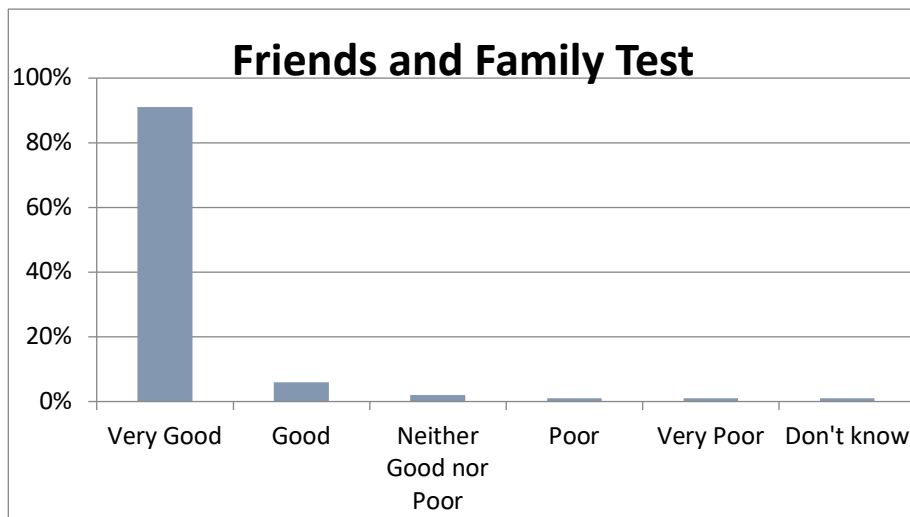


Friends and Family Test October 2022 Summary

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

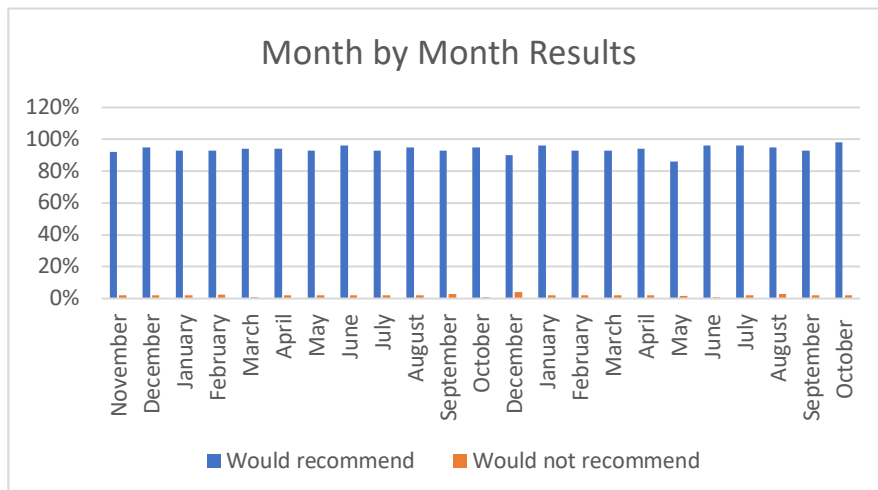
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
215	15	3	1	1	1
91%	6%	1.5%	0.5%	0.5%	0.5%



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

Would Recommend	Would not Recommend
230	6
98%	2%



Friends and Family Test October 2022 Summary

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

Comments from Friends and Family Responses (October) sent by text and recorded as sent	Very efficient as always
	The appointment with Dr Cowley was very professional, listened to me and made me feel really comfortable.
	It was a shame it took me 40mins to get through on the phone, I understand it must of been a very busy time for the surgery.
	Listened to me and gave good advice !
	Seen on time,pleased with the service, very pleasant nurse.
	Phone call was on time and everything was explained clearly and concisely
	Blood test only so easy to book as didn't ask for Gp. Was second attempt however ask hospital said needed another sample due to their delay . Nurse who took blood was quick and painless
	Very good
	Appointment was for 9.30am, signed in and by the time I'd sat down, I was called in to see nurse. In and out in 10mins - brilliant!
	Because you asked so nicely ?
	My appointment was on time, and doctor very good.
	Staff were very helpful and friendly and the doctor I saw was absolutely wonderful. She listened to everything I had to say and couldn't do enough to make me feel at ease.
	I don't really like seeing health professional I get anxious every time I step on Surgery, but they are making me comfortable, which help me to settle down my anxiousness ?
	Punctual and friendly
	Jo was lovely, very friendly , and professional
	Only had a blood test in & out in 5 minutes.
	I have always had a positive experience when visiting Willington Surgery. Today was no exception. The staff are friendly, courteous and very patient.
	Friendly efficient answered questions
	The Doctor was really nice to me and reassuring. She explained things well and I understood her. I was a bit nervous about being examined but she was reassuring and kind to me. I have some medication to try and know I can return if it doesn't help.
	Everyone is so kind here, I never have more than a 5 minute wait & the doctors/nurses/reception etc have been wonderful every single appt. Truthfully.
Great overall service, was seen very quickly, minimal waiting time, excellent Doctor, very reassuring.	
Chemist was very Patient polite caring and informative. Thank you.	
Very polite and very informative	
Walked in and didn't even have to wait!	

