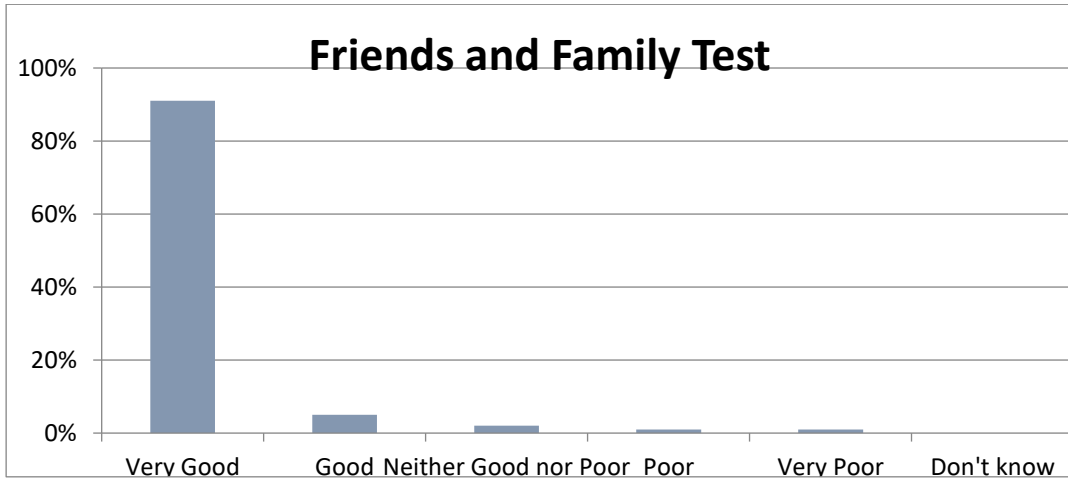


Friends and Family Test November 2024 Summary

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

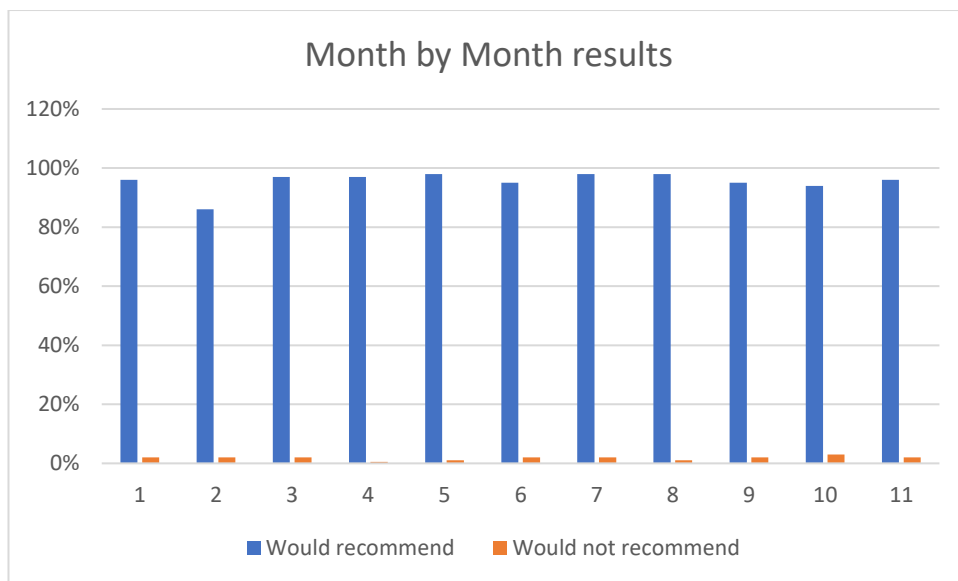
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
373	20	8	6	3	
91%	5%	2%	1.5%	0.5%	0%



