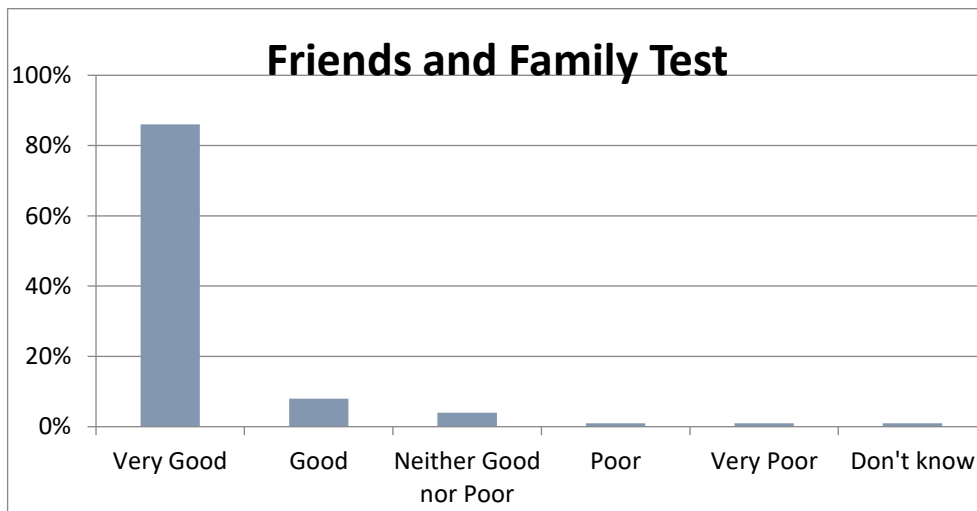


Friends and Family Test May 2022 Summary

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

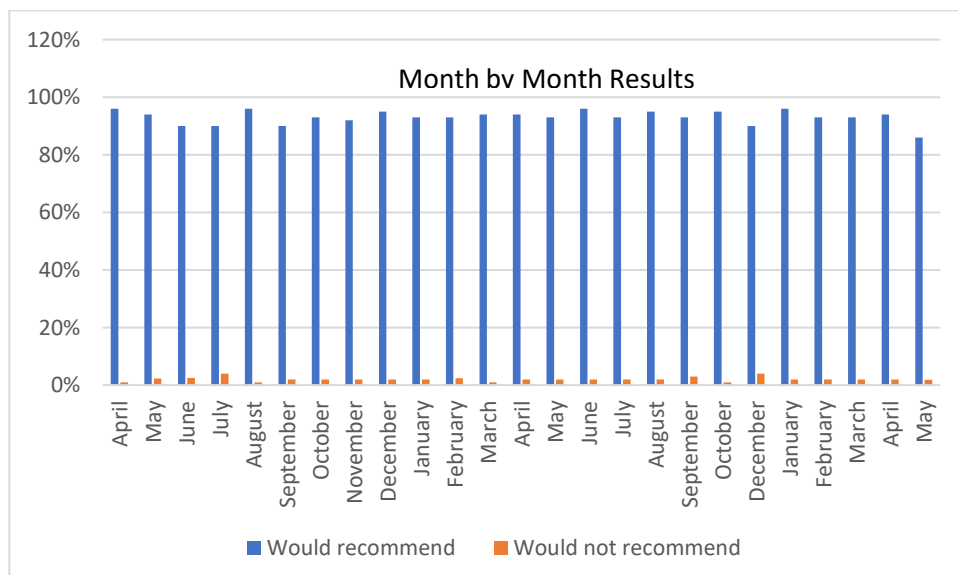
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
384	34	15	2	6	1
86%	8%	4%	0.5%	1.25%	0.25%



