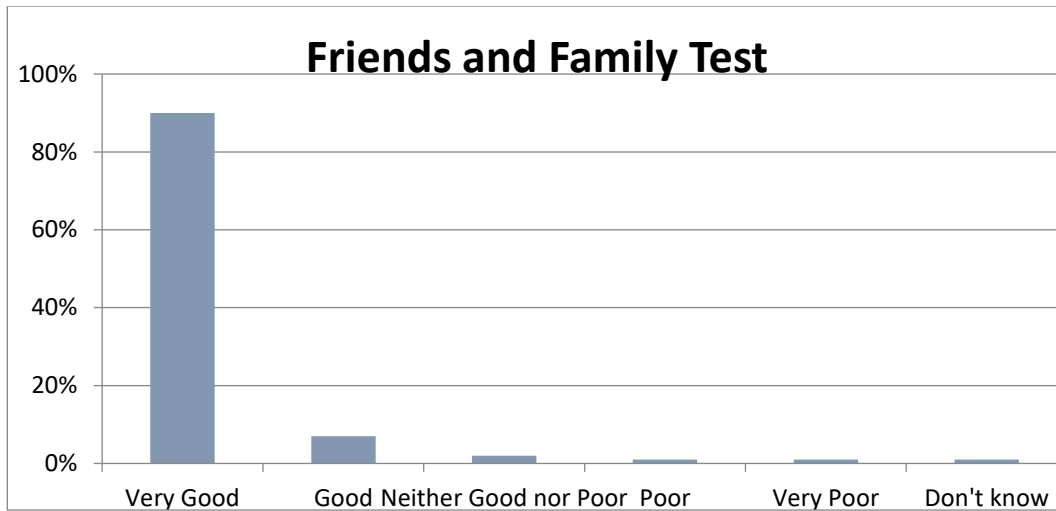


## Friends and Family Test October 2023 Summary

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

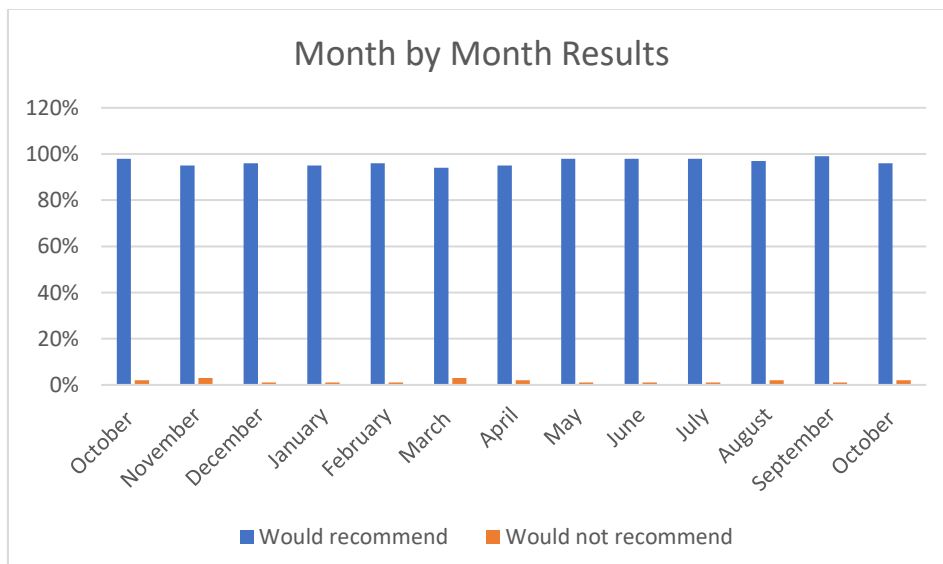
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
397	29	7	4	3	2
90%	6.5%	1.6%	0.8%	0.7%	0.4%



