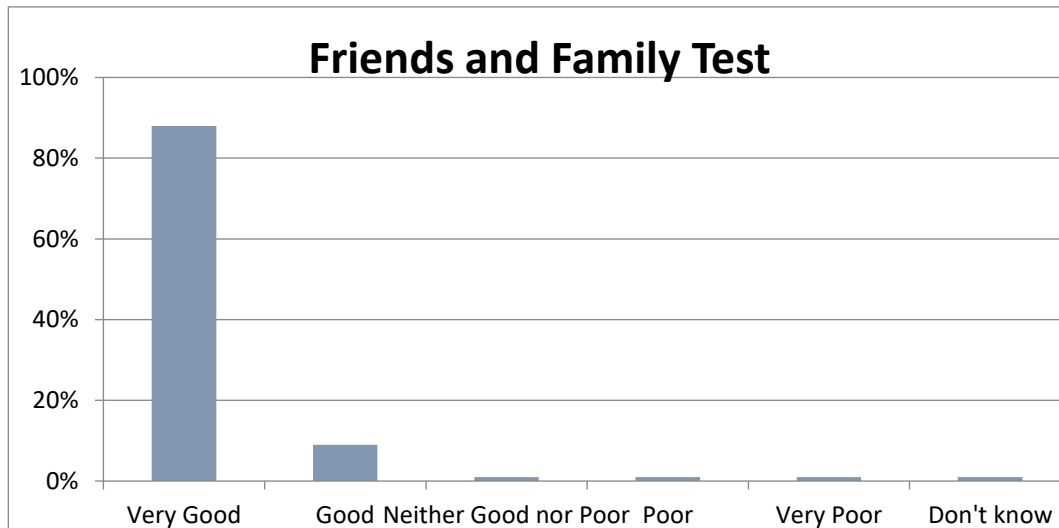


Friends and Family Test July 2023 Summary

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

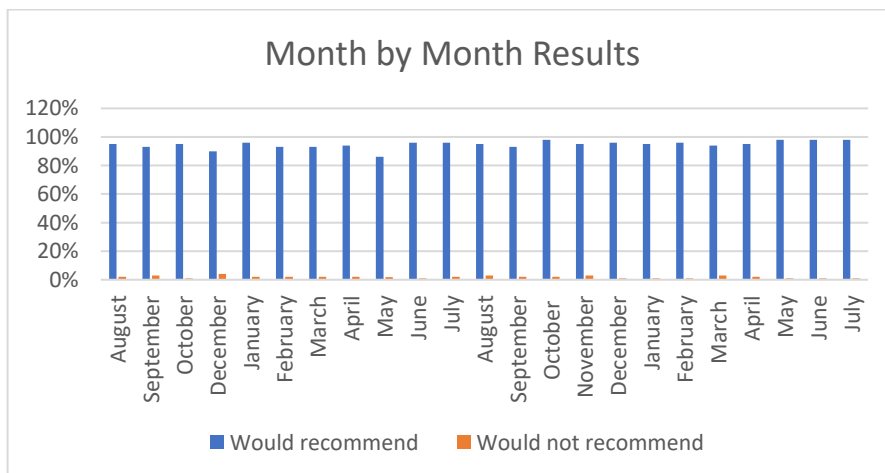
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
302	29	2	2	2	0
89%	9%	0.5%	0.5%	0.5%	0%