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

Would Recommend	Would not Recommend
418	8
86%	1.8%



Friends and Family Test May 2022 Summary

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

Comments from Friends and Family Responses (May) sent by text and recorded as sent	This is my aunt's surgery who I care for and therefore they deal with me for her medical needs, I cannot fault them in any way. Communication is always excellent
	Pretty straight forward appt, short waiting time and pleasant phlebotomist...
	No waiting lovely efficient nurse Leggett
	Appointment carried out on time by very professional and friendly staff.
	Service is always very good
	Emma the midwife is fab!! Appointments booked through her and I self-check in
	I find your surgery and doctors excellent, as was the promptness and thoroughness of Dr Mcarava The problem I did have was with your receptionist
	Lovely nurse and easy procedure. Perfect time of appointment so all in all quick and easy thank you
	I had my cervical smear and Wendy was super-efficient
	As usual all staff and doctors are superb and listen, Gold star.
	Easier just didn't think about the Correct number just replied
	Caring service
	Dr Morange is nice and professional and makes you feel that you matter!
	Phoned after 1pm. to say that I had missed the appointment that I was never given
	Quick to get an appointment, Dr was lovely & took time running through things with me.
	Call back from doctor in less that 90 minutes. Excellent
	Got there 5 mins early, went straight in and out within a few minutes.
	Seemed to address all possibilities
	Although I had to wait awhile after my due time the doctor explained things well was pleasant and helpful
	Safe environment. Dr I saw was friendly and reassuring and was able to offer help with understanding.
	Because HCA Wendy is the best there is at taking blood.
	The doctor was fabulous
	Prompt professional painless appointment thank you
Friendly professional staff	
Friendly, helpful and professional GP.	
Receptionist was pleasant and helpful nurse saw me on time	

Friends and Family Test May 2022 Summary

Because I received excellent care & service by all the staff & I thought it's about time you all receive positive comments in reward for all your hard work.
Very kind nurse
Everything went smoothly, Dr Makava very reassuring.
Caring and supportive Doctor and helpful receptionists
Receptionist was really good even sorted several other things I'd been wanting to discuss
The young lady at reception was very lovely thank you
Appointment instant no waiting and had a prescription issue and it was sorted quickly
Clear professional advice
Immediate response from receptionist. No wait. Same day appointment
Dr Maronge dealt with my questions and was very helpful
Following a call with Dr earlier today I received an appointment later in day
Appointment was on time and staff were smiley.
Had to wait about ten minutes but everyone as very polite and pleasant. I was very pleased with everything the doctor said and advice given
Managed to get a emergency Appointment and was seen on time and the Dr was lovely
Receptionists very helpful.
Our app was on time julie did the dressing and answered our concerns. As always extremely pleasant and kind we are grateful to all the staff at the surgery
The Physio was very thorough and professional and gave me some worthwhile exercises to carry on doing myself.
Appointment was on time and the nurse was friendly and very efficient.
On time, friendly & professional
Even though the nurse was running late she took the time to listen to me.
Quick and efficient appointment with staff to match
The phone call appointment was to review current medication, the gentleman was very professional, understanding and provided relevant advice.
I got to see the same doctor as the last time. She genuinely listened and thought about my issues. The receptions were also polite and helpful.
Lovely nurse.. very easy and nice to talk to.
Quick and friendly appointment
Went in early for my appointment. Very efficient, in and out within 2-3 minutes
Only had to wait about 5 mins, doctor was pleasant
Just brilliant

Friends and Family Test May 2022 Summary

Smooth check in, excellent service via Dr Farrow.
Pleasant staff and efficient service
Dr Cowley was extremely informative and thorough in her explanation of the results of my X Ray
I was seen on time and procedure carried out efficiently by friendly staff member.
I felt listened to with care and understanding addressing all of my concerns I came away feeling much more positive
The nurse was lovely and made me feel at ease for my smear test. It would have been even better if the appointment had been on time
He came across has a lovely caring man. Nothing was to much trouble, and he didn't rush you in any way. I really enjoyed our telephone conversation, and will look forward to another appointment
Made very comfortable, which enable me to explain my condition. I was talked through
We are new to your practice & have been very pleased with the kindness efficiency & medical care we have received
I was seen the same day and tests have been arranged.
Very efficient
Very quick service and the lady even booked my next appointment
No waiting, nurse was great, very quick. Thanks
Dr.Moronge was running late, but that is only to be expected. That in itself is not important to me. He was very understanding and considerate. He treated me with respect
Text message reminders of my appointment - good. My appointment time was honoured. My blood test was carried out in a professional and friendly manner.
Responsive to patient need
Excellent, very quick and efficient!
The professional I saw was very friendly, informative and helpful. I felt relaxed and at ease with her and came out of the room with a smile on my face.
Nurse Joanne is lovely & very calming which helped with my blood pressure reading today. Thank you
Dr Saunders was so caring and understanding. She is a credit to the practice
It was on time, efficient and a further appointment was made. Thank you.
Because I thought I was late for my appointment apologising perfusely the very patient lady came apologetically saying my appointment was the next day
Dr Saunders is extremely supportive, understanding and knowledgeable
Very helpful receptionist, fast and efficient tests with nurse.
Always present, very nice staff.
Service very prompt and helpful service