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

Would Recommend	Would not Recommend
426	7
96%	1.6%



## Friends and Family Test October 2023 Summary

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

<p>October 2023 Text responses to question How likely are you to recommend our service to friends and family if they need similar care or treatment? Copied as sent</p>	Punctual efficient
	The nurse was very helpful and explained lots of useful things for me and was also very understanding and pleasant to talk to
	It was quick using the blood pressure machine, the receptionist guided me through using it.
	Once again, very helpful receptionist when booking the appointment, very helpful appointment time again was prompt, and the GP I saw took her time to explain everything to me
	I had a bad reaction to treatment and was looked after extremely well by the staff and doctor nothing was too much trouble
	Needed to speak with a doctor quite urgently and managed to do so. Dr Cowley very professional as usual.
	The doctor listened, gave information and advice and dealt with my health issue, taking precautions by referring me to a specialist department at the local hospital for their assessment very quickly. Everything an appointment should be.
	I came round with a chest problem, spoke to the receptionist and she got me appointment straight away ,which was great and the doctor was excellent. Very good
	Staff always ready to help and always pleasant, never had a problem been coming many, many years
	Appointment was on time nurse very pleasant and efficient nice experience
	Got the call nice and early. Felt comfortable talking to the gp
	Promptly put on the list for gall bladder surgery
	Anna was very helpful. She listened to my questions and explained why she had suggested a change.
	Doctor was really helpful with my problem
	I felt listened to and care was good including protocols.
	Very nice friendly staff
	As expected, a very efficient & convenient service As usual the staff were polite & very efficient thank you
	Very well explained
	Saw Anna the Pharmacist who was absolutely lovely and professional.
	I'm not kept waiting for my blood test
	On time and Nurse Leggett is always polite and cheerful
	Always so helpful! Quick appointments, no waiting times, lovely staff!
	Efficient process, no waiting, friendly staff
	Arrived 5 mins before my appointment time and was called straight in. Nurse was very efficient
	Very short waiting time. The nurse was absolutely amazing professional and caring. Made me feel at ease. Thank you
	Nurse kind and respectful <u>to my girls</u> .
	Appointment on time.
	Prompt, professional treatment

## Friends and Family Test October 2023 Summary

Routine appointment at a convenient time and completed efficiently
Kindness and empathy of staff. Blood test painless.
I had a telephone appointment and was given a choice of this or in person. The nurse phoned on time and was very polite and efficient. Also helpful in giving advice.
111 was helpful and efficient. They then passed on my details to a clinical person who called me back when they said they would, at 2am I think. I then got a follow up call from my GP this morning. Well done NHS for great service.
Understanding, good advice and support, responsive, good to be able to prebook
Seen promptly
Very prompt.
First class advice from Doctor and thorough. Pleasant receptionist.
Dr Saunders knows where its at.
Got appointment very quickly and GP was fantastic
Dr Wright was very attentive. Also very approachable
Appointment on time and professional personal service given by nurse on duty.
Because I found Heidi a very nice pleasant person / Dr , she listened to my problems , checked my problematic side and poorly big toe , and offered me an xray to diagnose the side problem , and sent me text message on how to go on with my gout .
Taken early. Friendly nurse.
Rang this am and was seen by a very patient Dr, follow up from infection with persisting symptoms. Thank you! much appreciated, with additional advice and a follow on prescription for my hormone patch too.
Very professional, knowledgeable and friendly
Easy quick check in. Comfortable waiting area and chairs. Seen quickly. Nurse friendly and professional.
Professional, Lovely, kind and reassuring approach by Julie - practice nurse .
The doctor was calm and super helpful in quite a stressful time. He was clear with what was happening which helped a lot.
Dr Makava was very kind and helpful and friendly. She assessed my problem fully and efficiently and started me on treatment which has been very beneficial. Thank you!
Parking available almost 0 wait time friendly staff
Extremely professional and provided excellent care
I was seen before my appointment GP was very thorough.
Hardly any waiting time, staff members friendly and professional. I always highly recommend Wellington surgery to everyone, the service you provide is excellent . I feel very fortunate I have such a diligent GP surgery .
Excellent care by the nurse and doctor.
Only waited a short time to be seen.
Quick, painless! What more could I ask for?!
Speedy and quick. Polite and friendly.

