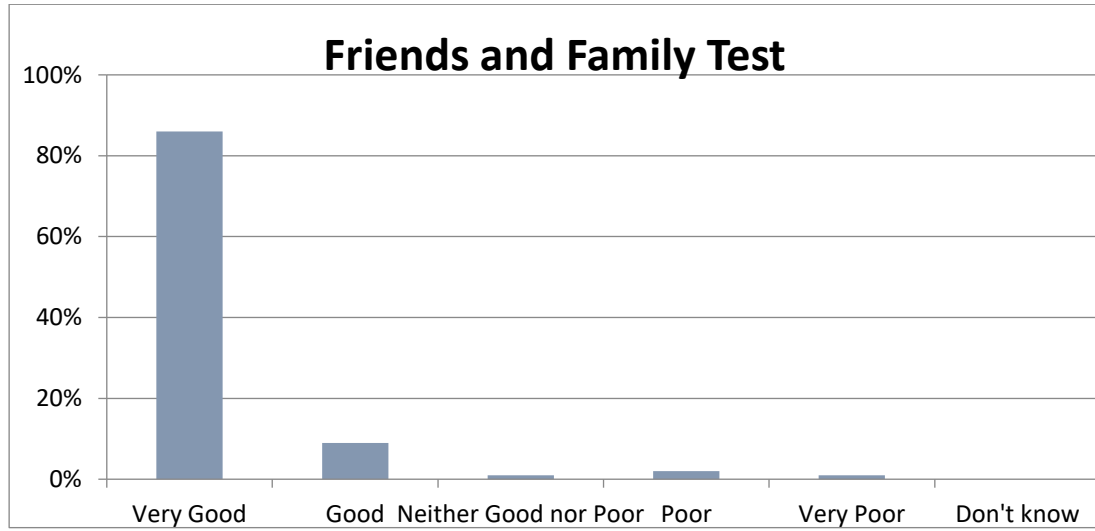


Friends and Family Test October 2024 Summary

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

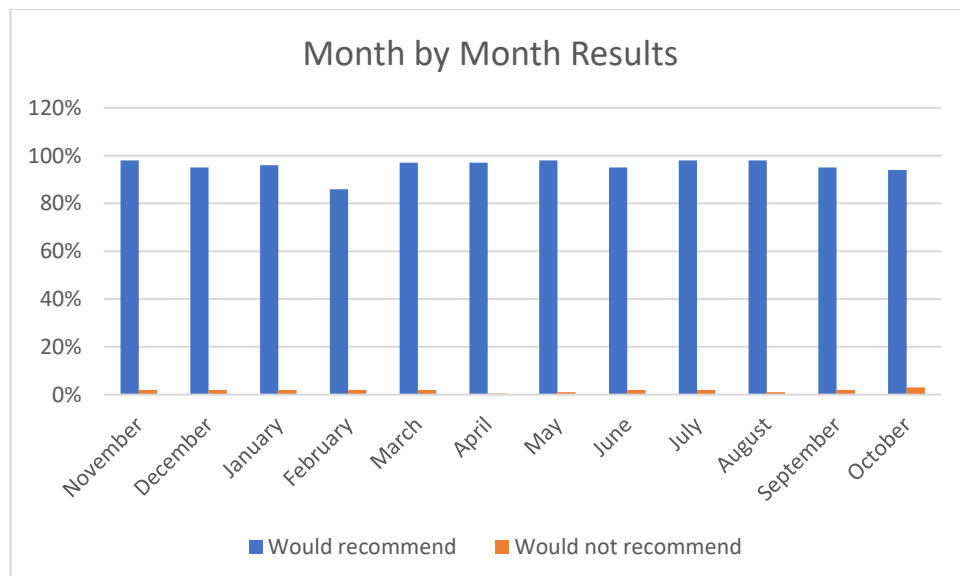
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
327	31	4	9	4	5
86%	9%	1%	2%	1%	1%