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

Would Recommend	Would not Recommend
393	9
96%	2%



Friends and Family Test November 2024 Summary

November 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

Appointment was in time, Dr was great, swift and clean
Was seen early, Wendy made it so easy for me and put me at ease. Always a great service and feel very lucky to be under Willington surgery. Thank you.
Very efficient, seen on time, Dr Raj as pleasant as ever.
Running on time, my consultation was kind, helpful and reassuring.
It just was!
After an initial problem in making the appointment with reception, on the nhs website regarding age limits, appointment made, received vaccination more or less on time, nurse as friendly as usual. No complaints with vaccination services, as usual.
I was seen quickly and staff were pleasant
I was accommodated with an emergency appointment on the day for which I was very grateful as I was in some discomfort.
Appointment on time
All good
As usual the service superb. appointment was on time and your lovely nurse very welcoming, explaining about the injection and asking if I had read the information that was sent to me. I informed her that I had and the injection was painless. Thankyou
Made me feel at ease and cared for
Arrived 5 mins early and seen promotion appointment time. Seemless check in. Attending nurse was friendly, courteous and thorough- professional at all times.
Dr Maronge is always very pleasant, professional, thorough and most helpful. Thank you
Presented several problems and all were covered to my satisfaction.
I would just like to say what an amazing Diabetic Nurse Kim is. Not only does she explain everything in great detail to give a better understanding of my condition but also gives me great encouragement. I cannot fault her. Thank you.
The receptionist helped me to do the blood pressure height and weight machine. The nurse who did my bloods and took my pee sample was very pleasant, cheerful and it was a very lovely experience.
Kim was very professional and explained the results of my tests clearly. I felt that she was concerned about my welfare and keen to get my symptoms under control. She was very reassuring and listens to my concerns.
For some reason when you send text reminder the time has been brought forward by 10 mins - this had happened twice. Its a little confusing. Otherwise great service. Thank you
Professional, friendly and efficient service from all the staff with whom I came into contact.
I was seen on time and the consultation was professional, friendly and helpful.
Gp,s have always done there best to help me with my complex problems. I'm very grateful..
Exceptionally kind and helpful response, cannot fault Willington surgery in any way. The NHS could learn a lot of lessons from you. Thank you
My appointment was on time and my case dealt with appropriately.
The Dr made me feel very comfortable and important
The staff are always friendly and helpful.
Very prompt response
Bloods appointment was on time nurse was excellent, friendly calming, no issues or discomfort. Very fast and effective. Thank you.

Friends and Family Test November 2024 Summary

Receptionist very helpful and blood taker can't spell the correct job title was lovely fantastic service from a great surgery
Appointment very much on time and the receptionist and nurse were very kind, pleasant and professional.
It was a telephone consultation and I felt listened to sympathetically, and was given some advice and actions agreed.
Timely and professional
Appointment was cancelled due to being unable to attend after an accident closed the access bridge. Was rebooked over the phone.
Excellent professional service
Very efficient and on time
Prompt professional and friendly
Nurse was very friendly, making sure that I understood what to do in any situation.
Really helpful with the advice needed for travel vaccinations.
Pleasant staff and efficient
Everyone very pleasant, didn't have to wait long, and appointment carried out very well
Very good experience at the doctor's as always. Always very professional staff
Appointment on time and Doctor listened to my problem and explained proposed treatment
I didn't have to wait long to see the doctor. He was very polite and easy to communicate with and helped me with my problems giving me a steroid injection
When I telephoned to make an appt the lady I spoke to was very helpful in ensuring that I could get an appt at a convenient time. Dr Farrow listened to my issues and was clear with her advice and ongoing management of my symptoms.
The doctor understood my problem and texted me the phone number to get an Xray. The phone call was on time
Timely appointment, friendly staff and clean environment.
Had a blood test. Your Nurse's are always effectient and as are your Doctors and receptionist. You do however need to educate your office staff on how to deal with patients.
I had been booked for a review instead of a blood test mistake. Once this was realised it was dealt with very well by the staff and blood was taken and review scheduled
Everyone friendly and kind as well as being efficient. Couldn't ask for more.
Efficient and friendly
Efficient, smooth service from all the professionals involved with my appointment.
Prompt appointment. Courteous and efficient at reception and HCA carrying out questionnaire & blood draw.
Fast friendly and efficient
Pharmacist listened to what I had to say and offered good advice. I was very satisfied with my appointment. Thank you.
Listens and takes it in.
Left me satisfied
Slightly ahead of appointment time. Very friendly and professional phlebotomist
Pleasant reception fir my review. Nurse explained everything in detail
A very helpful backup to my initial consultation
Was very good Doctor looking at ever possibility it could be good at his job
Quickly seen
Very patient doctor and nurse who listened to my concerns and made sure I was comfortable.
The nurse was very helpful and told me all the things I needed to know
Didn't have to wait long before going into see Nurse Wendy, who was very nice & pleasant ?
The nurse was very gentle when performing the smear test which I appreciated. Also, very friendly