Friends and Family Test October 2022 Summary

<p>Looked after really well by Dr Saunders as usual. Nurses helped me relax during the procedure too.</p>
<p>Nurse and doctor were very lovely. Made me feel at ease.</p>
<p>Very well organized</p>
<p>I'm an active person and don't feel doing more exercises will solve my pain issues.</p>
<p>nurse practitioner was excellent . Thankyou .</p>
<p>My appointment was for annual review, but everything went well.</p>
<p>Quick appt. Good response. Thanks</p>
<p>Personable, attentive, focused care.</p>
<p>The doctor I saw was very welcoming and extremely efficient.</p>
<p>The call back system and reception service was v good. I was given a same day appointment and the Doctor was extremely helpful and understanding and a really nice person who I felt really listened. Thank you</p>
<p>Good polite prompt service. Dealt with very quickly</p>
<p>Very friendly, informative and understood my situation</p>
<p>Self check in worked. Only waited 5 minutes, pleasant, courteous member of staff</p>
<p>Was on time managed to help a staff member who was learning so all was good</p>
<p>The receptionist was excellent, I got a same day appointment and the doctor was fantastic. Treatment working already.</p>
<p>Efficient and friendly</p>
<p>Disappointed because I cannot ask for a sick note even though I've seen doc and am under oncology. Apparently, I have to get another docs appointment which is using up valuable time for other patients.</p>
<p>Excellent as usual. Friendly staff. Appointment early. Thank you.</p>
<p>Friendly and efficient as always thank you.</p>
<p>Nurse was very polite friendly and professional</p>
<p>Dr Wright is always incredibly personable and professional in equal measure. The text system to alert me to her call was also extremely helpful in the circumstances.</p>
<p>I was able to see a Doctor on the same day as I called the surgery.</p>
<p>Ear syringe very successful and very stubborn wax removed leading to great clarity of hearing at an enjoyable treatment session.</p>
<p>Such a relief</p>
<p>Appointment with doctor was thorough.</p>
<p>The doctor listened to me and checked me out</p>
<p>Doctor was amazing. Very supportive and proactive.</p>
<p>The reception staff Dr Morange and Wendy the the phlebotomist went over and above taking time to chat with compassion and understanding my thoughts and questions.</p>
<p>Very satisfied</p>
<p>Really friendly and knowledgeable pharmacist. Vert helpful.</p>

Friends and Family Test October 2022 Summary

Large queue at the desk as four patients were unable to check in on the screen. Took 9 mins to be seen and checked in
Dr Okora was excellent, reassuring and kind.
Very quick to get in, well spaced in the waiting room, nurse wasn't super friendly and warm. If I was new to blood tests it would have been very uncomfortable
Dr Saunders has a lovely manner, she is compassionate & understanding.
Always good at Willington
Got an urgent appointment on the same day.
Doctor consultation very good. ?Physio? assessment brutal. I could hardly walk out of the surgery I was in so much pain, I am 74 not 24, still not fully recovered.
Good consultation with Doctor Cowley with follow-up tests booked in.
On time and lovely nurse who had time for me
Efficiency
Very quick and efficient service, Excellent communication
Polite prompt service, no problems.
Future appointments were booked for me without going to reception by Wendy the phlebotomist. Not many surgeries would do that.
Always send a good reply I have been with this Practice for almost 60 years and have never had a problem, staff have always been helpful, kind and pleasant and for that I say thank you.
Prompt and professional nurse and receptionist
The nurse was very good, went straight in no problems
Service was very efficient
Prompt professional friendly service in clean environment
Easy to get an appointment. Appointment on time. Doctor very understanding and helpful.
A professional and informative call was received.
Reminder by message, arrived early and seen early, quick and efficient
Nurse was very kind and informative and I was able to have my flu jab too, which was a nice surprise.
Overall experience was great. I was in hold for less than 3 minutes when I rang the surgery, I was seen the same day. The doctor was very thorough, explained everything to me and didn't rush at all. Thank you.
Dr took time to listen and was very approachable and sought advice from a more experienced colleague before confirming her action
Professional and caring service, as always
Good response from staff who arranged appointment Very good response from doctor
Excellent as usual, appointment on time, not rushed and really friendly and supportive. Thank you.

Friends and Family Test October 2022 Summary

Dr Saunders was very helpful and understanding. She listened and helped by changing my medication realising that my current items were not helping my problems .
Dr Saunders reviewed symptoms with my personality in mind. Listened. New treatment plan
A very comprehensive asthma check. Recommend more eco friendly medication. Very friendly and welcoming.
She was interested in my problems and answered my questions ?
Good for blood test but not helpful reception staff very rude told me to seek new doctors if I weren't happy
Very friendly service
Initial help from lady on reception to get the appointment I needed was very good.
My appointment with Doctor Saunders was as always very satisfactory.
Always a great service at Willington always on time and we'll delivered.
Julie, the nurse I saw today, went a very long way to allay my worries and make me comfortable today, as well as being quick and clear with what she was doing. This, along with Dr. Saunders calling me the day before my procedure, helped me enormously
Very prompt and fast service. Thank you.
Appointment same day.
I was called in promptly, the nurse was polite friendly and efficient . I was in and out very quickly
Very prompt and efficient.
Very good Very well organised thank you
Quick efficient service
They were great I had a asthma attack in doctors They really looked after me.
Ran on time, friendly and chatty nurse. Relevant questions asked, and good care.
I am really pleased with the quality of care I receive from the practice, from when I get through to speak to the reception/patient team through to attending the appointment with the GP. I feel I'm cared for by all the team. Thank you.
GP was understanding listening to how I felt, and gave advice and options for me to follow.
Doctor and nurse very nice
Very through
All my questions were answered. Feeling happy with outcome.
On time, quick and efficient
Arrived on time , seen on time and out before I knew it ! Thankyou for your exceptional service
Felt looked after
Prompt and effective support and help
Nurse very friendly and made me feel at ease
Efficient and informative...