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

Would Recommend	Would not Recommend
358	13
94%	3%



Friends and Family Test October 2024 Summary

October 2024

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

Very efficient
Dr Maronge was really good, he took time to listen and reassure me.
Previous appointment takes me long to wait
Clean well presented surgery Friendly helpful staff Claire who did flu vaccine was lovely and quick!
The receptionist was extremely helpful
Friendly & efficient
Phone appointment - managed to get my sick note and got some advice on current issue
Dr Saunders really listened and gave excellent advice as well as helping us to move forward with key actions.
Because my appointment was prompt.
From arrival, checking in, to being seen, everything went smoothly. Was very prompt & professional. Thank you.
Appointment was on time, nurse was lovely very good experience
Importantly seen on time. As always well looked after.
Everything went smoothly
Friendly, caring and efficient.
Pharmacist advice was good, my healthcare was improved.
I felt that I was listened to
The person I dealt with was very helpfull and explained all of my questions
Quick efficient, receptionist & HCA & volunteer too were very helpful & supportive
Happy and efficient HCA. Well done and keep it up.
Really loved doctor, felt at ease to discuss my son's symptoms and left feeling very reassured.
They rang on time and got me sorted on my tablets
Seen on time. Dr Maronge was very efficient. Listened to my concern and treated my problem. Very happy with the experience as usual. Thank you.
No rush explain well helpful
Because as usual I was greeted nicely by Heather our Receptionist , always helpful , went in almost on time , Dr Farrow greeted me and listened intently to my problem , and hopefully we came to an answer , Thank You.
The nurse was friendly, helpful and efficient
Nurse was fantastic with my little boy; kind, professional and explained everything clearly to me.
This is a brilliant surgery. So professional and wonderful staff
Dr was very knowledgeable and had a great manner. Would have been an excellent if I hadn't had so much trouble getting my prescription.
GP was efficient and knowledgeable with a friendly yet professional manner.
Doctor was really good at listening to me and explaining the options. She was friendly and caring.
Practice nurse was very kind & considerate.
Josephine Gregory is a fantastic nurse. She is always so kind, calm and caring and has great skills with children, reassuring them for their vaccinations.
Thanks so much

Friends and Family Test October 2024 Summary

On time, very pleasant medic who gave me my jab. Very quick and efficient.
Appointment on time, very helpful and friendly staff
I seen to very quickly, all the staff were very friendly and very professional,
The nurse was friendly, and helpful
Prompt service and on time
Nurse was very clear, good explaining the reason for NHS health check
First class with everything
Very efficient service.
Appointment for travel vaccines got sorted next working day despite saying it may take 10 days. Nurse was very comforting and knowledgeable about each vaccination and I didn't feel like I was being rushed out!
Saw Dr Jackson today, this is the second time I've seen him and he's been very helpful and reassuring during a stressful time for me and my family. Thank you
Had to wait 2 weeks to see a dr at the surgery but the dr was excellent
All staff pleasant and helpful, listen to your issue and deal with it promptly.
Very helpful staffs and well trained
I asked for a blood test, was told I had to see a dr face to face. I took 4 young children with me - extreme amount of effort on my part. The dr was surprised I'd been told I had to have a face to face as there was no need! Waste of NHS time money
Quick to be seen (cancellation). Dr very clear and felt like I was listened to
The Telephone appointment was spot on time?.by a very friendly & informative pharmacist.
Got an appointment when it was needed
I'm new to your Drs practice and rang this morning and appt made for the afternoon and I didn't expect such a compression appt which was brilliant thank you. Especially as I am in so much pain with my left knee!!!
Wasn't shingles? no rash appeared
Efficient, on time
Very professional and helpful
My doctor made me feel at ease and give me all the time needed also I was ten minutes late? Excellent services thank you
Very thorough exam and treatment.
Getting an appointment is a farce. Rang up on Friday 20th September to be told first appointment available was 7th October. Was then told couldn't even book that appointment but ring back following Tuesday. Doctor was fine when got to see him.
On time appointments. Pleasant staff.
The doctor had time to listen to my problem which was reassuring
Excellent receptionist as well as the doctor many thanks
Fast friendly and efficient
On tim . Very professional.
The call was timely and Anna provided all the relevant information I needed. Thanks
Did not have to wait long to see Doctor
I appreciate my Drs and Staff at the surgery they look after Me and my Husband very well.
You have friendly helpful staff and when you ask for an appointment you get one, I don't think you know how important that is to a patient. I have been very well looked after by the doctors, just a big thank you
Polite staff, organised and not too busy
Dr Saunders is always so thorough and compassionate. She really listens and tries her utmost to find the best solutions.
Polite on time friendly and professional