Friends and Family Test May 2022 Summary

<p>Welcome pleasant, prompt attention, excellent service ?</p>
<p>Friendly. Reception seen on time not rushed Dr very pleasant helped with problems so good to be actually seen</p>
<p>Did not have to wait too long and quite happy with visit</p>
<p>Difficulty making appointment. Dr excellent. Pharmacy very poor</p>
<p>I was very happy with the consultation I had today with Dr Maronge. He took time to explain the results of recent blood tests following a vascular review</p>
<p>Efficient but didn't see same doctor or get any feedback on recent x rays.</p>
<p>The lovely Nurse Wendy did an excellent job shringing my ears. Having had a very hard time getting the appointment and ringing to see if there's any cancellations</p>
<p>Really quick, super friendly doctor and nurse.</p>
<p>My call was answered promptly, I was directed and offered an appointment (for the next day) with the most suitable professional, seen approximately 15 minutes after time</p>
<p>As most of visits I am very happy thank you.</p>
<p>It was a very circular conversation it also seemed to be slightly pointless.</p>
<p>Dr Maronge has been so kind and supportive in supporting myself and my autistic son every time I have spoken to him.</p>
<p>Very prompt and efficient.</p>
<p>Excellent, friendly and efficient service as usual thank you Wellington surgery.</p>
<p>All my issues resolved</p>
<p>Excellent care and attention</p>
<p>Only went for a blood test.</p>
<p>Very easy to register upon arrival. You are informed how long your wait could be. Called in by very friendly staff. Efficiently dealt with. First class service</p>
<p>Just good honest & caring service</p>
<p>I had my B12 injection and the nurse was lovely and very thoughtful and I didn't have to wait long</p>
<p>I have been trying to speak to a doctor to discuss a long-term sleep issue this has been over a period of 4years. Every time I get a different doctor always a different response</p>
<p>An officiant and friendly service</p>
<p>Listening and responsive</p>
<p>Nurse carried out ECG, results discussed with GP later the same afternoon. Outstanding service.</p>
<p>Very considerate and courteous, the practitioner provided a workable plan to help resolve the condition presented.</p>

Friends and Family Test May 2022 Summary

I was given an emergency apt on the same day. The practitioner we saw was very friendly, professional and put my daughter at ease.
Seeing the Dr was very good.
Trying to get through on the phone lines at 8am was a nightmare then a funny conversation with the receptionist querying the reason
Because I was given an appointment and I wasn't expecting to get one
Wendy nurse was Very approachable explained the process very well .. smear test, took the time to listen and made you feel comfortable and relaxed.
Usual timely efficient and friendly service.
I arrived 8 mins before my appointment and was seen within 3 mins.
Excellent care and attention in every area, a wonderful service
No waiting well organised
The attention I got from the Doctor was first class. However, the booking system you have (ring at 8.00 every morning or ring on Wednesdays to make an appointment is abysmal
Nurse Julie very kind and informative. Excellent service
The pharmacist was very sympathetic, informative and willing to listen to me. He was really trying to help me.
Got seen more or less on time and got what I needed hopefully,
Because we rang up to try for an appointment today and the young Lady was very helpful
Very thorough. Prompt.
Always happy to help, quick turnaround as I needed a appointment after a telephone consultation and resolved when I came in to see the dr
Kim a wealth of knowledge and gave me some very helpful information regarding my diabetes
Reception staff are very helpful when ringing for appointments and within the surgery.
Doctor Farrow was excellent
Almost 45 mins waiting
Today they were very helpful
Excellent, very impressed, the clinician was very thorough.
Very prompt service
Went for blood test and it was straight in and out
No reason for complaint. Thanks
My very good response was for the following reasons: - The surgery is clean and spacious. The waiting time was as to be expected. The nurse I saw is excellent
Usual good service
Patient, kind and helpful, despite me being 15 minutes late due to traffic