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

Would Recommend	Would not Recommend
331	4
98	1.2%



Friends and Family Test July 2023 Summary

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

July 2023 Text responses displayed as sent	Everyone at the surgery is very polite and helpful always a smile on their face
	This surgery is amazing. Seen on time and with thoroughness, respect and professionalism. I think Willington Surgery must be amongst the best in the country.
	Very efficient good at listening. Hope it continues with a reply and advice from doctor.
	Very informative and helpful. Didn't feel rushed and all queries dealt with. Thankyou
	Lovely doctor and reassurance on my visit
	Because she was really gentle with me. She was very very, very kind and I really liked her. I would give her 10/10 for kindness and respect. She asked if my body felt ok before doing anything to me. I'm glad I had her as my doctor
	Found Doctor to be very understanding and competent.
	My wait time was minimal and Dr Cowley spent time to explain everything I needed to know. Thank you.
	Very efficient
	Nurse Joanne is lovely always makes me feel comfy.
	Midwife Barbara at Oaklands Village is fantastic. Calm and informative!
	All information and more supplied and asked if I needed any advice on anything
	Excellent service
	The communication from Willington Surgery is always good via txt and generally you don't have to wait too long to speak to someone. The staff always seem upbeat and the lady who administered my jab today was lovely too. ??
	Able to get an appointment the same day, consultation was good
	I was put at ease when having a coil fitted
	We had a good discussion about my medication & side effects I'm having. Listened and made suggestions to help me.
	I arrived early and went in for blood test early. Supported by volunteer to sort blood pressure machine. As I live close I was back home at my original blood test time! Excellent service as always. Thanks to all staff and volunteer!
	On time, very pleasant and efficient
	Very good service and visit
	On time, very professional and caring. Score 15 out of 10
	Always on time, always pleasant and helpful been coming to this surgery for 60 years
	Quick and easy meds review, suited me to have this over the phone. Pleasant and polite person.
	Got the help I needed fast
	My appt was for an asthma review with the nurse, arrived not feeling well, thinking it was an asthma attack. Both nurse and Doctor were able to help, went out of their way, to set up a nebuliser and prescription, and to contact them if no better.
	I can't say much, I had a blood test. But my appointment was on time, I enjoyed a brief chat and no doubt I'll be back again.
Kind, efficient, helpful	
Pleasant Staff, well organised surgery	
I am only 12 weeks old so mum is typing this- on time, nurse was lovely, nice to have baby toys and a changing space. Didn't feel rushed	
Very helpful surgery	

Friends and Family Test July 2023 Summary

Appointments were organised quickly, the telephone and in surgery service was outstanding and professional.
Quick visit to the HCA no delays, quick efficient service. Well done.
Quick and easy with the perfect outcome
The reception team were fantastic. Anna, was amazing and gave me some really strong advice. The matter for now is resolved and I'm very happy and I feel valued
The surgery co contacted me to arrange an appointment.
I got through straight away and had a lovely physio who put my mind at rest who also sent me some exercises and very good advice.
Excellent service both when requesting appointment over the phone and when attending the surgery.
The nurse I had my appointment with was very efficient and friendly
Short wait. lovely nurse. painless (ish) mmr injection
Dr Saunders is very empathetic and kind
The GP I saw was excellent
Good discussion with pharmacist and explored options and arranged follow up blood test to check on progress.
I was seen early. pleasant demeanour..
Very helpful and friendly! Thanks
The doctor was very attentive and listened to my concerns. Didn't get the usual 'right you've had your 7 minutes get out' that you get at many surgeries.
Helpful informative answers to my questions. Decision on medication and moving forward with tests after internal investigation.
Chat with the diabetic nurse who is very polite and lovely
Dr Farrow was very helpful.
Very informative and practical advice. Feel confident that I will be able to follow the advice given. Well done.
It gave me the information and reassurance I needed and also time to discuss my treatment .
The receptionist was very welcoming and helpful on my arrival. The nurse was equally pleasant and cheery, which made having my blood taken a less stressful experience. Many thanks.
Reception helpful and efficient.
Doctor helpful and efficient
Doctor was understanding and professional. Made us feel listened to
Because you got me in straight away and impressed with the service. Thank you
Helpful caring nurse, easy to talk to, felt supported.
I was seen within 5 minutes of my appointment, pleasant lady taking blood. After I was asked to do blood pressure etc test and there was a nice lady to help me with that. All dealt with quickly and efficiently.
The doctor really helped on trying to sort out my arm problem very good
Warm, welcoming staff, easy to check in, spotlessly clean, short waiting time, excellent Dr who listened, first class surgery
Excellent consultation with Pharmacist Anna. Clear helpful assessment and advice.
Excellent, not rushed and very thorough
The receptionist offered me a timely appointment, the doctor I saw was helpful and approachable.
Very friendly as always.
Very understanding and helpful especially with the veterans