Friends and Family Test October 2024 Summary

Supportive receptionist who listened to my situation and worked hard to find a solution
I rang in the morning and managed to secure an appointment later that day when I arrived I was seen within 5 mins Excellent service
Brilliant diagnosis thank you, just a shame the chemist doesn't keep the prescription cream in stock and worse than that they can't get it.???
Very efficient
Lovely nurse.
Efficient and caring
Appointment was on time. Nurse giving vaccine was loveky
Last minute appointment and the doctor dealt with it efficiently. I'm very satisfied indeed.
Friendly staff, called in early for my appointment
Appointment was to check the back problem, no examination. Just referred to the physician
You are always very good with your caring attitude and your professionalism, thank you all.
As always, excellent service from what I imagine to be in the top 10 go surgeries in the uk
The nurse I saw was extremely friendly and put me at ease immediately. She was also very gentle with the procedure.
Good service
I was seen on time and staff was very friendly.
Polite nurse.explained everything to me.
Easy to make the appointment. No waiting time. Friendly staff.
Very polite and professional service. Just need my info updating as I saw misspelt name
I requested a telephone appointment as I can't be at my home atm and it didn't happen
On time. Nurse very thorough. Receptionist very pleasant.
Nurse was proactive and helpful
No problems
It was in good time, only short wait. Efficient consultation and helpful outcome.
Friendly timely and comfortable.
In and out on time.cant fault. the staff
No hassle prompt service?
Excellent, no problems, very pleasant nurses?
Completely satisfied with the service
Prompt and efficient service.
On time Practitioner welcoming Everything explained well Explained how to seek help should it be necessary. Excellent ?
Accommodated me and addressed my concerns. Forward planning with a review (eg telephone follow up) would have been appropriate and reassuring. Instead patient left with having to request a review if needed and battle the daily 8am circus.
Friendliness of nurse and timely
Arrived at surgery for genetic Haemochromatosis blood test. It was informed that I could not have my blood test unless I had blood pressure and weight measurement measurement Invasive and totally unacceptable.
Seen on time and doctor gave good advice
It was lovely to meet Mariya today. She was kind and helpful, getting to the cause of my back pain and talking through a plan to resolve it. She made me feel confident in my ability to get better with her advice and recommended exercise plan.

Friends and Family Test October 2024 Summary

On time, very efficient and friendly
Professional explanations given
I was dealt with quickly, with clear explanations of processes throughout
He was fantastic so helpful
The doctor was friendly and made me feel at ease
Always good, kind and understanding.
We t in on time and reception sorted out a problem for me at the same visit
Friendly helpful and efficient
Everything was smooth no issues
Always great from reception to medical well done and thankyou
I talked through my problem with the doctor and came away positive that I could do something about it.
Impossible to get into the phone queue in the morning meaning you have to drive in to try to get an appointment. Clearly too few doctors hours available.
Lovely nurse, efficient service
I have been really happy with Willington Surgery. Lovely caring staff.
Friendly as always. Quickly seen. I've never had any luck reaching born with the surgery, they're all professional and provide a great service.
Very good as always
Top class service
I felt listened to and understood
Sort of put my Mind at rest, prefer face to face but guess that's the way forward now , telephone consultation
The nurse Joanne is fabulous. Really great advice, showed genuine care and support Thank you
A doctor who listened and engaged and I didn't feel rushed. Good advice given and reassurance given. Refreshing to know there are still pockets of NHS still caring. I work in the NHS for last 25 years and have daily contact with patients.
Prompt, friendly service.
The reception team are excellent at supporting and providing the right guidance around appointments. The GPs allow sufficient time to listen and contextualise a medical issue with the patient. Updates or referral links provided within the same day.
Signed myself in - it said 4 minutes wait for room 8 and that's exactly what happened
Doctor was informative answering any questions I had and offered me reassurance
Very good chatty and relaxing
Efficient time and service
Doctor was in time and gave me good advice/treatment plan.
Fast and efficient service. Lady who takes the blood samples is very kind and welcoming.
The Receptionist was very helpful. Was able to use BP machine without waiting. She was then able to book a telephone appointment at my request for a medication review with the Clinical Pharmacist.
The doctor was obviously suffering with a cold (they wore a mask) but still came to surgery, when they should have been resting - beyond the call of duty ?? My queries were all answered knowledgeably & put my mind at rest.
Good service
The doctor was really good and explained about the medication she gave me , very nice doctor
Seen on time and staff really helpful as always
Lady was very nice.
Experienced nurse polite and caring.
Welcoming receptionist who efficiently dealt with issues, appointment for test completed early with cheerful professional phlebotomis