Friends and Family Test May 2022 Summary

Saw Dr Marange, very patient and thorough, all staff are very nice.
The Doctor was great
Very efficient and friendly, much appreciated service. Thank you
Dr was very friendly and made me feel at ease Tests offered to look into problems
Professional, polite, and knowledgeable staff. Dr Cowley was exceptionally understanding and sorted out further appointments Very quickly.
The nurse was very helpful and thorough
I was given appointment to see a doctor by the very helpful receptionist after attending the pharmacy for advice, Thankyou
Everyone was very kind
Dr Cowell was lovely as ever and have lots of informative advice and asked me lots of questions
Very attentive, clear and helpful
The Nurse was very professional attentive with a pleasant disposition Explained things were clearly without being pushy to add further medication ie statins
On time call. Anna was very thorough and explained well and also listened to my issues and will follow through with a Blood test and Dr's appointment.
Friendly, on time and well prepared & knowledgeable about my case
I called at 8am and despite a short wait, I was able to book an appointment with my preferred doctor (Dr Saunders) who was really great with my son.
Because the nurse is always so friendly
The consultation was systematic and conducted in a professional and warm manner. The GP organised a procedure on the spot and provided me with relevant appointment
Suitable follow up appts made there and then avoiding extra future journey to surgery
very efficient and friendly service
Staff on the phone was really polite and friendly. Health nurse was lovely and made me feel really comfortable
Friendly staff, efficient service, appointment on time. Thank you very much
As usual, friendly, helpful, efficient service.
Appointment was very good and answered my needs. There was a 15+min delay at reception getting next appointments sorted.
Always a very good service. Self service check in is very good. Quick and efficient. Thank you.
Helpful and organised, appt on time for blood test, in and out, thank you.

Friends and Family Test May 2022 Summary

I did have to wait nearly an hour, as appointment was delayed - however all the staff are excellent and Dr Wright (who I haven't seen before) thorough
Prompt going in to see Doctor and friendly staff
No wait time, Called straight through, GP gave explanation as to what causes symptoms, prescription given
I rang this morning and was able to see the doctor this afternoon. The lady I spoke to on the phone was very helpful. The doctor listened the reason for appointment
Very pleasant manner, very efficient and knowledgeable
Despite it being a busy surgery on the day, the nurse was lovely and put me at ease.
Staff are brilliant, and test results are delivered by NHS app very quickly
Fast efficient service
Dr Cowley explained my symptoms, and optimum treatments very well and I felt confident she was doing her best. A good appointment thank you.
Proactive help and a doctor who understands.
Emergency appointment gave on first phone call for same morning. On arrival was seen on time and the doctor was fab, extremely personable.
Julie gave me very quick and efficient service. Seeing Joanne on Monday. You have a very friendly and efficient team
The nurse was amazing with my little boy...which meant he stayed calm and brave.
Prompt appointment, genuine care and customer service by staff and GP
Courteous, friendly and really care!
Always excellent people and service.
I waited nearly forty minutes after my appointment time
Sympathetic response and advise
Always good I have not had any problems with this service
Very informative on the phone and pleasant top marks.
I had an appointment with nurse for holiday vaccinations. She was very thorough and gave me advice. Quickly seen
I received good clear comments and help from the doctor
Good but 10 minutes late
I felt the appointment was very rushed.
Efficient, professional and on time, thank you!
Seen exactly at appointment time- only 2 other people in waiting room. Felt quite safe - all very efficient.
Appointment on time. Review carried out beautifully, efficiently, talking me through everything. There was a relaxed atmosphere, plenty of time for me to talk

