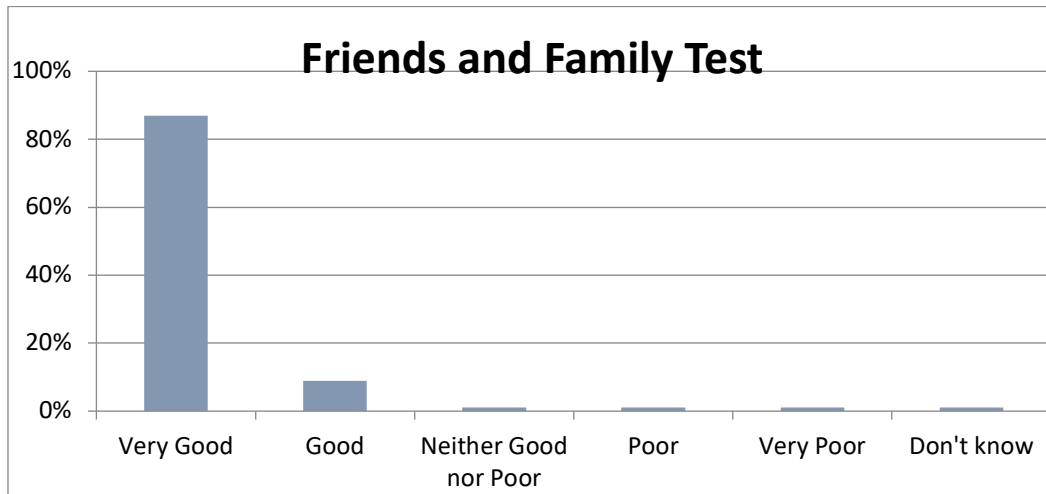


## Friends and Family Test April 2022 Summary

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

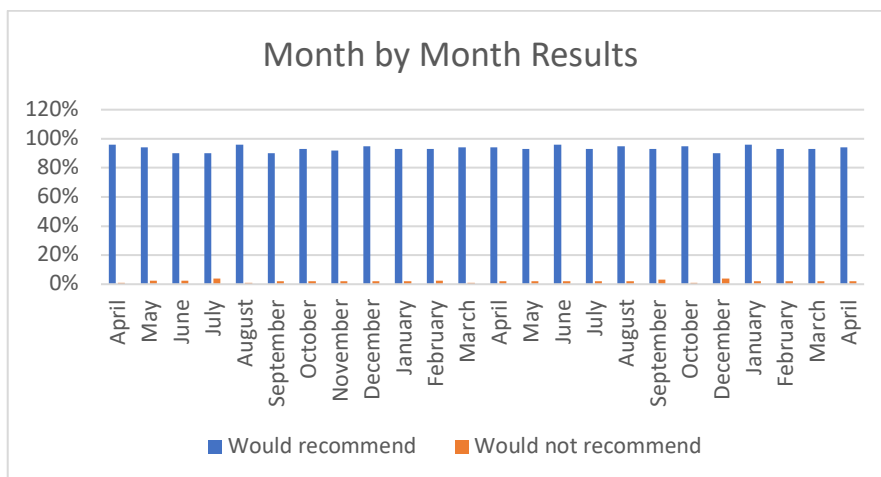
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
318	26	6	5	4	5
87%	7%	1.5%	1.75%	1%	1.75%