Friends and Family Test October 2024 Summary

<p>I Expected a telephone call at approx 945 am - unfortunately at 11:15 I had appt at hairdressers so I never experienced call. At 11.15 I tried to ring the surgery, but I was in Q6 and unfortunately had to leave the house at 11.20 I was in Q 2.</p>
<p>Easy check in, appointment on time, great doctor who listened, explained and fully informed me of the plan going forward.</p>
<p>Received my telephone appointment at or near to the arranged time. Results of ultrasound test clearly explained, with follow up to be arranged in 12 months in case of any changes.</p>
<p>I don't know what I was expecting from a medicine review but the call lasted for 49 seconds? She must have got all the information she needed!</p>
<p>Appointment was on time and efficient.</p>
<p>My appointment ran on time and the Doctor I saw was helpful and knowledgeable on my condition. I was administered a steroid injection treatment there and then, which I was not expecting. Which was a great service.</p>
<p>You have messaged her Daughter not patient</p>
<p>I am a Professional Fundraiser and I finished work at 6:45pm, waiting in my for the call at 7pm before driving home. The call came at 7:45pm. If that was me late at GP Surgery, I probably would have been fined. It is NOT ok to do this to people.</p>
<p>Quick and efficient process through reception even though they were short staffed . Treatment excellent</p>
<p>I was unhappy with my appointment because I disliked having my blood pressure taken in reception by a machine. Also I was not told to bring a urine specimen. As my blood pressure was high I have to do my own at home and send the results in.</p>
<p>Nurse was lovely. Made me a lot less anxious about the smear test</p>
<p>Easy parking, good facilities, efficient process and polite friendly staff.</p>
<p>Very quick</p>
<p>Appointment was on time, friendly staff</p>
<p>Booked in quickly without having to do the 8 o? clock lottery</p>
<p>Professional and efficient</p>
<p>Doctor M was really helpful today despite me being a couple of minutes late. We spoke through my issue and he gave me reassurance and sound advice. Thank you.</p>
<p>Telephone consultation within time period given. Doctor listened well and thorough. Follow up in person appointment arranged that was convenient and timely</p>
<p>The nurse think her name was Joanne was very nice and put me at ease</p>
<p>It was efficient</p>
<p>Friendly and helpful and professional</p>
<p>Dr Fletcher was very thorough and professional.</p>
<p>Great phebotenist, never felt a thing !</p>
<p>The HCA I met with was very kind, friendly and clearly capable. She explained the process of the health check clearly and checked my understanding, informing me of the next steps without me having to ask - thanks!</p>
<p>Arrived 20 minutes before my phlebotomist appointment, seen within 2 minutes of arrival, blood sample taken in 2 minutes and out and on my way. Like an F1 pit stop! Fantastic as usual ?</p>
<p>No one is getting to the bottom of my problem. I have been sent for an XRay which does not show tendons, muscles etc which I can feel in my arm is the problem. Instead I have been referred to a physio whom I cannot see for 15 weeks.</p>
<p>In before my appointment time excellent service</p>
<p>Because I thought it was very good!!!</p>