Friends and Family Test October 2022 Summary

<p>Got an appointment easily on same day. Doctor was on time? Knowledgeable and efficient. He thoroughly checked me over. Pleasant, kind. All good.</p>
<p>The nurse was fantastic and couldn't have been more professional but I thought the floor was abit muddy and dirty in the room especially when getting undressed in just my socks.</p>
<p>I experienced a welcome and professional service. Thank you.</p>
<p>Seen promptly. Felt confident about consultation with Dr and understood what would happen next</p>
<p>Prompt efficient service</p>
<p>The staff at this practice always go above and beyond to help and I'm very grateful</p>
<p>I tried to explain why I felt unable to have another endoscopy and how I had lost confidence and was fearful of things since the death of my husband .I am waiting to see if I can have a CT scan. I found Time Up said at the end of the appt very abrupt</p>
<p>Prompt appointment nurse very through excellent</p>
<p>Very safe environment and quick efficient system to see Nurse and who was very reassuring and efficient herself</p>
<p>The Doctor was very helpful.</p>
<p>Thank you</p>
<p>Clear concise a discussion and way forward.</p>
<p>Professional quality service</p>
<p>Great service from the reception, really pleasing and calm phone answering. The reception got me an appointment that day. I arrived early expecting a long wait. But was requested almost straight away. Doctor was great. Prescription sorted.</p>
<p>I was made to feel welcome and reassured me on my first visit to the surgery.</p>
<p>The nurse was really kind and lovely, explaining everything. Thank you excellent service.</p>
<p>On time and efficient</p>
<p>Friendly knowledgeable nurse who was very good with my daughter</p>
<p>It was on time nurse very pleasant and done a very professional job</p>
<p>Husband booked appointment for me easily I. Prompt service at surgery from very pleasant nurse.</p>
<p>Arrived back from living in Cyprus for 9 years Rang for a appointment this morning and was given one. The doctor was very efficient. Well done to all.</p>
<p>Efficient and timely and made patient feel less nervous</p>

Friends and Family Test October 2022 Summary

<p>Very thorough consultation. Good advice given.</p>
<p>Difficult to make appointment due to busy line and cut off while waiting twice.</p>
<p>All ok</p>
<p>Hi best doctors I have been to never to much trouble for there to help you.rthank you.</p>
<p>The nurse was very polite and put my child at ease.</p>
<p>Dr was wonderful, kind and reassuring.</p>
<p>The waiting time was a long but understandable.</p>
<p>Went to see nurse, then need Appointment rang next day 7th in queue. Then no appointments I have problems seeing what do I have to do to get appointment</p>
<p>Because it was good</p>
<p>Nurse listened to Joe who has special needs</p>
<p>Dr Cowley very helpful and kind</p>
<p>The clinical pharmacist was knowledgeable about my condition and medication and made a suitable change to it</p>
<p>As always the staff and the organisation were very efficient and my treatment well carried out. It is always a pleasure to come to the surgery</p>
<p>Arrived at 11.03 for blood test appt at 11.10. Left the surgery all done at 11.09. Super efficient service. Thank you!</p>
<p>Staff are amazing</p>
<p>Quick and efficient. Staff pleasant. Well done.</p>
<p>So very sorry for missing my appointment but I'm off work with testing positive</p>
<p>Very efficient, quick and pleasant nhs staff.</p>
<p>Easy check in, and was seen just before my appointment</p>
<p>The staff were very helpful with the booking and the nurse I saw was lovely, explaining everything really well.</p>
<p>Very friendly reception staff. Quickly seen by Dr and Nurse.</p>
<p>The nurse was lovely with my son and really put him at ease</p>
<p>Seen on time and Nurse Julie Harrington, who we saw, is a lovely person</p>
<p>Nurse was on time, friendly and professional. Set my daughter at ease for her appointment</p>
<p>the nurse Wendy we saw was great.</p>
<p>A good discussion about my results and how to improve them. Am happy with the agreed plan of action.</p>
<p>I was dealt with quickly and with friendly attention.</p>
<p>I arrived on time and was out again three minutes later fully jabbed. Excellent professional and cheerful staff.</p>
<p>Everyone was very polite and chirpy, very pleasing to see happy people!</p>
<p>Nurse was very good and re assuring explaining everything.</p>

Friends and Family Test October 2022 Summary

Our nurse was absolutely lovely for a difficult appointment - child vaccinations
Always tells it how it is and never have to wait long
I arrived early and was called for my appointment almost immediately. Very well organised, professional and friendly surgery.
Quick, efficient and informative
We have always been impressed by both the staff as well as the facilities at the surgery. Having the pharmacy alongside is a big benefit as we are able to pick up our prescriptions before we return home. The mass annual inoculations are brilliant.
No queuing and seen quickly
Poor signal and call did not come through until I received a message regarding a missed call 45 mins after appt time
Very friendly and will to help
Not told that I needed to bring a urine sample and to use the blood pressure machine in the reception so wasted your and my time. Phlebotomy brilliant.
Dr Makarva was very helpful and I didn't have to wait too long Thank you
Dr listened to me, reassured me
Very nice, efficient receptionist answered my call and got me booked in same day. The physio I saw was very nice and friendly. We have recently joined the surgery and think the customer service is excellent.
Dr O'Hara was outstanding. Helpful, considerate, clear.
I think Dr wright was fantastic Really thorough and explained everything Making the appointment was a totally different story. It took 56 attempts to actually get through to be put in a queue at number 15. Then another half an hour in a queue
I was a little late for my appointment but the nurse managed to fit me in and glad she's did as I needed to book a blood test
Always receive excellent care.
All staff friendly and helpful nurse who did blood test was very reassuring thankyou to staff today
I rang at 8 for an appointment, was seen this morning. Cant fault the service Thank you
Nurse kind, knowledgable and efficient
The lady on the phone was lovely
On this occasion, I was taken early, had my blood test taken by Wendy. In and out in 7 minutes. Well done Wendy.
The attentiveness and politeness of the staff on arrival. The appointment with the pharmacist was extremely helpful, I felt understood and listened too.
Phlebotomist always very pleasant and good at taking blood