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

Would Recommend	Would not Recommend
344	9
94%	2.5%



## Friends and Family Test April 2022 Summary

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

Comments from Friends and Family responses (April) sent by text and recorded as sent	Efficiency
	Fast and efficient
	Pleasant friendly efficient staff
	It was a good consultation but appointment time was 10.50 and went in about 11.10 so 20 minutes over approx
	Very easy doctor to talk to Gives lots of info
	Fast and efficient service.?
	Unexpected but very helpful, you really do care
	Because self check was quick and smooth and i was in for my appointment before time and sorted and out very quick
	Appointment on time, staff friendly
	I felt like I was being listened to and given good advice
	On time appointment, promptly/thoroughly checked & treated... great service as usual. Thank you!
	I felt that Tariq was really helpful and understood my problem completely. Very thorough.
	I had two conversations about what would happen (that the doctor would call me during the day) when I phoned initially and then I had an unnecessary call
	I think it speaks for itself!
	The nurse made me feel very comfortable. Gave me some good advice about controlling my asthma.
	Dr O'Hara is fantastic and thorough at his job and was brilliant with my 6-year old daughter. The receptionist was very helpful also with trying to make an appointment
	The nurse giving the inoculation was very good ?
	I am phobic of blood tests and Sharon was so comforting and professional. And caring after I fainted. Amazing.
	Very good service. Thank you.
	Easy book in at surgery, dr very prompt with appointment and approachable. Only criticism is initial phone call where I was 19th in queue at 8.00am
	I gave this because you all do a great job
	Seen pretty much on time and Dr O'Hara really seemed to listen to me as I outlined my concerns. He offered good advice with any false hopes attached
	My appointment was with Dr Makaver she was very understanding, showed great interest in my case and was very helpful and professional
Speedy response great help as always	
Staff very pleasant, welcoming & organised. Exactly what I expect.	

## Friends and Family Test April 2022 Summary

On time, friendly, helpful
Appointment kept almost to the minute. Dr o' hara extremely professional. Reception arranged blood test promptly.
Our app was with the nurse who dealt with our problem efficiently and we were then referred to our g p who advised us on what we needed to do
Appointment obtained without much trouble. Nurse saw me in good time and took blood efficiently
Saw the lovely Dr O' Hara. He was on time, examined my son and has referred him. Brilliant service today
The nurse was very friendly and I was in and out within 5 minutes for my blood test! Very quick service.
Efficient and pleasant.
I gave 2 because the appointment was good
The nurses are amazing at the practice very informative on my health check with good advice given.
Dr Farrow Apologised for keeping me waiting. I never expect an appointment on time. She had time to listen to me. She was very understanding.
Joanne G. always very helpful and I formative, plus cheerful
Reception was good and did not have to wait long to be seen after I arrived
Always a pleasure at willington surgery ?
Excellent service - friendly staff
Very good,
Very quick appointment given, considered consultation, provision made for thorough onward investigation.
Efficient and friendly nurse did my ECG. I felt that she had time to listen to me.
Since moving to Willington the staff doctors always treat you with respect always cheerful a very good experience
8am appt which was excellent for me so I could get to work on time. Nurse Wendy was very friendly and smear test was painless. On and out in 15 mins!
Nice experience, nice nurse, all good :)
Courteous friendly efficient competent
It didn't necessarily accomplish what i wanted/what I thought it would
Great service
Nurse very friendly and informative. Appointment on time and everyone wearing a mask.
Surgery rang to book a blood test for my Mum which was booked for the following day. Faultless procedure from start to finish.

## Friends and Family Test April 2022 Summary

	Both the doctor and the receptionist had time for me and were both friendly and professional
	Lovely dr and made me feel at ease
	Great communication ..professional and polite
	The nurse took her time to explain the process and procedure to me. She was friendly and professional.
	Every time I need the surgery the service is second to none. The reception staff are helpful and always try to sort an appointment out for you.
	Quick service. Blood test administered with a minimum of fuss!
	Prompt, super-efficient and friendly. Treated me as a person, not just a number. Really appreciate the great care, lucky to have such a great practice
	Quick and Efficient
	Dr Makava gave my son a thorough check up and prescribed antibiotic
	The service was prompt, efficient thank you.
	Always been very happy with the kindness, care, help and support given by the surgery
	Prompt, pleasant and cheerful attention
	Efficient, quiet , safe
	Quick friendly service
	No that's your lot!
	Easy self-book in on arrival, short waiting time, and efficient staff.
	Reassuring
	Everyone, the doctor and receptionists, were efficient and caring. Thank you.
	Very happy with service from appointment to injection :-)
	I was telephoned yesterday to ask me if I wanted a Pneumonia jab so I agreed and the appt was booked for this morning.
	I was only in and out for a blood test.
	I had a call from one of the Doctors where I became v upset. He was very very understanding and caring. Did not judge me and made me feel listened to.
	Very helpful and friendly.
	I go 4 a B12 injection every 8wks Nurse Julie Harrington gave me my injection She is always friendly and welcoming A Credit two the Nursing Profession
	Fantastic attentive reception staff that truly help and listen to patients when ringing up, fantastic gps
	I was seen on time. Pleasant staff