Friends and Family Test October 2024 Summary

Quick,efficient and painless
Receptionist very helpful and appt went smoothly
Quick and efficient and very pleasant manner by phlebotomist.
Right from when I walked in the door , very friendly reception staff (very helpful) xxand the nurse came out to greet me (a short sharp scratch) all down
The clinic is very clean, the staff are fantastic and really helpful.
Timely call.Informative and the information was useful
After being unwell all night I cancelled this appointment !
Quick appt. Pleasant staff.
GP examined my shoulders and has referred me to Royal Derby Hospital for treatment on both shoulders and associated pain. I'm very pleased she has done this for me.
Listened to the problem, gave advise and tips to support my daughter. Really kind and caring manner.
Lovely staff that make you feel at ease and on time
Saw on time and efficient staff
Dr wright was Amazing with child and has continued her skin treatment for reassurance - such a kind doctor
On time and efficient consultation. Self check in not working
Listened to the patient examined and explained about the exercises
Julie was excellent. She was informative. She was friendly. She put me at ease. She told me what was happening every step of the way and her clinical skills were superb. A really great practice nurse.
On time, efficient and polite service.
Lovely nurse very committed to making our daughter feel at ease.
It was just a straight forward review
Dr very attentive and caring, not rushed
Friendly and professional service. Made me feel very comfortable.
The doctor wasn't there so we didn't get to do what we needed
I attended an appointment on my medication and how it has been, I quickly informed the technician that my pain had increased and steroid was req, I have had them before, answer was we don't prescribe steroids, I said you have for months.
Nurse was very accommodating and explained everything as required.
I was called in quickly and the HCA was professional.
Very prompt, quick and efficient service, thank you Dr M. Very much appreciated!
Seen on time and blood sample collected efficiently and painlessly, couldn't ask for more.
Fast appointment, lovely nurse and good with my little boy
Fast, efficient as always
I feel that Willington surgery listens to my concerns and acts upon them. So far, much better than my previous experiences elsewhere.
Not feeling well at all, so really appreciated on time with appointment. Dr made me feel listened to and looked after. I'd forgotten to get a sick note, my heads all over the place, receptionist was really helpful sorting this out for me.
Seen fast, DR listened and prescribed medicine quickly
Top class staff and all involved do the job efficiently
Lovely receptionist Great Doctor
Willington Surgery is an amazing practice with brilliant staff who are friendly and efficient. I was treated warmly at reception and a volunteer support with the blood pressure machine. The nurse who took my blood was professional and supportive.

Friends and Family Test October 2024 Summary

Clear Understanding
Efficient and most considerate nurse
Good patient centred consultation
Dr Cowley clarified why my anticoagulants need to be reduced on occasion because of CKD. I was unaware I had it until the pharmacist reduced my dose. She put my mind at rest. Also pointed me in the direction of the physio for my arthritic thumb.
Appointment arranged same day, receptionist very good, Dr Mavanka very thorough ?
Totally pleasant experience. Very comfortable waiting area and helpful communication with the Doctor.
Lovely understanding GP Dr Makawa and friendly receptionists.
Seen Doctors Ohara to day he put me an ease straight away very good Doctor he explained things very well
Ring when they say, extremely helpful and nothing is too much trouble. Always get Brilliant service wether it be the Dr, Pharmacy, nurses or reception. All the staff always have a smile. Excellent customer service. Thank you
The doctors, nurses and receptionist are all fantastic friendly
The doctor listened and addressed my concerns. She was proactive and very helpful. On a scale of 1-10,with 10 being the best I would happily score this lady 10+.
Very helpful call with good information and advice
GP appointment same day, helpful consultation. The usual great service, thanks
Worked well
Getting an appointment is very difficult and had to wait nearly 2 weeks... But, my actual consultation with Doctor Solomon was excellent, she was wonderful, friendly and made me feel at ease
The staff are always friendly and helpful.
Prompt, clean and friendly service
The nurse was very kind and helpful.
Very short waiting time, arrived 8-10 minutes before appointment and was back out the door at my appointment time. Quick efficient and painless blood test
Good listener, and questioner. Clear concise response
Always pleasant speedy and efficient.
Rachel was very efficient and had time for me as always. Thank you.
My visit to the surgery gave me all that would hope for. Time given to get a good appraisal of my condition.
No really problems, but I wasn't aware before the appointment that I would need blood pressure and urine sample to be taken so it made myself a little late for the appointment.
Arrived at 10.35 for 10.40 appt. Went in at 10.50 so slightly late appt. Otherwise good.
Timely appointment and informative
GP is very good and supportive
Dr Fletcher was very thorough, professional & reassuring. I felt that all my concerns had been addressed. There was a new Receptionist at the desk, she told me she'd only been there for 9 days! She was absolutely lovely, a great asset.
Gp listened & made appropriate action
Seen on time and my problem was sorted out satisfactorily
Quick response to an urgent request for physio, excellent advice from the physiotherapist
Friendly, efficient nurse. Appointment to time.
Booked a flu jab for 09:45 today (23/10/24). Got it done then, took a couple of minutes at most.