Friends and Family Test July 2023 Summary

The telephone booking system was a bit random as my call was cancelled 3 times so had to re dial and join the queueing system, however once I got to speak to receptionist booking my appointment was excellent as was my visit to the surgery, very pleased
Prompt checking in, Query I had raised before had been dealt with, prompt appointment
Always super
All areas were clean and clearly signposted. I received help signing in, I was seen at my appointment time, I was helpfully instructed how to use the blood pressure machine
As always staff great helpful and a joy to speak with
The receptionist was very pleasant and very helpful and got me to see someone the next day. The appointment was not rushed and I seemed to be thoroughly checked over.
Professional, on time, Quick.
Reception was very good got the doctor I asked for, polite Doctor answered all of questions and was again as above all I
The doctor I saw today was very good and helpful with her diagnosis I am very grateful for the appointment today Thank you
Receptionist helpful as was the doctor.
Excellent service
Receptionist was very polite & helpful. Unfortunately the Dr was very poor. No clue. Left feeling like it was a waste of time. Had to ask if I'd hear from her re diagnosis. Prob too busy to call so prob a text
Speedy reply this morning and a quick referral.
I rang at 8am and got in for 1.5 hours later. Didn't have to wait too long in the surgery, and Dr answered my query.
Timely, and the pharmacist was very informative.
The midwife in swad has been excellent
The Clinical Pharmacist listened to my concerns and was very informative.
Lovely reception staff, lovely nurse and seen within 10 minutes of my appointment time
Appt on time, friendly & professional doctor
Excellent service and kind
I got an appointment the same day. The physiotherapist did a thorough examination and gave exercises and advice as to how to remedy the issue.
Great service
On time and very understanding
Dr Makava is very helpful and lovely, and I felt she remembered my problems and listened to me. Easy check in process also and the new doctors surgery is open and clean.
Excellent service informative and quick
Joanne was very thorough and listened to what I had to say.
This surgery as far as I am concerned gets a 5 star rating due to the wonderful staff and doctors a very efficient and a pleasant experience each time I've been there Well done a shining example of what a doctors surgery should be
The lady was very pleasant and professional first class in every way
Prompt appointment Cheerful staff
I was seen straight away and everyone was friendly and helpful
Took time to explain things. Listened to my questions and concerns. That's all you need!

Friends and Family Test July 2023 Summary

Excellent review, very thorough with a very pleasant nurse
I had a review with the nurse which was very informative and helpful
Very pleasant. Very informative.
Comprehensive & friendly consultation/annual review. Thank you
Had shingles vaccination, it was clearly & well explained about having the non live vaccine & the follow up one, given note of time for it & for making next appointment. Also about possible after effects & what to take, Was not painful
Willington surgery has always been fantastic. I can't fault how welcoming and warm all the staff are. They are very helpful! This particular appointment was able to be done by phone, thanks to the lovely receptionist sorting it and the nurse was fab!
Feedback request
Lovely staff very caring making me feel at ease with openness and honesty. I have been helped significantly by Dr Saunders over the last few months and I can't thank her enough for her support
I needed an appointment on the first of July. The earliest available was the 12th by which time I had improved having been to the Royal hospital costing a lot of money for parking.
Excellent professional service
On time, very efficient, no problems
I was greeted by my healthcare worker in a pleasant way and my procedure was carried out without any problems
Easy self-service check in and nurse was very welcoming, efficient and informative.
The nurse has a welcoming positive approach and did not rush the consultation
Fast and efficient thanks
The nurse was lovely. Really reassuring and easy to talk to. Made me feel very comfortable.
Seen promptly in a friendly manner. Well informed about my situation
I was very much put at ease by Dr Saunders and her nurse.
Phone answered quickly Appointment given same day Doctor seen and solution given Attached pharmacy efficient Treatment being followed so expect problem to be solved due to expert care and service
Dr Saunders was thorough and sensitive in her investigations and has put a plan in place to get me answers regarding my health issue. I also appreciated being seen the same day I sent in my online consult form. Thank you.
Appointment on time. Good service.
Received professional advice as always.
Very friendly service.
I was lucky to get a quick appointment and was seen by Dr Wright who was very helpful. Thank you to all concerned.
The nurse was very nice and helpful
Dr Farrow was excellent
My nurse was very attentive and understanding. Her information was to the point. She was very friendly and kind.
Nurse Wendy was very friendly and explained why I was having the injection and if there would be any side effects. Job done in a few minutes.
On time, professional, light hearted, well focussed, caring.
I gave because Nurse gives me all information for my health doing excellent job Please give my Thanks
Nurse was polite and efficient.