## Friends and Family Test April 2022 Summary

<p>Didn't have to wait for ages. Checkin was straight forward. Nice Dr</p>
<p>It was efficient, caring and sorted my problem.</p>
<p>Seen onetime and diagnosed in 10 mins . Cheerful reception</p>
<p>Already done that , but in a nutshell !, ( Our surgery is the best</p>
<p>The nurse I saw was insensitive and although I said that I was anxious</p>
<p>Rang for appointment to see doctor I got one that day but with resident physiotherapist which was appropriate for my problem he was good and referred for more tests</p>
<p>Efficient from front desk to the nurse.</p>
<p>Friendly staff and short wait for my appointment ?</p>
<p>Delay with opening therefore late for next appointment although I had built in some extra time. Felt rushed. Not my usual experience of the practice</p>
<p>As always the query was dealt with quickly and efficiently. All very good</p>
<p>Seamless and professional</p>
<p>We were happy with the service</p>
<p>The nurse is very informative and good at her job first class ?</p>
<p>Miss information at reception who appeared not to understand procedures- doctors call excellent</p>
<p>The receptionist went out of her way to speak to a doctor even though all appointments had gone . She phoned me back to say a doctor would phone later and they did</p>
<p>Very satisfied from getting my appointment and seeing the doctor.</p>
<p>Super efficient, went straight in,, appointment on time, doctor was lovely. A great service , provided with a smile! Excellent, thank you</p>
<p>Prompt friendly professional service</p>
<p>Great appointment, impressive self check in system, appt on time, lovely doctor, great care. Can't fault the experience.</p>
<p>Staff were friendly , helpful and professional .</p>
<p>I did not after wait long the doctor was friendly and gave good sound advice in my case</p>
<p>The doors didn't open this morning until 8.10am. I was then told I was late</p>
<p>I wasn't kept waiting. I attended for a blood test and the Phlebotomist noticed I was also due my Annual Review blood tests so added one test on to save</p>
<p>Excellent service as always</p>
<p>Nurse Wendy was fantastic bandaging my finger.</p>

## Friends and Family Test April 2022 Summary

	The physiotherapist was calling out the wrong name for me, I asked the receptionist if I had been called for and she said yes, not realising he was calling wrong name
	I have been with repton surgery then it changed to willington for 43yrs my husband and myself and family I have never had a problem,always good service.
	The receptionist dealt with my call yesterday with such care and compassion. She correctly identified I was struggling because of the frequency of my migranes
	Good service
	Wendy was lovely made me feel at ease. Receptionist was really helpful and got me an appointment for 2 weeks x
	Good service and good advice
	Willington Surgery are always "on the ball" and provide a very professional and efficient service. Can't fault them. Thank you.
	Dr Fletcher was excellent
	I gave number 1, because it was a positive outcome of the B12 appointment.
	Pleasant and efficient staff and smooth service.
	Service was very good but I had to come into the surgery twice to get the appointment made for my baby. That's the only reason it was a 2 not a 1.
	Didn't have to wait long called in before my appointment time and very provisional nurse happy and friendly
	Professional and friendly
	From the initial phone call to call back, the Face to Face consultation, the wonderful & helpful reception staff I found the whole process to be efficient
	Polite and helpful receptionist. Doctor very thorough and helpful also. Thank you
	On time very professional everything explained.
	Seen to promptly and very friendly and professional service
	Everything went according to time
	Very speedy experience, no additional waiting times, was seen even before my appointment was due as I arrived early. Very efficient service. Happy
	Was seen in time and very professional and friendly nurse
	Because everyone is nice and nice property very clean
	Dr Wright has a very open approach, she gave me time to express my emotions, showed empathy to my situation and has signposted me to further information
	Dr Wright was lovely and professional and really listened to what I had to say and gave some good advice unlike some of the other doctors at the surgery