## Friends and Family Test October 2023 Summary

Very pleasant and went in before my time
Prompt appointment. Professional friendly caring Nurse who asked questions and gave good information
The doctor was very understanding and positive. I didn't know where to start with my concerns, but the doctor was fantastic and came up with a solution.
Informative on the medications I am taking with follow up information being sent thought also.
Prompt treatment, efficient clinician, pleasant surgery
Consultation was very concise and helpful
Quick appointment and concerns explained clearly
Just brilliant, had blood test nurse was so pleasant and friendly , keep the good work it's very much appreciated
Lovely understanding doctor. No waiting time. Great receptionist who handled my follow up superbly
The service has exceeded my expectations, my appointment has been managed with efficiency and helpfulness.
Quick response. Helpfull friendly staff. (All staff). That good I'm back again !
Managed to make an urgent appointment and received thorough appraisal and remedy
The doctor who I saw was lovely and listened to my issue . She was professional but approachable and dealt with my issue efficiently. The only real issue I have with the practice is actually getting an appointment. All the staff are great
As always empathy, was listened to, explanation on future outcome, confident all concerns were covered. Continue with the excellent work I always praise Willington practice, long may it continue.
The doctor remembered me and was supportive and listened.
The conversation wound up an ongoing issue.
The Dr listened to me and my concerns and was able to give the advice I sought.
The Doctor was very thorough and explained everything
Quick wait time, toys for distraction, quick appointment.
I am being referred on to the physio therapy department which I was hoping for
Rang for an appointment in the morning and was seen by the Doctor in the afternoon, fantastic service
All went smoothly as usual. Good result from last meeting.
I always feel that the surgery is efficient and cares about you as an individual
It was great to get an appointment so soon and I was given the help and advice I needed. Very pleased thank you
The clinician was very helpful and knowledgeable. My medication review was thorough.
Nurse very thorough and explained to me results of tests and listened to my concerns.

## Friends and Family Test October 2023 Summary

The Doctor was great (as she was also last time). Friendly, approachable, clear at explaining everything I needed to know and very efficient.
Doctor Sharma was patient and kind. Listening to me and my concerns.
Superb treatment from Wendy Carden. Polite, welcoming, very professional and engaging. Thank you
Receptionist understood my worries and got me an an appointment. GP was brilliant and I felt very reassured.
Very well treated by the doctor. Felt at ease and able to answer questions I had.
Doctor made me feel comfortable and explained everything clearly
Julie does a good job.
Quick, efficient
Brilliant I was in and out for a flu jab in less than 2 minutes. Staff were excellent
It was very well organised and quick
The flu vaccination clinic was very efficient today
Excellently organised, smiling professional staff?a brilliant service. Thank you very much.
Very efficient, staff friendly
Pleasant welcome at door. Straight in to reception confirming details and thought for vaccine. All staff Pleasant and nothing rushed.
Well organised, lots of staff available directing people. Very quick, I was home before my appointment time
Polite and informative staff. In and out in 5mins
Quick and efficient
What's not to like. Very pleasant, attentive staff, quick 'in & out' job done. Thank you All
Quick. Friendly. Efficient. Thanks!
Well organised, straightforward and competent.
Very efficient service, well organised
Very quick and efficient, well done everyone ?
The process was efficient. I arrived early but did not have to wait. Staff were very friendly.
Efficient and polite
Lovely and helpful receptionist, short waiting time on arrival and lovely doctor. Plus the fact that time was made to see my son despite the available appointments already being full at the time I rang. Excellent all round.
Painless Flu jab in and out in 5 minutes
Very well organised speedy injection! Superbly helpful thank you
Flu clinic appointment was extremely well organised. Quick, efficient and caring staff throughout the different stages.
All very efficient very good Service .
Extremely well organised, absolutely brilliant