Friends and Family Test October 2024 Summary

Very professional
Got in the same day to see a doctor
Very clear, professional and friendly.
Listened and understood my requirements. Very friendly and very helpful
Very caring and patient
The nurse was helpful and efficient.
Both Wendys did a sterling job. Thank you
I was phoned exactly when I had been told I would be. As always, treated with courtesy, kindness and provided with options regarding changes in medication. I have so much to thank Wellington surgery and pharmacy for.
Excellent professional service. Appointment on time.
Prompt, informed, knowledgeable and empathetic response by the asthma nurse.
Friendly and efficient staff
On time. Efficient. Friendly.
Very friendly and professional as always, thank you.
Gave a good because I was just over 10 mins late going In for my appointment but then nurse apologised for being late
I was unable to have the appointment.
On time. Dr Raj excellent
On time
The doctor listened to me carefully, checked me thoroughly & clearly described the medications needed & the hospital referral that she would make.
On time, In And out, Friendly Nurse.
Friendly doctor. Listened to my problem. Easy to sign in on screen.
On time and professional.
Had my flu vaccine followed by my Asthma review with Joanne...very thorough review. Joanne was extremely professional...brilliant Surgery, far better than my previous one
Joanne delivered my asthma review with care and efficiency as usual, giving sound advice and talking through options for future management. Thank you!
I was a little late for my appointment, but I still received my flu vaccination.
Thorough questioning from both sides. Appreciated advice and understanding.
Dr's response was great, and I got an appointment on the day, also great. Waited almost 2 hours on the phone to get the appointment in the first place!
Was seen within 5min of my appointment
The nurse i saw tday was very happy and chatty she complimented me on my perfume and new it was from next we had a lovely chat about various types of perfume from next all this while she did my bloodtest so quick I never felt a thing.
I was not marked as arrived by the receptionist even though I had spoken to her about my appointment. waited 20 mins. Then received a text saying I'd failed to attend my appointment. - did get seen after?
I didn't have to wait long and Dr Cowley was very attentive and helpful.
Very efficient and friendly staff
Seen quickly and efficiently at appointed time
Nurse Harrington was respectful, professional and kind. She went out of her way to be helpful
The nurse who took my blood is lovely, very caring and friendly. Thankyou
On time
No fuss, timely appointment and treatment- good link between surgery and pharmacy