## Friends and Family Test April 2022 Summary

Friendly , efficient receptionist. Doctor very good, listened , answered all my questions.
As usual I had a very professional and caring appointment from the phone calls I had and the visit thank you once again very much appreciated
When you are patient and know what the GP can and cant do, all is well.
They only asked about one set of x rays I had two different ones
Saw me early prompt and friendly reception
Compared to my old doctors willington is outstanding
Dr Morange was just fabulous with my daughter. He's bedside manner was just lovely. The receptionist I spoke to aswell was so helpful.
Wry quick, efficient service and the nurse was very lovely and made me feel at ease
Well I was taken on my time plus Doctor explained
Was seen within 2 mins of arrival procedure carried out safely and efficiently very pleasant nurse.
Gp very nice and explained everything
Easy to get in and out. Seen to on time. Pneumonia jab and blood test done together.
Very thorough appointment with Diabetic nurse
Easy to get through on the phone (I don't mind waiting in a queue) and we got an appointment booked on the same day at a convenient time for us.
Speedy appointment and great consultation with Dr.
The Nurse, was friendly welcoming and quick and very professional. Bless the NHS.
Quick efficient. surgery very covid safe pleasant nurse
Doctor was very kind and I felt listened to. Very helpful
Very good service
Very pleasant nurse , kindly and good information
Good service on time
Excellent and pain free service
Very professional and friendly. ?
Quick efficient service
Outstanding Service Ridiculously Friendly Staff Phenomenally Efficient Nothing is too much trouble
getting an appointment quickly based on what needed to checked was excellent

## Friends and Family Test April 2022 Summary

On time,professional opinion and guidance,speedily delivered.
Very kindhearted and gentle staff, put me at ease when I was feeling very anxious about my appointment.
Friendly outstanding service by all
Quick, efficient and very helpful
Seen to time and blood sample taken efficiently and painlessly
Good consultation
Friendly, helpful and informative
Very thorough. Nurse had good communication skills.
Prompt, friendly and efficient appointment
The receptionist seemed to busy talking to her colleagues to bother with me she was aware i was waiting. I did try the self book in but that didn't seem to work
I had my bloods taken today..the nurse was wonderful. Friendly and polite. Just lovely. Thank you.
Good service, but some of the ladies in reception could be a bit more pleasant or at least acknowledge when there is someone at the reception desk
WE WENT INTO DOCTOR MAKAVA AND IVE SEEN HER BEFORE SHE IS A AMAZING PERSON SHE IS THERE WITH YOU..... AND I THANK HER .
Very efficient service and very polite HCA
I felt Dr Wright listened to my concerns and had a great knowledge of my presenting problems. I felt I was taken seriously and given enough time
Easy helpful booking, excellent medical care
Joanne was very informative and easy to talk too, very knowledgeable and thorough. Wasn't just in a out spent time with me. Very good experience
I have been treated with respect and show it myself
Fast & efficient
Dr Farrow was very kind, compassionate, listened to all we had to say.
Receptionist very helpful , responsive and sympathetic. I have been feeling unwell and concerned and thankfully able to see the GP due to a cancellation.
On time, courteous and friendly, efficient, needle in stomach, no fuss no pain, in and out quickly, outstanding, deserving of my thanks
The receptionist was very helpful, she rang me back with an appt that day for my dad. Doctor was very good with dad who has dementia.
prompt and very friendly assuring lady nurse thank you



## Friends and Family Test April 2022 Summary

	I really needed help today and I felt very supported and listened to
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