Friends and Family Test November 2024 Summary

Because the doctor communicated the situation well, and had plan if this medication doesn't work. She was thorough, knowledgeable and pleasant
Seen by medical staff promptly at appointment time
The pharmacist rang to check on my medicines and was very thorough
The Dr was so refreshingly enthusiastic. She was polite, funny and incredibly personable. Totally felt at ease and not like a burden at all. She was very compassionate and kind. Thankyou
Easy to arrange appointment. Good communication/reminders. Seen on time. Flu jab for me and my wife completed together. Quick, efficient and friendly service. Great support. Thank you.
Quick on time and very friendly
Very courteous and straightforward
Once you are in to see a doctor or nurse they are always very professional and efficient. The problem can be getting the appointment along with parking.
Long delay as clinic running late
Pleasant helpful receptionist and lovely Dr.
Went in for my appointment on time. The nurse was very friendly.
On time, polite and helpful
Appointment given on the day of enquiry, also on time.
Seen within 5 minutes of appointment time by a very nice, efficient nurse.
I was seen before my appointment time and my ear syringe was explained and carried out quickly and successfully.
Didn't have to wait too long, friendly doctor and advice given.
Ran to time and was very pleasant and efficient
All staff were professional, friendly and efficient.
Easy to park, clean bright waiting room, and my g.p was outstanding, as usual.
Quick and efficient, as ever!
Many thanks
Everything was fine
Very helpful and friendly great service I can't fault them
Prompt & efciant service
Polite and on time.
For the years I have been at that surgery, show respect, receive respect and any health problems are sorted out asap
Dr O'Hara was very clear and decided further steps to help me.
Wendy was professional, caring and appointment was on time.
On time an efficient
Staff are always helpful and informative and always try to accommodate where they can
Both of the members of staff that I dealt with were excellent, professional and friendly.
Always polite and punctual
The Pharmacist I spoke to was very comprehensive in her assessment. Answered any questions I had and update me in what I needed to do. She was very good.
Wasn't told anything I didn't know already
I have had a few appointments with Maulik the clinical pharmacist he is always very professional, listens to me and explains what he is doing and prescribing to try and improve my health . I find it easy to get an appointment with him when I need to.
Saw the nurse straight away, didn't have to wait.
Great Service
On time, professional attitude, pleasant staff. Only drawback is lack of parking spaces.
Very prompt and efficient