Friends and Family Test October 2022 Summary

I had a routine blood test and they called me back and took another blood test today. So I was very pleased about the fast action. Plus I got seen on time for my appointment
I had to wait 20 minutes but once I saw my GP my consultation was excellent
Seen promptly and referred for treatment
Appointment was on time, pleasant and capable staff.
Booked for a blood test but forgot my forms. Nurse rebooked for me to come back and was happy to do so
Always very and punctual
In and out on time
The pharmacist was very friendly, empathetic and helpful
Nurse Joanne was very thorough with my blood pressure check and very pleasant and welcoming. She even did my flu jab at the same time! Thank you that saved me another visit.
Efficient friendly nurse
Very efficient and professional
My phone call appointment was on time and the pharmacist took time to listen to my question and answer.
Felt comfortable and appreciated
Nurse very helpful
I am a carer for my mother it was a gp call to check on me and it was very much appreciated Thank you
The nurse I saw was very professional and had a lovely manners
I saw a nice Indian doctor who wore a face mask and not having very good hearing I found it difficult to understand him. Otherwise he was very good.
Same day appointment means a lot. Only small delay in being seen. Very good understanding of problem. Excellent service.
Time to explain my problems, 2nd opinion from a fellow gp on one of my issues raised. Appt for ecg actioned. Follow up apps to be arranged and informed to mention ecg apps so potential marrying up of follow-up can be arranged .
Everyone friendly and courteous

Responses from post appointment text F&F responses

Flu Clinic 1/10/22

196 responses

185 comments

Very Good	Good
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Friends and Family Test October 2022 Summary

193

2

Flu Clinic Responses 1/10/22 (Sent by text and not edited)	Speedy and friendly
	Organised and efficient
	Excellent organisation meant very little queue and speedily dealt with.
	Very efficient and no waiting.
	Very efficient and no waiting
	Very slick organisation. Seen immediately.
	Very well organised with no wait time
	Instant welcome, check in, direct to staff member giving vaccinations. All very clear, beautifully organised and pleasant, cheerful faces! Full information from staff member giving vaccination, after care etc. Absolutely brilliant. Thank you!!
	Very slick in and out of patients receiving their flu jab. Excellent organisation ??
	No queue. Plenty of help with directing which doctor to go to. Felt safe. Didn't feel rushed.
	Very well organised. Quick and efficient.
	Very quick and friendly. Well organised
	In and out in 4 mins Run like a well oiled machine
	Efficient and well organised.
	Very quick staff brilliant
	Very quick, efficient, helpful, and pleasant
	Brilliant it all worked like clock work. Well done to anyone involved.
	No waiting went straight in. Very efficient. Very organised.
	Quick and easy
	Quick and pleasant staff.
	Very well organised with friendly staff.
	Very well organised I was straight in and straight out
	I was having my annual flu jab. It was very well organised, with plenty of assistance, and I was in and out in a matter of minutes. Thank you to everyone concerned.
	Quick, simple, efficient flu jab programme.
	Came for flu jab, really well organised, didn't have to wait. Really happy friendly staff Thank you
	Very professional and quick service
	Efficient, pleasant, polite!
	Excellent service. No wait and very well organised and everything flowed efficiently. Thank you.
	No wait, very efficient
	Very well organised were in and out in the space of a few minutes. Well done. Thanks to everybody involved ??
They are always good as far as I can tell. Especially the nurses	

Friends and Family Test October 2022 Summary

All the flu jabs were done quickly!!
It was very well organised and efficient, really couldn't fault it. I was in and out in less than 5 minutes. Excellent!
All very efficient couldn't of made it any easier Many thanks
Brilliant in and out
Staff were very kind and efficient.
Very quick in and out in 5 minutes
I attended for flu vaccination. Amazing efficiency. No waiting time. Staff very friendly. Thank you all.
Much more organised and efficient this year than on previous years
Very pleased with the service received,, Fast and Efficient.
Because that was how it was
In and out in less than five minutes and safely behind masks.
Very quick efficient y polite
The service was efficient, the staff very helpful, no waiting so excellent
Very well organized usual with a friendly welcoming vibe
Quick organised and efficient
Efficient service
Very efficient service
In and out before flu vaccination appointment time
All on time
Excellent organisation as always, pleasant and helpful staff.
No waiting, very friendly and painless. Brilliantly organised.
Absolutely brilliant, great parking, I was treated in less than 5 minutes. Very pleased
No queue, friendly and polite staff.
Quick and efficient
As always, very efficient and very well organised vacations day.
So quick. So efficient. Fab guys and it didn't hurt.
Quick throughput and friendly staff
Brilliant very quick the staff were great
Quick and efficient
Everyone was so well looked after
Excellent organisation at the surgery.
Quick flu jab , week organised
We were in and out with almost no wait
All staff very pleasant,caring&whole vaccination process was efficiently&safely carried out
Quick and efficient as always
Very speedy and no pain at all . Excellent . In and out within 1 minute . Staff very friendly .
Quick and efficient service
Very quick to get us through very polite very organised
Very organised no waiting around in and out in a flash
It was efficient service

Friends and Family Test October 2022 Summary

Good fast service
Fantastic and efficient. Well done. What a pity you can't offer the same quality of access for more routine problems.
Dealt with promptly and efficiently. Friendly staff.
All very well organised and plenty of helpful staff well done all went very smoothly?
My appointment time was kept to the minute, no queueing! Very polite and courteous staff. Painless execution of the injection!
An excellent service the Surgery should be proud of their response
Once again the service was very fast and efficient
Friendly efficient well organised smooth and quick with advice re jab helpful. Good template for others to follow.
The surgery organised an extremely well run flu vaccination scheme. The nurses receptionists were very pleasant - there were no queues as to the way it was organised 10/10 for Willington surgery. And Thankyou NHS.
All correct from start to finish thank you
There was very personal attention
Quick & efficient
Very organized and efficient
Quick efficient service. Good communication.
Well organised and fast service very pleasant staff I would like to thank you all for all you do through these difficult times kind regards
In and out in a few minutes
Very efficiently run, lots of smiley faces and chat ?
Flu jab appointment, very well organised, very friendly staff and jab completed in minutes.
Very efficient. friendly & professional
Easy to book and flu jab quickly provided
Friendly and efficient
The setup was very impressive and efficient
Very professional efficient and friendly!
Very fast, very organised and very friendly.
Brilliant efficient professional
Because my experience this morning was excellent, extremely well organised, quick, and even pleasant. The staff were kind, efficient and very polite. The surgery should be very proud of all their staff. Well done to everyone involved.
Straight in and out. But difficult to get into surgery in wheel chair. Especially the ramp outside.
So efficient in the organisation with no delays from entrance - injection and then to exit - great !
Very well organised Flu vaccine clinic, plenty of staff so no wait and no queue.
Although my husband and I were about 10 minutes late due to a traffic holdup. The flu officials were very understanding. No queues either when we got there.