## Friends and Family Test October 2023 Summary

Just had my flu jab and all staff at Willington Surgery were so efficient and professional. Also I had made a mistake on my repeat prescription and it was noticed straight away. Thank you all
None
Friendly
In and out within 2 minutes
Very simple and efficient
Friendly and efficient team.
Very well organised
Very organised for flu jabs
Very efficient and punctual
Absolutely superb service from your team thank you
Efficient quick service
Quick a n efficient
Very quick and well organised
Didn't have to wait long but didn't feel rushed either, understanding I am nervous and have learning disabilities
Quick, organised
Very efficient service. Dealt with straight away and everyone was very pleasant
Organised and no time wasting. I arrived 5 mins early and seen within a minute. Registration good and nurse lovely. In/out without entering the main body of the surgery.
As always quick, no delays and in and out for Flu jab thanks
Felt listened to
Quick efficient very friendly excellent
Lovely staff very efficient
Excellent service, we were directed at all points from outside to finish, lovely friendly, polite and happy staff, Thankyou..
Efficient and prompt
Friendly and well organised. Thanks.
Well organised, efficient and friendly
Organisation of event - Brilliant Staff- Brilliant Injection delivery - Brilliant. Surgery -Brilliant Many thanks.
I was 15 min early for my flu jab but they let me in, it was all very quick and everyone knew what they were doing.
Great organisation and service with a smile- excellent!
The nurse was friendly, reassuring and informative
Had to queue but only 5mins but that was outside so if it was raining I wouldn't have been happy. However once we got in it was really quick , very pleasant experience, staff were lovely
Fantastic service
Warm friendly welcome at reception and lady who took my blood very professional friendly and gentle.

## Friends and Family Test October 2023 Summary

Greeted and helped on arrival by lovely receptionist. My appointment was with Dr. Morange who is an amazing GP.
The organisation of the flu jab clinic was brilliant. I was in and out within 5 minutes.
Even though the Dr was running late, brilliant service from everyone.
I rated my experience at Willington surgery as 'Very Good' because you omitted to allow for a rating of 'Excellent'.
Friendly staff. Prompt service
Fast, efficient vaccination service.
Quick and efficient and professional.
Quick and easy to get flu jab. In and out within 5 minutes!
On time appointment. Dr Very clear and direct.
Excellent and well organised fly vaccination clinic. I was in and out in under 5 mins.
I have a heavy cold but rather than cancel the reception offer a telephone appointment
Very efficient phlebotomist, knows her stuff. I did it myself when employed by NHS so speak from experience. She puts the patient at ease and is super friendly.
The doctor listened looked and treated me accordingly and has made a fantastic difference to my knee thank you very much
Well organised, quick and efficient
Really well organised, lovely staff and very efficient. Credit to Willington and area.
The system for the flu jab injection was very efficient.
Easy to book, very well organised professional experience, quick and easy
Information very good on appointment. Actual visit very good. Arrived early and went straight through to have vaccination. Parking very busy but all ok.
Appointments were on time and stitches removal painless.
The flu vaccination process was well organised and efficient.
Efficient well organised. Friendly staff
Excellent quick service for flu jab
Very well organised and efficient service
Good communication prior to my appointment and really quick, efficient appointment on the day
Julie is a fantastic nurse and so good with the children, a credit to the NHS
Dr Wright is a fantastic Doctor, she has a lovely manner and put my nervous daughter at ease.
Very organised from arrival to completion of my flu vaccination. Ample sections for multiple people to be seen along with very pleasant staff to guide areas to go.
Receptionist was really helpful as I had to use the BP machine before my appointment.
The nurse who took my blood was really friendly and efficient.
Lovely staff, listened too without feeling rushed.