Friends and Family Test July 2023 Summary

On time and efficient friendly service.
Dr Wright has been amazing so helpful and understanding I feel looked after thank you
Very welcoming, sociable
DR listened to my concerns. Addressed them and put a plan in place to help me.
Great friendly and made Louie feel so at ease
All staff met were polite, helpful and had cheery attitude. Everything was on time and efficient.
Wendy was very helpful and professional
Although difficult to get an appointment, and initially advised to try a walk in centre which sent me back to gp, the gp was thorough, and clear. I feel confident that the health issue is being professionally managed.
Very helpful in answering my questions, very professional and good advice and listened to my concerns
Got an appointment on the day of my phone call with the delightful Dr Wright.
Doctor was charming, helpful and professional.
On time. Treated efficiently and with kindness .
I was attended to by Dr Wright who was very efficient & caring & directed me to an agency to help me.
All the staff from receptionists to doctors very helpful friendly polite and professional A pity other surgeries are not as good as this.
Polite cheerful and professional
Quick and efficient. I find this practice to be one of the best. As a working member of the NHS and having to deal with several GP practices. Willington is one of the best ones.
Pleasant staff and appt on time.
Good service.
Very efficient, kind and helpful.
Doctor Cowley was very efficient and answered all my fears
Everything went as planned, I signed myself in , waited 20 mins saw doctor who was brilliant, all good
The nurse was friendly , caring and professional , she talked me through what was happening, and talked to me about after care of the wound , how to proceed and what to look out for .
Nurse kind, efficient and knowledgeable Consultation on time and well organised
Efficient friendly staff with lots of patience when I struggled to hear with only one hearing aid as waiting for repair
Excellent, thorough treatment. Strategy explained to me, it could not have been improved
Very Satisfied discussion regarding my Blood Pressure issue & General Health Issues .
No waiting time. Doctor was very helpful and gave straightforward advice.
An hour delay in being seen
Phlebotomist very professional and always on time.
I was in and out within a few minutes and was looked after really well
Simply in and out, no fuss
The Diabetic Nurse was interested in my diabetes and answered all my questions about the, maybe, change of Pens. Also helped with the bad service from the Pharmacy. I understand that is nothing to do with the Surgery
As always, a professional and caring approach
Dr O'hara took the time to explain everything to son and dealt with the issues needed. Thank you
Gp listened to symptoms and arranged a plan of care.
Because you asked

Friends and Family Test July 2023 Summary

The lady taking the blood sample was professional and polite, she was friendly and did it quickly and painlessly, reassuring all helping to relieve my anxiety. There was a quick and easy log in system and minimal waiting time.
Very thorough.
Made me feel at ease the doctor did...sorted my problem out quickly and affectively
I felt supported and free to make my decision in my own time.
No waiting time at apt and lovely gp
Didn't wait long. Nurse very pleasant
Reception good seen straight away nurse lovely helpful all round good care to me a patient
Went to collect a prescription - queued at pharmacy to be told not there. Queued at reception. Waited at reception to be told Dr printed it at home so not in surgery and needed to be signed/printed again. Waited 40 mins !! No apology no urgency.
Answered all my questions
On time efficient polite
Nice staff and good service
Everybody at the surgery was quick, thoughtful and helpful
Just in for a blood test. Hardly any weight and nurse had great chair side manner
Excellent service as always
Booked a few days ago for B12 and got a few days later always helpful staff
knowledgable and helpful
Super easy process at reception - extremely helpful (assume) volunteer - friendly & proficient nurse. In summary, a no nonsense, efficient experience. Thank you
Kind, considerate, offered me medication that I had not been offered before. Easy to communicate with no BS a credit to himself and in the finest standards of the service Many thanks
Very efficient and professional. Explained everything and asked me if I had any further questions
Sharon is a great phlebotomist she never hurts me and we have a laugh. This visit I checked in on screen and was called in before I'd sat down. Top service!
On time appointment. Very efficient.
No contact received so appointment not completed
Appointment on time, friendly staff.
Proactive and clear positive discussion. Options clearly articulated
Excellent friendly service and an outstanding issue sorted.
When I arrived at surgery for my appointment the reception staff and doctor were very good. However, when I rang that morning at 8 and I was number one in the queue I was told I could only have an appointment in the afternoon. I could not believe it
Well staffed and timely appointment in a clean and presentable surgery.
In and out really quickly
Notification of X-ray results would have been good with a faster follow up. Not great to read out results on reception. Always very pleasant staff.
Very helpful and efficient
Very efficient, supportive, polite. The two appointments were actually done before the official start-time of the first one.
Seen in reasonable time. Good advice and prescription given.
Appointment on time, friendly helpful staff.
Appointment on time. Very pleasant nurse good at her job