Friends and Family Test October 2022 Summary

Well organised with friendly staff
Efficient service
Supremely well organised, impressive slick process throughout the whole procedure. Well staffed, clear route, easy and swift.
No waiting, very friendly staff, very quick giving injection overall excellent service
Went for our flu jabs, extremely quick and efficient
Very efficient and quick
Well organised and very quick. Staff very friendly and helpful.
Well organised, very quick, friendly staff. An excellent service.
Very quick service as always. A model surgery. Other local surgeries could learn a lot from Willington.
Very well organised, very quick with lots of staff, in and out within 5 minutes.
Very efficient and professional
Very well organised and quick
Well organised and extremely efficient
No waiting. No car parking problems. Very friendly staff. Excellent
Because it all went very smoothly
Efficiently organised.
Quick, efficient and friendly staff. Thank you
Polite informative staff, speedy efficient service.
Very friendly & efficient service
Superb organisation. Very friendly staff
Very organised and efficient
Organised and efficient
Very well organised in and out in 3 minutes
Very well organized in and out very quickly no queuing
The nurse that gave me my injection was very polite and professional didn't feel a thing thank you
Brilliantly organised. Very quick and efficient.
An example of excellent service from our NHS again well done. A very efficient, well run and professional vaccination programme thank you.
Efficient, friendly, informative, and I enjoyed dancing with the staff! Fun!
Fantastic organisation. Very friendly staff. Will come again next year I.
It was well set up for the flu jab I arrived early and walked straight in Had my jab and out Very good
Because from entering the surgery and giving my name etc it all ran smoothly the doctor was waiting for me and welcomed me, the injection given, and out of the exit door. Very well organised
I'm very pleased with my treatment at Willington Surgery. The staff are very helpful and informative.

Friends and Family Test October 2022 Summary

<p>Smooth,efficient well managed flow of patients. Excellent service today for Fluvacs. Thankyou to all the team.</p>
<p>Superb service from start to finish, welcomed at the door & clear directions given, friendly staff & no waiting. Many thanks to all staff members/volunteers who gave up their Saturday morning.</p>
<p>Very efficient didn't have to wait</p>
<p>Reception very efficient. Staff involved really organised and pleasant. Good experience. Well done to all concerned. Many thanks</p>
<p>It was like a well oiled production line, I was in and out in less than five minutes. The staff were well organised, friendly and efficient.</p>
<p>Very well organised. Pleasant staff.</p>
<p>Quick and efficient service</p>
<p>Well organised vaccination session, friendly welcoming staff. In and out in 5 minutes. Excellent</p>
<p>Really well organised</p>
<p>Reception staff very welcoming. Easy check in. Nurse very professional who gave me the flu jab</p>
<p>well organised clinic all staff pleasant and helpful no complaints ps clinic was not well advertised I only found out by asking at reception when I came for covid jab at chemist on Thursday thanks</p>
<p>It was the flu injection, I was five minutes early and injected immediately. No waiting, very efficient.</p>
<p>A quick and efficient response in getting the flue jab. It ran very smoothly. Well done</p>
<p>Very efficient service. Well organised and timely.</p>
<p>Quick and efficient.</p>
<p>Flu jab. Incredibly well organised. BANG on time, in and out in about 2 mins. THANK YOU.</p>
<p>Appointment on time, pleasant receptionist, kind nurse</p>
<p>Prompt and friendly approach from all staff making it a pleasant experience to receive a flu jab</p>
<p>Came for a flu vaccine. Very prompt and well organised</p>
<p>No waiting went straight in . The staff very polite thankyou</p>
<p>I have No problem with repton or willington surgery I have been a patient for 70 + years very good service</p>
<p>I actually saw and spoke to a doctor face to face</p>
<p>Prompt efficient service by pleasant professional staff</p>
<p>Very efficient .no time wasted and remained totally professional throughout. Well done and keep it up on the normal GP daily service. A credit to your professional work.</p>

Friends and Family Test October 2022 Summary

Always good service very impressed
Very efficient service for our flu jabs, in and out within five minutes. Can't fault Willington Surgery throughout Covid and since.
The service and experience shown by all staff made my visit a most pleasurable experience. Many thanks to you all.
Efficient and friendly. No queue for flu jab.
Perfect well organised
Quick efficient and caring.
Smooth and efficient! Thanks!
Well organised very quick well pleased
As usual, very well organised and speedy. Staff very helpful and pleasant.
Very organised and very professional
Prompt, efficient from entering to leaving.
Amazing organisation. Large numbers of people moved through the system with scarcely a pause. Congratulations and thanks to all involved.
Very efficient organisation, in and out in minutes
Extremely stress free, all personal involved were very friendly and professional. Let's do it again next year, ((god willing) Thanks to all concerned.
Compared to the confusion (and a touch of shambles) that reigned in Willington Pharmacy earlier in the week when they were dealing with Covid Booster appointments, your smooth Flu Vaccination process yesterday was the epitome of efficiency!
Walked in had my flu jab and walked out.
Very efficient and friendly staff
Excellent care
Very efficient and well Organised service
I gave that answer because it was so highly organised at the surgery for the flu jabs.
The surgery was very organised for the flu vaccine, I am 99 and did not have to queue.
Very efficient service
Well organized. Ran efficiently.
Your staff were very helpful showing us the way to the room allocated for our jabs but best of all for me they all had smiley faces and were so helpful.
Very efficient
Very well organized
Very quick and efficient. In case you aren't aware, your bottleneck was checking in. If you had an extra station or 2 you could have been even more efficient as the injection staff were waiting for patients.
Very satisfied