## Friends and Family Test October 2023 Summary

Because excellent isn't one of the options listed above.
Receptionists are very helpful and understanding. GP is supportive.
I managed to book myself in with no problems and didn't wait long I was in and out and my appointment was on time
I felt like I had been listened to, and got an appointment at short notice
I am responding on behalf of my wife; she is unable to reply herself. I had a telephone call from Dr Maronge regarding my wife's current condition. He handled the call in a professional, competent and honest way. Thank you
Very friendly and knowledgeable
Everything went smoothly. Clinic was running to time. Nurse was lovely.
Self-check in. Friendly professional Nurse giving great care and support
Lovely friendly nurse, thorough and efficient, didn't feel rushed. Thank you
Everything went well
Got sorted out bloods done same day and results back in 24 hours great service
Medication review with GP. Sorted professionally. Informative consultation, able to ask questions in an unhurried manner
Quick appointment
Joanne Gregory Nurse is excellent and always efficient
Nurse who I saw very nice and easy to talk to.
Polite and friendly.
Easy to check in. Appointment was on time. Toys for my daughter to play with.
We were in and out before our appointment time and the nurse was very good at chatting to Hazel while giving her the nasal spray
Addressed issues raised.
Everything went well, receptionist was really helpful and lovely. Dr Morange was brilliant as always putting me at ease! Thank you :)
2 appts today. Dr Cowley, double face to face appt. Proactively addressed 2 issues & ongoing referrals made. Dr Cowley is always excellent & I have confidence with her assessment and agreed outcomes. Blood Test by Wendy Corden following GP appt.
the procedure was quickly and efficiently carried out and staff helpful and pleasant
All results were fully explained. I felt that the team at Willington Surgery are taking good care of me.
Hi they were very good at their job so thank you very much well done.
Straight in and straight out. Dealt with very professionally.
Quick, efficient and friendly.
It was a simple question!
Very efficient system and everyone knew exactly what to do.
Excellent staff and excellent service. Staff really are attentive and caring.
Organised, quick, pleasant healthcare professionals. In and out in less than five minutes.



## Friends and Family Test October 2023 Summary

Very quick and polite service for my flu jab.
Smooth and well organised
The service I get at the Willington surgery is always Excellent. The Dr today made me feel at ease and could not have been more helpful
Always efficient and friendly
Very friendly staff. Extremely efficient system. In and out faster than you could boil an egg.
Well organised. Excellent staff who put patients at ease
Well organised, really lovely people and very efficient, as always. This is a very good surgery and we are delighted to have it!
Quick efficient informative and friendly
Quick and friendly staff for flu jab.
I was met at the door by a smile & how can we help then directed to the available space ! so very pleased with my treatment
Very friendly and quick
One we got in early two it was painless
My appointment for my flu jab was 4.12pm, got there just before 4 and was in and out within 2 miss. There were very quick and friendly and put at ease.
So Quick wonderful service
Very quick friendly service
I went for a flu jab, and everything went smoothly. It was quick and efficient, with friendly staff. Thankyou.
Very efficient streamlined service with a friendly caring team. Thank You!
Prompt polite and efficient
Quick and friendly
It was a flu jab and it was all over In literally 1 minute, even with the bit of banter I had with the staff.
All on time and very quick
Attended for Flu vaccination. Very organised, pleasant welcome and efficient.
Appointment on time! Physio very helpful and listened to my concerns.
The flu clinic was very well organised as usual. My husband waited for me for less than 10 minutes and the staff were kind, helpful and very friendly. The whole experience was excellent, I am blessed to be a patient of Willington Surgery
Very efficient and helpful
The Nurse was supportive and gave options to ease the discomfort during the procedure
Got an appointment quick. No waiting. Dr Sharma did a very thorough examination.
Efficiently carried out.
Spot on time and very professional.
I was listened to and it was agreed that I would make another appointment to discuss feedback from my appointment with the consultant in the fracture clinic next week.
Excellent service as always , got in early , nurse was lovely

