, highly considered. Really good meeting.
Prompt phone call,quickly followed by face to face which helped put my mind at rest.
The receptionist was concerned and approachable. The doctor was professional and took time to listen and explain. Thank you.
Brilliant service as always!
I thought the doctor went out of his way to make my daughter relaxed and was very thorough with his examination of her skin
As requested in your first text to which I responded, the service I received was "Very good", in fact excellent, but there was no provision for a higher score.
The doctor couldn't have been more kind very informative regarding my wife thank you .

## Friends and Family Test September 2021 Summary

The reception staff and doctor were so understanding when I was waiting for some blood test results. I was very anxious. As soon as my results were returned I was contacted with results
The appointment was on time and very efficient
The Diabetic Nurse we spoke with was absolutely brilliant. She shared lots of information and advice with us and was very sympathetic to my Mum's anxiety
Efficient service
No waiting straight in and out lovely
Very friendly staff.
Dr was very thorough. Did over and above what I asked for. Reassured me with everything. Felt I was treated exceptionally well.
Lovely receptionist . Doctor great ?
Everyone was polite and helpful and i felt the doctor took time to listen to me.
The doctor recognised that I was in need of a chat about my mental health. Thank you
As usual a professional and kind appointment
Very smooth experience, not a long wait and very nice doctor, thank you.
They told me everything I needed to no and was very friendly.
She was very pleasant and dealt with my problem quickly and efficiently
Just very efficient and timely.
Because i was seen and sorted very efficiently.
Timely, efficient, friendly.
Excellent help - nothing too much trouble and prompt and speedy service
Great service and reception staff very helpful and pleasant consultation with doctor very helpful and not rushed. Thank you.
On time service and efficient
Very good, was able to see and discuss my problem with a Doctor.
Good personal skills
The place was clean and covid safe, the staff were friendly, experienced and professional
All staff very professional, efficient & caring.
Great phlebotomist. Polite efficient service
Appointment on time. Very Covid safe.

## Friends and Family Test September 2021 Summary

	I came in for bloods and mentioned another worrying issue, the receptionist quickly got me a slot with a GP who has got the ball rolling for a hospital a
	Quick-courteous and professional.
	Nurse was very helpful and informative