Friends and Family Test November 2024 Summary

The receptionist was very kind and helpful when I spoke to her in reception today. When I explained my problem, she managed to sort an appointment for me to see a doctor later in the day, I would have otherwise been worried over the weekend.
Dr was very understanding and kind and listened to my concerns and acted accordingly.
Very efficient and on time. Thanks
On time, very helpful, short wait. Got a quick BP, height, weight, BMI check on way in which is a good idea!
In taken on time polite well mannered staff . Well done all
It was Excellent advice by Nurse ????
Good caring service as always.
Friendly staff
Very prompt, efficient and friendly service
I arrived early for my appointment and was called in before my appointment time. Ms Upchurch was lovely and chatty as always.
Professional & friendly
two phone calls in one week all sorted and feel like something is being done
Prompt service - no delays
seen early pleasant staff
As always, polite and friendly staff and prompt service.
Very efficient, not long waiting
The doctor cares and it shows.
Very friendly and efficient
I was seen promptly. Nurse was very pleasant. Very capable at taking blood.
helpful and speedy response thank you
I have just joined the surgery, and thought everyone I met today were so nice & helpful. It was a pleasure to be going to the doctors ??
Great communication, easy to book, online / text reminders.
One improvement would be to issue a sample jar in advance rather than have to take it away and then return back again later
Reception was very polite and helpful.
On time, nurse was good
I had to check in at reception and the receptionist failed to check me in. I waited in the waiting room. The nurse then phoned me while I was in the surgery. The actual appointment was very good.
Got a call on time 10 minute chat Very impressed
Seen promptly and friendly staff
I booked a face to face appointment. Had 2 text messages, one confirming appt the other for telephone appt! Came into surgery last week to find out which was right. Told it was face to face. Turned up at surgery this afternoon to be told it was telephone
Very professional
Quick on time very pleasant
Because the dr listened
Great consultation with the Doctor.
Julie was professional, thorough and kind.
On time, straightforward and quick
Very helpful
Excellent chat with doctor but waited 1 hr after appointment time
Test was done quickly and efficiently.
Professional service

Friends and Family Test November 2024 Summary

A very thorough and helpful consultation with the kind and understanding Dr Makava.
Rowena was fast and efficient taking my blood test as usual. On time, fast turnaround.
Seen on time by professional but friendly HCA
Appointment time adhered to. Professional, friendly service provided
Dr Cowley explained about brain scan results and changes of medication
I was able to get an appointment on the same day and the doctor and staff on reception we very helpful, thorough and a pleasure to deal with even though I feel unwell! I have always found Willington Surgery to be exceptional
Dr called at appointment time, discussed problem and appropriate prescription issued.
Very helpful and polite staff and phlebotomist Rowena was great!
Clear advice given surrounding my HRT medications and dosage.
Women sat next to me even though others chairs in the waiting room was empty. Bloods taken no bruises, excellent chat with nurse, quick, friendly & efficient Appointment only about 15 minutes later than expected. Parking on the road car park full
Speed of visit and friendly staff
On time, efficient and friendly
Was seen to in a timely manner and the GP was great, listened to my concerns and gave me multiple avenues for help with my MH. Thank you ??
Courteous and professional
As always so kind and helpful with great results thankyou
Very nice people, always explain thing very well , and always have a smile , And so helpful,
Very friendly efficient appt for my health check tests as a new to practice patient.
The doctor was very patient, friendly and thorough. She asked many questions and carried out a thorough examination as well as giving advice. Things are going to be followed up in 2 weeks. Thank you Dr Sulamain. We have a great surgery.
I felt that the person who made the call, while being both, pleasant and polite. Did not really have any awareness of who I was or any health issues I may have.
Lovely lady very good experience
On time and efficient
A very caring, attentive and thorough response to the health issue that I came with today.
My appointment went smoothly from the moment I went in to the surgery to the moment I left. Staff friendly and helpful.
On time, nurse very friendly and gave a lot of information about the jab I was having.
Anna heard what I had to say and gave advice and information on it.
My appointment was on time. Nurse was friendly and helpful. Blood test painless.
Friendly nurse
On time, quick and pleasant service
Rowena always meets you with a smile and is very professional.....
Friendly and professional service as always
Welcomed by very pleasant receptionist, and seen by Clinical Pharmacist only 10mins after appointment time.
Dr O'Hara is a good listener and a great local GP
Appointment on time and pleasant nurse.
Initiated a reminder letter to Derby about my overdue follow up appointment, and that my blood results are abnormal.
Excellent professional and friendly service
I have always received great care and compassion from all of the staff at Willington surgery in the 31 years in which I have lived in Willington and today was no exception.
On time