## Friends and Family Test October 2023 Summary

Rowena was friendly, professional and efficient. Couldn't ask for a better service ???
Dr mccaiva is really kind, she looks at the whole person. The reception also got me an appointment when I really needed it. Thank you. All the staff were so kind and empathetic.
Was dealt with swiftly and promptly. The lady who looked after me was friendly and clear in her explanations of what we were doing.
Efficient friendly
The staff was very helpful and caring
The clinical pharmacist talked through my health problems and seemed to very proactive in sorting me out.
Nurse Wendy was friendly, very efficient, reassuring and gave advice as to what to do if I experienced, pain, discomfort etc. Could not be faulted.
As always the service from start to finish is always great thanks very much to all the staff
Very efficient, in and out within 5 minutes. Very friendly staff.
Knowing that something is being looked into.
On time quick and friendly consultation
Very friendly and caring staff. Was seen before our time. Very efficient. Thankyou.
The person was very knowledgeable and helpful, and seemed to understand my situation.
Nurse was very friendly and thorough
Very efficient service. Thanks
As normal efficient and professional.
Went for flu vaccine, was a few minutes after appt time due to traffic in the floods. Did not wait long and had vaccine, in and out. Worked well.
Very caring doctor. I feel listened to and taken care of.
Dealt with very quickly and efficiently
Flu jab process very efficient only issue was car parking
Doctor kind, knowledgeable, helpful
Pleasant receptionist and I
Nurse was running late and sent a message via reception staff to let me know. I was very nervous as it was a smear test and the nurse put me at my ease before and during the procedure. I really appreciated her friendliness
The best doctor I've ever had. She actually listens and tried to understand. Realistic too! Thank you everyone at Wellington
I've found Dr Wright to be very supportive and understanding however I would also like to say thank you to the receptionist who took my original call to get an appointment as she was also very understanding.
always very helpful
Phone appt was made on time, very friendly and informative. Felt like I could ask questions and not rushed off phone. Good to be a person not a number
I was seen on time and had all my questions answered during my appointment.

## Friends and Family Test October 2023 Summary

<p>The receptionist couldn't do enough for me.</p> <p>The dr I saw was friendly but doesn't listen to the patient advice on their own body especially when this is a reoccurring problem.</p>
<p>Very efficient. Can book yourself in. Appointment on time. Dr Cowley is lovely and takes time with you to listen &amp; explain things</p>
<p>The nurse was lovely and explained what was going to happen and how it would feel- put my daughter at ease</p>
<p>Excellent consultation. Informed, professional and friendly. 10/10!</p>
<p>Was dealt with in a very friendly and empathic manner by both receptionist and GP. Receptionist was so very helpful and welcoming, a "no trouble " attitude. A wonderful practice and brilliant service.</p>
<p>Good service from Dr Farrow and reception thank you.</p>
<p>Very helpful and easily Explained thanks</p>
<p>Efficient, caring</p>
<p>I was there for blood tests and I was in and out in no time at all. Everyone was very pleasant too.</p>
<p>The nurse I saw was very pleasant and friendly</p>
<p>I call shortly after 8 and got an appointment for 9.45, the doctors was thorough and arranged for some blood tests, the receptionist was great and arranged for bloods to be done within 20 mins of seeing the doctor. 1st class service again</p>
<p>Doctor Mcarther is great</p>
<p>Seen promptly and had additional vaccine at the same time</p>
<p>Appointment on time , self check in worked perfectly . Dr O'Hara was brilliant as usual so lucky to have him at this practice .</p>
<p>Prompt appointment time. Very pleasant to talk through issues with.</p>
<p>Dr listen to my concerns. Took me seriously and will refer to ent as an urgent 2 week wait.</p>
<p>My appointment was on time. Nurse was professional and pleasant throughout, giving clear information, explanation, and advice. Overall a positive experience, no negatives to report.</p>
<p>Feel like you're special because of the friendly approach to your concern</p>
<p>Appointment same day. Helpful staff</p>
<p>Dr O'hara . Very professional and lovely manner</p>
<p>Was. Listened to and dealt with in a good professional Manner</p>
<p>Always very helpful and informative, with a very pleasant manner.</p>
<p>Dr Cowley called me, listened to me, explained things clearly and gave me a time scale and next steps. Never an issue here. Thank you to all staff.</p>
<p>Listened, gave advise .Same thoughts as I had regarding medication and ordering.</p>
<p>The nurse explained everything very well indeed. She also answered all my questions. Thank you.</p>
<p>Very good review</p>
<p>Nurse kind and informative. Thank you .</p>