Responses from post appointment text F&F responses

Friends and Family Test October 2022 Summary

Flu Clinic 19/10/22

74 responses

74 comments

Very Good	Good	Neither good nor poor
70	1	3

Flu Clinic Responses 19/10/22 (Sent by text and not edited)	Very pleased with the nurse who gave me the injection very kind Thanks
	Very well organised with efficient staff.
	Very efficient - in and out for flu jab in 2 minutes!
	It was very well organised straight in and out didn't have to wait long at all
	I was treated very promptly and pleasantly. Could not have asked for more.
	Flu vaccination service was excellent. Very efficient and quick. Keep up the great work.
	Well organized nurse very friendly good with a needle
	Brilliantly organised!! Just ran like clockwork no hanging about. Willington surgery and staff are just great
	Quick and efficient
	Great service
	Well organised, and pleasant people.
	Pleasant people and well organised
	Very efficient
	Very quickly seen and efficiently had injection. Well done everyone and thank you.
	Very quick and professional
	Very well organised. I had the flu jab and Covid booster. The queue moved quickly. I live 5 mins walk away from the surgery pharmacy and I was back home within 20 mins of leaving my house. PERFECT ??
	The flu clinic was, as expected, very well organised. My queries at the reception desk were answered well. As normal Willington Surgery performed exceptionally.
	I was dealt with promptly and efficiently.
	Organized, quick, pleasant staff.
	Greeted at entrance. Good organisation throughout. Friendly faces. No complaints.
	Prompt service with efficient processing
	Although I was late after actually forgetting my appointment the ladies were great and didn't make me feel bad.
	Excellent service helpful nurses overall a pleasant experience
	Warmly welcomed and booked in, Dr very friendly and knowledgeable.
	Very organized. Very quick. Brilliant.

Friends and Family Test October 2022 Summary

	On time with no hassle
	Very speedy and efficient.
	Friendly and efficient
	Went for flu jab well organised and efficient.
	We arrived early for our appointment and everything was running smoothly. We joined a very short queue and were seen within five minutes of arrival.
	Very well organised.
	Firstly, I was most impressed that a surgery nurse personally phoned me the other day to ensure I had an appointment for the clinic. Today - friendly greeting, no waiting, smiley nurse asked the necessary and did the jab. Super efficient
	I arrived on time and was out again 3 mins later
	Quick and efficient
	I was in and out in 5 minutes
	Excellent and professional cheerful team
	Quick and considerate service
	Couldn't attend my appointment as off work with Covid
	Efficiency with human touch
	NHS at its best
	Hardly any waiting time
	Out before my appointment

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

Comments from Friends and Family Responses (October) sent by text and recorded as sent	Very efficient as always
	The appointment with Dr Cowley was very professional, listened to me and made me feel really comfortable.
	It was a shame it took me 40mins to get through on the phone, I understand it must of been a very busy time for the surgery.
	Listened to me and gave good advice !
	Seen on time,pleased with the service, very pleasant nurse.
	Phone call was on time and everything was explained clearly and concisely
	Blood test only so easy to book as didn't ask for Gp. Was second attempt however ask hospital said needed another sample due to their delay . Nurse who took blood was quick and painless
	Very good
	Appointment was for 9.30am, signed in and by the time I'd sat down, I was called in to see nurse. In and out in 10mins - brilliant!
	Because you asked so nicely ?

Friends and Family Test October 2022 Summary

My appointment was on time, and doctor very good.
Staff were very helpful and friendly and the doctor I saw was absolutely wonderful. She listened to everything I had to say and couldn't do enough to make me feel at ease.
I don't really like seeing health professional I get anxious every time I step on Surgery, but they are making me comfortable, which help me to settle down my anxiousness ?
Punctual and friendly
Jo was lovely, very friendly , and professional
Only had a blood test in & out in 5 minutes.
I have always had a positive experience when visiting Willington Surgery. Today was no exception. The staff are friendly, courteous and very patient.
Friendly efficient answered questions
The Doctor was really nice to me and reassuring. She explained things well and I understood her. I was a bit nervous about being examined but she was reassuring and kind to me. I have some medication to try and know I can return if it doesn't help.
Everyone is so kind here, I never have more than a 5 minute wait & the doctors/nurses/reception etc have been wonderful every single appt. Truthfully.
Great overall service, was seen very quickly, minimal waiting time, excellent Doctor, very reassuring.
Chemist was very Patient polite caring and informative. Thank you.
Very polite and very informative
Walked in and didn't even have to wait!
Looked after really well by Dr Saunders as usual. Nurses helped me relax during the procedure too.
Nurse and doctor were very lovely. Made me feel at ease.
Very well organized
I'm an active person and don't feel doing more exercises will solve my pain issues.
nurse practitioner was excellent . Thankyou .
My appointment was for annual review, but everything went well.
Quick appt. Good response. Thanks
Personable, attentive, focused care.
The doctor I saw was very welcoming and extremely efficient.
The call back system and reception service was v good. I was given a same day appointment and the Doctor was extremely helpful and understanding and a really nice person who I felt really listened. Thank you
Good polite prompt service. Dealt with very quickly
Very friendly, informative and understood my situation
Self check in worked. Only waited 5 minutes, pleasant, courteous member of staff
Was on time managed to help a staff member who was learning so all was good