Friends and Family Test October 2024 Summary

I went into the surgery very concerned with a breast issue. The doctor was thorough and reassuring
Friendly nurse, explained everything and checked I was happy. Made everything very easy and comfortable for me. Brilliant nurse?
Friendly professional, kind and helpful staff.
Quick efficient and on time
Just impressed with everything.
Quite and on time
My appointment was on time and the nurse was very friendly and helpful really good thank you
Very quick friendly atmosphere
My Doctors appointment was a very thorough review covering all of my concerns. All the staff have been professional, caring & kind in helping with my appointments & associated tests over the last few weeks.
Visiting the surgery is always a pleasant experience.
Both Wendy and Joanne have been excellent. Very reassuring which helped with my anxiousness.
Had a scheduled appointment and on the day, we never received a call at our appointment time and when we rung up and enquired, we were told that we were not a priority but the doctor would call. They never did. Really disappointing service.
Didn't have to wait long & doctor listened and answered my questions
To the point telephone call
The Doctor I saw was excellent. Managed to book an appointment the day I called brilliant
Very efficient.
Doctor gave me plenty of time and explained thing's well.
I found out about my blocked ears, but the waiting time for syringing was 3 weeks. Also, no information about my stroke from the week before.
Quick appointment time and consultation was through
Lovely GP.
Succinct and to the point.
On time appointments, nice staff.
My phlebotomist was very good. Very understanding.
When I rang for my blood pressure check I told the receptionist it had to be done old fashion way with Julie or Wendy she booked me in with the incorrect nurse so I had to re book
Dr Saunders understood my request and acted upon it efficiently and respectfully. Thank you
I was seen and dealt with before my appointment time Very efficient
Nothing prescribed to help. Had to wait extra 15 minutes. Have to revisit for blood test. No explanation for problem. Poor experience prior to appointment with unhelpful reception staff.
Clear instruction from a professional friendly nurse. Received vaccinations as planned
On time, polite and courteous. Was listened to and given professional advice
The call was made on time. The caller was most pleasant and helpful and fully answered the questions I asked
Nurse very efficient and helpful.
Friendly helpful nurse who took time to listened to questions and made great suggestions . Always find the surgery helpful
The doctor picked out 3 of the long list of symptoms I have to treat, to see if that helps some of the other symptoms too and has made a follow up appointment for me
Dr was very helpful and informative via phone call
Had to give a blood sample. Absolutely painless, excellent service.
Good interaction with the nurse. Easy to speak to and puts you at ease.
very good service and lovely staff

Friends and Family Test October 2024 Summary

Bit of a long wait
Great service, on time, doctor performed a thorough assessment and plan
They were very quick and polite when dealing with me, lovely clean surgery .
Dr O Hara was as lovely as ever. He was attentive and caring and put me at ease. He spoke so I knew what was wrong and what he was prescribing. Always wonderful Drs , nursed and admin staff at Willington Surgery we are so lucky.
Easy to check in on the pad, Dr was on time with the appointment and super friendly, very considerate professional and knowledgeable. Receptionist was really kind, friendly and helpful with my request! Thank you Willington surgery! 5 stars!
On time , everyone is friendly.
Lovely receptionist who was very helpful and the practice nurse was very kind and explained everything. I am always impressed with the level of courtesy and care I am treated with each visit. Thank you so much as it means a great deal to me.
Welcome at reception positive and helpful Doctor as very good kind and understanding health nurse very kind and reassuring all good thankyou
Very welcoming, excellent doctors and safe, supportive surgery.
Very friendly and efficient good experience
The lady who gave me my flu jab was very efficient and pleasant
Dr explained the issue, how they came to their conclusion, drew a picture to assist the explanation, then made a plan and agreed it with me. Absolutely spot on?
At Least Dr O'Hara tried to get things moving with the Derby Royal
Did not feel listened to or that the doctor believed me/cared. Rather than offering investigations, chose the easy, quick option (upping meds to very high doses), I had to request bloods myself. previous bad experiences with this doctor re mental health
Dr. Fletcher actually listened to what I needed to say and included me in the plan for changes
Prompt, friendly and efficient service
My doctor was very understanding, sympathetic, thorough. I felt well looked after and so relieved. Thank you.
Professional and friendly staff.
All good
Very polite receptionist. Nothing was a problem and very helpful even though it was during staff shortage due to sickness.
Friendly, knowledgeable, "put-you-at-your-ease" and efficient staff. Luckily, appointments were running slightly early so no waiting time
On time appointment very professional phlebotomist