Friends and Family Test July 2023 Summary

Efficient use of time for both surgery and myself. I have discussed my needs with Dr COWLEY, who listened and has prescribed a solution for my need. Absolutely no need for me to have come into surgery taking valuable time.
Self check in good. Waiting time fine . Chat with clinical pharmacist was very clear and instructive.
The health care provider was waiting ,even though I was early. Went straight in, blood test done then out. Very friendly , efficient and professional. Very happy.
Very prompt, on time and quick process
I had 2 appointments at the surgery and on both occasions your staff were polite, courteous and very professional. The staff and the surgery are a credit to your professions, thank you
Receptionist was very helpful one first contact. And doctor O'Hara was really helpful and nice.
Very helpfull
Doctor was very helpful and explained everything clearly
Very thorough Pleasant manner and explained everything with great clarity Thank you
Always polite and cheerful staff - keen to help and treat you with respect. Almost a pleasure to attend the surgery ! Keep it up, you hear so many bad stories about Gp surgeries, but honestly have never had a problem getting help. Well Done!
On time, friendly staff. Very helpful man assisted me to operate the blood pressure machine
friendly and efficient
Appointment on time very efficient and very polite.
Required an urgent appointment due to infection. One arranged the same morning and the Doctor was very understanding and prescribed the medication quickly.
Lovely to have someone help with the BP. Staff very good
I was seen by a very kind doctor, Dr Aktar, who examined me and advised me what to do should I not improve in 2 days if the prescription doesn't seem to be working.
Process smooth and punctual. The member of staff was courteous, friendly and caring. The treatment was conducted professionally and competently.
I felt listened to and not rushed
Phone number was shown as restricted so i rejected it unaware it was my appointment, then when i explained to receptionist she was dismissive and patronising, not helpful or supportive
All my questions answered. Helpful advice given. This appointment gave me reassurance that I'm on track with my diabetes. Kim is really friendly and informative. Her explanation of my blood tests results are explained excellently. Thank you.
Appointment was on time. Nurse very efficient and friendly
Everything was as it should be. No complaints.
Glad you sent me the survey?. Best experience I've had with a GP for a long time. Moved from old surgery due to poor service and felt not listened to. Dr Cowley was brilliant, explained everything so clearly! So glad I've moved to you!
It was reassuring and I was listened to and given good advice.
Conversation covered all necessary queries to our satisfaction
Very thorough and helpful examination and diagnosis by the Physio.
I managed to get an appointment on the day, the doctor was lovely and understanding and hopefully gave us a solution to try.
Prompt efficient friendly
Very courteous and helpful receptionist on the telephone and a considerate doctor for my visit 10 out of 10
Quick efficient and on time