## Friends and Family Test October 2023 Summary

Friendly nurse gave me time and answered my questions. Considerate and efficient. Felt good after consultation, thank you.
Everyone at the surgery was very kind and helpful.
Excellent doctor, very helpful
I was seen on time , the nurse was friendly , efficient and professional .
Sympathetic listening and helpful advice
Thorough and everything explained.
Nurse Julie is very thorough and reassuring with a lovely outgoing nature.
Dr Fletcher was very good and understanding of my issue.
First class service, thank you.
The 2 members of staff I dealt with today were outstanding. The doctor I saw was excellent, compassionate and none judgmental. I'm honoured and privileged to be at this surgery. Please keep up this level of service and dedication.
Very efficient, friendly and took the time to explain information/ procedures clearly
I was given a thorough explanation about my present medication and advice as to whether to change it in a most helpful and pleasant way.
The doctor was great. Got me in when I rang in the afternoon to check over my twins and sent me down to hospital. Thank you
Very prompt call. Kind, professional staff
I got seen to promptly and got a result with the problem I came with
More or less straight in and out
Great thorough service from Nurse Joanne
Really friendly and relaxed nurse and receptionist were kind and helpful.
Fitted me in on same day, pleasant / helpful staff & a great doctor consultation!
Very helpful
The doctor was very helpful and took the time to explain everything
The nurse was very kind, gentle and informative for my smear test.
Quick appointment time. The doctor was very good at answering my questions and guiding us on what to do
Everyone was so professional caring and thoughtful. Everything went well thanks to the staff and was very impressed with the hospital and staff.
Amazing very good always
Excellent service
As always excellent service thank you
Doctor was friendly and answered all of my concerns
I found the wait time totally reasonable and the Doctor was kind, efficient and very thorough.
Always good, professional and cheerful service
I found Dr Ramanathan to be very approachable and reassuring, hopefully the blood test in a couple of weeks will also be positive.
Everything on time blood pressure must save alot of nurses time very easy to use
Excellent surgery with excellent staff!

## Friends and Family Test October 2023 Summary

Dr explained issues. Listened and was empathic. Thankyou.
Quick and efficient service
On time and efficient
Quick, efficient, always very pleasant. Perfect for getting hospital blood tests done locally
Nurse who called did my meds review along with bloods, pressure etc. covered all aspects missing nothing out, very competent
Called at 8pm .. 9th in line .. took 5 mins to get through .. efficient receptionist. Got an appointment at 9
Lovely lady who done my blood test great service thank you all for what you do
Hi, saw nurse Joanne today for a jab, i said to her I'd just read about prostate cancer in the waiting room and told her I had some of the symptoms, she booked me straight away for a PSA test and told me I probably should see a doctor soon.
Checked in early, straight in room 8 for appointment. Thanks
Phoned for an appointment at lunchtime. In at 3pm. The physio diagnosed my problem in minutes. Followed by some great advice. And she had a lively manner. Many thanks.
No waiting, friendly and professional.
I was given an appointment straight away. The Dr listened to my situation and prescribed to me as requested. Very helpful as it was the weekend
I was seen without delay, and the doctor was very helpful and explained the issue/treatment options clearly
Dr. O'Hara, the receptionist and the nurse all listened, were kind and made sure there was a follow up plan in place. A relief, as last time my mum reports she was told to 'get out' as she didn't have an appointment.
rang up this morning n was seen at 2.30 this afternoon...no issues n prompt service, hardly no waiting at all
The short notice appointment was appreciated. Dr Farrow was engaging and professional and certainly conveyed the impression that she was on the case positive action was taken.
Excellent staff
I am very happy with the service I received yesterday. Thank you for the appointment.
The phone call was prompt, clear discussion of my issue and plan of care.
On time, dealt with efficiently
The doctor was lovely & explained everything in detail & made me feel very valued, thank you
Quick, professional and early
I felt that I was treated really well and Anna understood my needs
Seen on time, made to feel at ease, quick diagnosis and medication collected within 10 minutes.
Very efficient doctor and service as usual.
Very pleasant knowledgeable Dr Friendly staff. Got appointment easily.