Friends and Family Test May 2022 Summary

I felt I wasn't listened to. The nurse wasn't very friendly. Made me feel awkward
Only had 5 min wait. Lovely doctor.
As always all of your staff offer an amazing service where many other practices fail dismally. The Doctor I saw today took time to call me back to ensure OK
Caring, friendly & helpful
100% Good, friendly, professional service in all departments
Good response time, appointment coordinated with work and sound clinical advice and care.
Got an appointment and was on time
Efficient blood tests and clean toilets.
Lovely welcome, I felt relaxed not rushed and painless injection and well informed regarding any side effects.
Appointment on time very efficient and professional. Fully appraised of process.
Very prompt call, Tariq listened to my concerns and was very helpful, follow up physical appt Friday so happy with response
He seemed to listen seeing him on Friday.
My first time at the surgery and everything about the visit was excellent. I was welcomed, given lots of information about the two vaccinations. The nurse was lovely
4 blood test couldn't be done No one told me was a fasting test. Re made apt only to be told by receptionist that this information was on there system.
On time efficient delivery of my treatment. Could not have asked for more
Helpful
Appointment was on time, very efficient and friendly service
Appointment secured promptly Clinician was efficient in dealing with my issue
Called later than appointment time
The Pharmacist was very professional informative and helpful. Friendly too . Which put me at my ease.
Had blood test no problem.but trying to get appointment to see doc rang dead on 8 but 24 in queue
You kindly fitted me in the same day as i called. Also, my subsequent referral to the Nuffield by the doctor was sent the same day allowing a scan to be booked.
Reception screening calls & determining if something is urgent or not! Also lack of appointment availability & the dismissive attitude of the staff
Very informative and will follow up concerns
The nurse made me feel very comfortable as I was nervous about my appointment

Friends and Family Test May 2022 Summary

From staff and cleanliness of the surgery.
Efficient friendly helpful
I rang this morning at 9.00 in the hope of seeing Dr Wright as I had had an allergy attack & was in a bit of a state. I was extremely grateful that I was seen promptly
Friendly knowledgeable , helpful staff
Very pleasant and efficient staff
Because my appointment was quick and professional
My questions and response was dealt with brilliantly. Sorted all out and very organised. Thank you
Fantastic treatment and service
Pleasant and on time xxx
Excellent staff
Because the service was fast and professional.
Appointment on time Staff very helpful
Such lovely staff across all departments
Very rushed and unable to get required blood a new appointment was made for a longer period of time but it is quite difficult to get my daughter to the surgery
It is always the same at Wellington surgery. You are looked after and treated like you matter however trivial your request may seem.
Malik was very friendly and very understanding of my medical conditions. Also very reassuring.
The doctor I saw was very good ,she checked me out and gave me cause of antibiotics
Very genuine and kind. Explained vaccinations really well that were about to be given to my child.
Very efficient always friendly nothing is too much trouble
The reason for my response 1 was simply that the GP who saw me and prescribed the treatment was excellent If the treatment is successful my response will be higher
Very pleasant on reception thorough to doctor
Seen quickly Dr understanding & was reassured.
Great staff always helpful and prepared to go that extra mile. Very impressed with their exuberance.
Efficient service
I was totally taken aback and somewhat upset that the pharmacist who doesn't know me or my case history at all seemed to want to reduce my medication.
They were extremely helpful

Friends and Family Test May 2022 Summary

	Was seen on time. Not rushed, good chat, questions answered. Just what you need at an appointment
	The pharmacist I spoke to was very helpful and friendly helping with my medication
	Auto check-in quick and easy; the nurse I saw added tests she knew are usually needed to the blood test sheet going to the lab, and performed the test it
	Professional service delivered quickly and on time.
	The nurse was really friendly and explained things well, making me feel really comfortable and giving great advice
	Nurse Julie is great and was running on time and very efficient and helpful.
	Willington surgery hv always looked after the health for myself well & my family