Friends and Family Test July 2023 Summary

<p>Wonderful Wendy ! Professional, kind and patient as always. Mum sorted in no time. Thank you</p>
<p>Julie the nurse who gave me my travel vaccines was amazing. She talked me through what injections I'd need and the reason I'd need them . Felt very relaxed and put at ease by Julie. Outstanding service. Thank you</p>
<p>Very professional and made me feel at ease</p>
<p>Staff was nice :)))</p>
<p>Dr O Hara is the best GP on the planet. Explains things perfectly. So capable</p>
<p>Because the Lovely Julie is always a pleasure to go and see , she has a wonderful personality and has a lovely professional manner , always puts me at ease , a credit to the practice , Thank You Julie , that goes to everyone at our practice ,</p>
<p>The process was a bit late but otherwise fine</p>
<p>Because it is the staff are very friendly</p>
<p>100% good service from Nurse Wendy and reception Staff. On time appointment, friendly and attentive.</p>
<p>Quick and easy process to book appointment for yearly contraception check up and prescription</p>
<p>Called in on time. Nurse was efficient & friendly.</p>
<p>Very straightforward didn't have to wait got in before my time</p>
<p>Very friendly information and helpful.</p>
<p>Because I received speedy booking in. Excellent consultation with Nurse Julie who explained the shingles vaccine thoroughly. Thank you</p>
<p>Because the doctor I seen was very pleasant and informative for what I went for</p>
<p>It was on time and conducted in a very pleasant manner.</p>
<p>Went to surgery late am with letter from optician advising urgent appointment. Appointment that evening. GP who stayed to help duty doctor was excellent.</p>
<p>Appointment was on time and quick. Would very much prefer to see Covid mitigations still in place with windows open, staff wearing masks etc (I wore N95 mask but didn't see anyone else wearing)</p>
<p>Not difficult to get appointment (albeit would have preferred doctor rather than physio). Physio took time to check me out.</p>
<p>Arrived early and seen straight away as previous patient had not arrived in</p>
<p>I was in and out very quickly had my bloods taken and was on my way home with in 10 mins</p>
<p>I was fitted in after a cancellation and only waited 10 minutes on my return for the appointment. The receptionist was extremely helpful. I was seen by a doctor who dealt with my enquiry efficiently and helpfully</p>
<p>I had to wait two weeks for the appointment but Dr Cowley was brilliant. Everything was handled v efficiently and I was even able to get a blood test done straightaway. Amazing!</p>
<p>I can feel the improvement already.</p>
<p>I didn't have to wait long for my call to the surgery to be answered (as is often the case). I was called back later the same day when an earlier appointment slot became available - this was excellent and not something I've ever encountered before.</p>
<p>Julie was so lovely, explained all my results to me in a very patient manner</p>
<p>Very quick, efficient, and pleasant</p>
<p>Very informative</p>
<p>Very lovely nurse</p>
<p>Very helpful conversation</p>
<p>WELL IVE BEEN TO WILLINGTON DOCTERS FOR AROUND 40 YEARS AND I HOPE I STAY THERE ALWAYS . EVERYONE WHO WORKS THERE TREATS YOU AS A HUMAN... AND I WILL THANK THEM ALL</p>
<p>Appointment was on time. Had a good report from a hospital procedure.</p>

Friends and Family Test July 2023 Summary

Got done what I came for
Doctor called back promptly and sorted out my pain medication.
Seamless and quick
Seen on time made welcome very successful appointment thanks
Explained my previous experience and the nurse offered me another option
efficient friendly experience
On time, lovely nurse gave full explanation.
Very polite staff as always
Friendly and efficient service by staff
The pharmacist was very helpful in prescribing my new medications I felt very comfortable in asking questions
Very thorough review and good advice, thank you
Very helpful lady and seen on time. Even had time for a chat.
Not at the moment because I feel too ill
Waiting times not to long.
I was seen in a couple of minutes.
Dr. Maronge was very attentive and discussed all aspects of my problems.
Appointment on time friendly staff
Its the truth
Ladies on Reception always so helpful, efficient and smiling. Went in early to have bloods taken. Just forget the name of the nurse who was so lovely. Also reception area always very clean and tidy. Congratulations to all,
Everything discussed and cleared up with the pharmacist. He was clear, precise, and to the point.
Lovely pharmacist who listened well to what I had to say
Prompt and professional
Helpful receptionist, knowledgeable and very thorough GP offering practical advice and comprehensive consultation and follow up. Outstanding service.
In and out very quickly.
Prompt efficient service
Dr Maronge sorted the issue out straight away I think they are very good and have always helped me they are very good listeners and they are good at there Job I got no complaints
Service is excellent. Staff are very helpful, friendly and positive.
Professional and pleasant
The interview was straightforward and gave useful options
Appointment was actually running early, Nurse was very friendly and relaxing, blood sample taken without fuss
Prompt service & polite nature from the staff
Miss Rowena was awesome. So caring and welcoming. Thanks for the great service
Appointment made for consultation same day, diagnosed kindly and quickly