## Friends and Family Test October 2023 Summary

Willington surgery are always excellent. Lovely staff and doctors listen.
Treated quickly and with respect
Always ready to help
Excellent as usual, just had a blood test, whole app took about 3 mins. Thanks
GP was polite and reassuring. They answered all my concerns during the telephone call in a professional and unhurried manner.
All people wonderful professional and making life so happy for all thankyou jill fletcher is the best doctor I have seen for a long time. she really listened to me and made me feel heard.
Good information provided.
Dr Cowley answered all our questions and was extremely helpful with our queries
No wait, receptionist Pleasant
Felt listened to and felt that the doctor took time to understand my issue. I felt I was taken seriously and not brushed off.
It would have been very good if the appointment has been on time.
I got to see a Doctor the same day I requested to see one
Short wait and a quick appointment.
Took time to listen and gave good advice
I feel my issue is being dealt with and hope for it to be resolved, however.
The appointment passed without any issues. I was dealt with in a courteous and professional manner. On a negative point the parking on the roads surrounding the Surgery was truly awful it appeared that little or no thought had been given to locals.
Not the appointment I wanted but good advice was given
I went in for my flu jab. The nurse was lovely. It was well organized and done quickly and efficiently. Thank you
My appointment was for 12:40pm only had to wait until 12:47 to be seen.
Appointment was good but for booking the following appointment it would be great if the booking system looked 2 weeks ahead
Overall very good. I arrived early but was unable to use the automatic check in. This was so the receptionist had to check whether I had a recent bp reading. When the appointment was made on the telephone, I was asked to do this. Why the duplication
Fast efficient & friendly service.
Was only a telephone conversation
Doctor listened and gave sound advice
Very helpful discussion with Dr Raj. Phone appointment much later than scheduled, so rather hanging on
On time very professional and efficient.
Doctor really didn't know what is wrong
I was very appreciative that the Doctor agreed to put a mask on for my appointment. We continue to take a lot of precautions as a family to minimise respiratory illness, and it shows real patient care that they were happy to do so. Thank you.

## Friends and Family Test October 2023 Summary

I feel that is a fair assessment.
There is always room for improvement. Nothing was wrong, but not outstanding either
Good service
Anne was very helpful and friendly on the telephone appointment. I would prefer to go back to having face to face appointments rather than telephone appointments though as I find these impersonal and not always practical.
Did not get the doctor i asked for plus the answers were what I was expecting
Check in was easy and straight forward and I was treated really well
Waiting time was far too long and people using the doctor that are not even from the area
I didn't feel that the doctor showed very much sympathy towards me. I came away feeling that my ailments weren't important enough to warrant a doctors appointment.
Very rushed. Flu jab my arm bleed quite a bit
Disappointing as I'm in pain with arthritis in my knee and had expected steroid injections to help with the pain. I've had knee replacement on the other knee. I would like an xray to determine if steroid injections would help as I need to keep walk
Unable to keep appointment
What is the point of an asthma check-up when peak flow is measured or even asked for.
Issues addressed and clear summary of actions from conversation given. Prompt follow up.
I just felt it was a 6 week check to tick the boxes! Dr didn't know how hard it is at home with baby's symptoms and looked surprised when I asked to be referred to a paediatrician.
Nurse had plenty of time but wouldn't done what I needed
The doctors at the surgery are excellent but getting an appointment is a nightmare! I have spent 2 weeks trying to get an appointment. I fail to see how when you get through to the surgery at 8.00am you can be 13th in a queue! Sort it out!
Unprofessional, and ignorant
The appointment itself was excellent. This almost made up for the upset caused by the deletion of my sons record from the surgery.
I was unable to attend as the road between Repton and Willington was closed. I began phoning at 8.25 after 3 attempts I was 10th in the queue I pressed 5 and waited for a call. At 10.50 I had received no call so I called you to explain my non attend