Friends and Family Test October 2022 Summary

The receptionist was excellent, I got a same day appointment and the doctor was fantastic. Treatment working already.
Efficient and friendly
Disappointed because I cannot ask for a sick note even though I've seen doc and am under oncology. Apparently, I have to get another docs appointment which is using up valuable time for other patients.
Excellent as usual. Friendly staff. Appointment early. Thank you.
Friendly and efficient as always thank you.
Nurse was very polite friendly and professional
Dr Wright is always incredibly personable and professional in equal measure. The text system to alert me to her call was also extremely helpful in the circumstances.
I was able to see a Doctor on the same day as I called the surgery.
Ear syringe very successful and very stubborn wax removed leading to great clarity of hearing at an enjoyable treatment session.
Such a relief
Appointment with doctor was thorough.
The doctor listened to me and checked me out
Doctor was amazing. Very supportive and proactive.
The reception staff Dr Morange and Wendy the the phlebotomist went over and above taking time to chat with compassion and understanding my thoughts and questions.
Very satisfied
Really friendly and knowledgeable pharmacist. Vert helpful.
Large queue at the desk as four patients were unable to check in on the screen. Took 9 mins to be seen and checked in
Dr Okora was excellent, reassuring and kind.
Very quick to get in, well spaced in the waiting room, nurse wasn't super friendly and warm. If I was new to blood tests it would have been very uncomfortable
Dr Saunders has a lovely manner, she is compassionate & understanding.
Always good at Willington
Got an urgent appointment on the same day.
Doctor consultation very good. ?Physio? assessment brutal. I could hardly walk out of the surgery I was in so much pain, I am 74 not 24, still not fully recovered.
Good consultation with Doctor Cowley with follow-up tests booked in.
On time and lovely nurse who had time for me
Efficiency
Very quick and efficient service, Excellent commuication
Polite prompt service, no problems.

Friends and Family Test October 2022 Summary

Future appointments were booked for me without going to reception by Wendy the phlebotomist. Not many surgeries would do that.
Always send a good reply I have been with this Practice for almost 60 years and have never had a problem , staff have always been helpful, kind and pleasant and for that I say thankyou.
Prompt and professional nurse and receptionist
The nurse was very good, went straight in no problems
Service was very efficient
Prompt professional friendly service in clean environment
Easy to get an appointment. Appointment on time. Doctor very understanding and helpful.
A professional and informative call was received.
Reminder by message, arrived early and seen early, quick and efficient
Nurse was very kind and informative and I was able to have my flu jab too, which was a nice surprise.
Overall experience was great. I was in hold for less than 3 minutes when I rang the surgery, I was seen the same day. The doctor was very thorough, explained everything to me and didn't rush at all. Thank you.
Dr took time to listen and was very approachable and sought advice from a more experienced colleague before confirming her action
Professional and caring service, as always
Good response from staff who arranged appointment Very good response from doctor
Excellent as usual, appointment on time, not rushed and really friendly and supportive. Thank you.
Dr Saunders was very helpful and understanding. She listened and helped by changing my medication realising that my current items were not helping my problems .
Dr Saunders reviewed symptoms with my personality in mind. Listened. New treatment plan
A very comprehensive asthma check. Recommend more eco friendly medication. Very friendly and welcoming.
She was interested in my problems and answered my questions ?
Good for blood test but not helpful reception staff very rude told me to seek new doctors if I weren't happy
Very friendly service
Initial help from lady on reception to get the appointment I needed was very good. My appointment with Doctor Saunders was as always very satisfactory.
Always a great service at Willington always on time and we'll delivered.
Julie, the nurse I saw today, went a very long way to allay my worries and make me comfortable today, as well as being quick and clear with what she was doing. This, along with Dr. Saunders calling me the day before my procedure, helped me enormously

Friends and Family Test October 2022 Summary

Very prompt and fast service. Thank you.
Appointment same day.
I was called in promptly, the nurse was polite friendly and efficient . I was in and out very quickly
Very prompt and efficient.
Very good Very well organised thank you
Quick efficient service
They were great I had a asthma attack in doctors They really looked after me.
Ran on time, friendly and chatty nurse. Relevant questions asked, and good care.
I am really pleased with the quality of care I receive from the practice, from when I get through to speak to the reception/patient team through to attending the appointment with the GP. I feel I'm cared for by all the team. Thank you.
GP was understanding listening to how I felt, and gave advice and options for me to follow.
Doctor and nurse very nice
Very through
All my questions were answered. Feeling happy with outcome.
On time, quick and efficient
Arrived on time , seen on time and out before I knew it ! Thankyou for your exceptional service
Felt looked after
Prompt and effective support and help
Nurse very friendly and made me feel at ease
Efficient and informative...
Got an appointment easily on same day. Doctor was on time? Knowledgeable and efficient. He thoroughly checked me over. Pleasant, kind. All good.
The nurse was fantastic and couldn't have been more professional but I thought the floor was abit muddy and dirty in the room especially when getting undressed in just my socks.
I experienced a welcome and professional service. Thank you.
Seen promptly. Felt confident about consultation with Dr and understood what would happen next
Prompt efficient service
The staff at this practice always go above and beyond to help and I'm very grateful
I tried to explain why I felt unable to have another endoscopy and how I had lost confidence and was fearful of things since the death of my husband .I am waiting to see if I can have a CT scan. I found Time Up said at the end of the appt very abrupt
Prompt appointment nurse very through excellent
Very safe environment and quick efficient system to see Nurse and who was very reassuring and efficient herself

Friends and Family Test October 2022 Summary

The Doctor was very helpful.
Thank you
Clear concise a discussion and way forward.
Professional quality service
Great service from the reception, really pleasing and calm phone answering. The reception got me an appointment that day. I arrived early expecting a long wait. But was requested almost straight away. Doctor was great. Prescription sorted.
I was made to feel welcome and reassured me on my first visit to the surgery.
The nurse was really kind and lovely, explaining everything. Thank you
excellent service.
On time and efficient
Friendly knowledgeable nurse who was very good with my daughter
It was on time nurse very pleasant and done a very professional job
Husband booked appointment for me easily I. Prompt service at surgery from very pleasant nurse.
Arrived back from living in Cyprus for 9 years Rang for a appointment this morning and was given one. The doctor was very efficient. Well done to all.
Efficient and timely and made Isla feel less nervous
Very thorough consultation. Good advice given.
Difficult to make appointment due to busy line and cut off while waiting twice.
All ok
Hi best doctors I have been to never to much trouble for there to help you.rhank you.
The nurse was very polite and put my child at ease.
Dr was wonderful, kind and reassuring.
The waiting time was a long but understandable.
Went to see nurse, then need Appointment rang next day 7th in queue. Then no appointments I have problems seeing what do I have to do to get appointment
Because it was good
Nurse listened to Joe who has special needs
Dr Cowley very helpful and kind
The clinical pharmacist was knowledgeable about my condition and medication and made a suitable change to it
As always the staff and the organisation were very efficient and my treatment well carried out. It is always a pleasure to come to the surgery

Friends and Family Test October 2022 Summary

Arrived at 11.03 for blood test appt at 11.10. Left the surgery all done at 11.09. Super efficient service. Thank you!
Staff are amazing
Quick and efficient. Staff pleasant. Well done.
So very sorry for missing my appointment but I'm off work with testing positive
Very efficient, quick and pleasant nhs staff.
Easy check in, and was seen just before my appointment
The staff were very helpful with the booking and the nurse I saw was lovely, explaining everything really well.
Very friendly reception staff. Quickly seen by Dr and Nurse.
The nurse was lovely with my son and really put him at ease
I was in and out within 5 minutes for my flu jab
Seen on time and Nurse Julie Harrington, who we saw, is a lovely person
Nurse was on time, friendly and professional. Set my daughter at ease for her appointment
the nurse Wendy we saw was great.
A good discussion about my results and how to improve them. Am happy with the agreed plan of action.
I was dealt with quickly and with friendly attention.
I arrived on time and was out again three minutes later fully jabbed. Excellent professional and cheerful staff.
Everyone was very polite and chirpy, very pleasing to see happy people!
Nurse was very good and re assuring explaining everything.
Our nurse was absolutely lovely for a difficult appointment - child vaccinations
Always tells it how it is and never have to wait long
I arrived early and was called for my appointment almost immediately. Very well organised, professional and friendly surgery.
Quick, efficient and informative
We have always been impressed by both the staff as well as the facilities at the surgery. Having the pharmacy alongside is a big benefit as we are able to pick up our prescriptions before we return home. The mass annual inoculations are brilliant.
No queuing and seen quickly
Poor signal and call did not come through until I received a message regarding a missed call 45 mins after appt time
Very friendly and will to help
Not told that I needed to bring a urine sample and to use the blood pressure machine in the reception so wasted your and my time. Phlebotomy brilliant.
Dr Makarva was very helpful and I didn't have to wait too long Thank you
Dr listened to me, reassured me

Friends and Family Test October 2022 Summary

Very nice, efficient receptionist answered my call and got me booked in same day. The physio I saw was very nice and friendly. We have recently joined the surgery and think the customer service is excellent.

Dr O'Hara was outstanding. Helpful, considerate, clear.

I think Dr Wright was fantastic
Really thorough and explained everything
Making the appointment was a totally different story. It took 56 attempts to actually get through to be put in a queue at number 15. Then another half an hour in a queue

I was a little late for my appointment but the nurse managed to fit me in and glad she's did as I needed to book a blood test

Always receive excellent care.

All staff friendly and helpful nurse who did blood test was very reassuring
thankyou to staff today

I rang at 8 for an appointment, was seen this morning. Cant fault the service
Thank you

Nurse kind, knowledgable and efficient

The lady on the phone was lovely

On this occasion, I was taken early, had my blood test taken by Wendy. In and out in 7 minutes. Well done Wendy.

The attentiveness and politeness of the staff on arrival. The appointment with the pharmacist was extremely helpful, I felt understood and listened too.

Phlebotomist always very pleasant and good at taking blood

I had a routine blood test and they called me back and took another blood test today. So I was very pleased about the fast action. Plus I got seen on time for my appointment

I had to wait 20 minutes but once I saw my GP my consultation was excellent

Seen promptly and referred for treatment

Appointment was on time, pleasant and capable staff.

Booked for a blood test but forgot my forms. Nurse rebooked for me to come back and was happy to do so

Always very and punctual

In and out on time

The pharmacist was very friendly, empathetic and helpful

Nurse Joanne was very thorough with my blood pressure check and very pleasant and welcoming. She even did my flu jab at the same time! Thank you that saved me another visit.

Efficient friendly nurse

Very efficient and professional

My phone call appointment was on time and the pharmacist took time to listen to my question and answer.

Felt comfortable and appreciated

Nurse very helpful

Friends and Family Test October 2022 Summary

I am a carer for my mother it was a gp call to check on me and it was very much appreciated

Thank you

The nurse I saw was very professional and had a lovely manners

I saw a nice Indian doctor who wore a face mask and not having very good hearing I found it difficult to understand him. Otherwise he was very good.

Same day appointment means a lot. Only small delay in being seen. Very good understanding of problem. Excellent service.

Time to explain my problems, 2nd opinion from a fellow gp on one of my issues raised. Appt for ecg actioned. Follow up apps to be arranged and informed to mention ecg apps so potential marrying up of follow-up can be arranged .

Everyone friendly and courteous