Friends and Family Test November 2024 Summary

Dr Morange is just a superstar. Just the perfect GP supported by the most amazing nursing and admin team. I know how lucky I am being supported by Willington Surgery. Thank you
Helpful staff. Appointment on time.
Blood pressure machine in reception giving false readings for blood pressure
Dr was very helpful
I was dealt with promptly and efficiently.
Great service, very clear, quick appointment, easy system, great communication
As with most appointments, it was on time. All dealt with in a professional, friendly manner.
Excellent, friendly nurse. Gave me the information about the vaccine that I needed.
Prompt, efficient and simple process. Members of staff was very nice too
Was treated like royalty, very quick and polite staff.
Was 1/2 hour later and was at work. I work with children and had to ask permission to have my phone out.
Excellent consultation - all questions listened to and answered. Plan made for next steps.
Thorough examination and conclusion.
I felt listened to, reassured and left with every confidence that I was getting the right investigations.
Practitioners were helpful, friendly and professional. Each listened to my concerns. Waiting area was clean and tidy, and I was seen on time.
Prompt, responsive and courteous
Appointment with Anna re medication review on time. She was very understanding and helpful. Also, reception very helpful in booking my second shingles jab. Thank you so much.
My appointment was almost on time (just minutes out). Everyone I interacted with was professional and helpful
Quick and easy also volunteer Sharon was helpful.
My appointment was on time and the nurse was excellent Thank you
I requested tranexamic acid. As stated on my bleeding disorder plan I need a store of these. I was initially refused by admin. I was given an appointment and the clinician did not understand my condition. I was not informed this had been prescribed.
Quick and efficient service
My appointment is as easy to check in at the surgery and my appointment was on time. The nurse I had was great and really helpful. Thank you!
Phlebotomist kind, helpful, knowledgeable and efficient Appointment on time
Appointment available at short notice and a good outcome from the appointment
Very helpful and friendly
A very kind, understanding GP (Dr Saunders) who makes me feel at ease.
Excellent response to concern from Wound clinic. Contacted by surgery and seen quickly by Nurse and GP to get antibiotics prescribed for a wound infection
Dr Cowley was great to give me a cortisone injection today after suffering with so much pain over the last month I hope it will help So far so good?
Doctor was clear and knowledgeable, was referred for a scan, got in within 6 weeks, follow up appointment within a week.
Appointment was on time and nurse was pleasant and made me feel at ease
Very helpful and keeping eye on me
I find the Nurse very efficient every time I go for my blood test
It was a telephone appointment and the healthcare professional was very patient as I had a bad connection and she called me back until it was clear. She discussed everything with me about my medication clearly and helpfully.

Friends and Family Test November 2024 Summary

Only with nurse for dressing but always looked after and kept informed
Staff very professional and friendly. Went in for my appointment on time.
Joanne the Nurse was professional and as friendly as usual. I'm always a bit anxious coming for check ups but she makes me feel at ease straight away.
Very constructive face to face review. All relevant issues explained fully.
Gp rang at the right time. She listened to what I said and was very empathetic and understanding. Thank you
I have only praise for Willington Surgery. They are always helpful and are prompt on appointments
Because that is what it was, good.
Joanne was very understanding.
The nurse rang me at home , I had a full health check ,everything was explained and discussed , advise given when asked for it
Was great to be able to book a call instead of a visit when I knew my issue wouldn't require face to face. Saved me time and the doctors too.
Because the service was very good
Gave clear information and time to ask questions. Nice manners. Punctual.
My annual review was very good, we had had a very good discussion on the conditions that concerned me
Professional person
Receptionist very helpful.
The doctor we seen was very helpful, he made my son feel very at ease and welcome. My son has adhd and autism and he spoke to him gently and calm and he didn't rush the appointment.
Very good .phone call on time ...very polite and helpful pharmacist.
Attentive doctor, reassuring, thorough
Friendly and helpful
Punctual and efficient, friendly and helpful. Thank you.
My appointment was 9.35 I arrived early because of the weather arrived around 9.20 I only just sat down and was seen straight away. Staff friendly and helpful.
Appointment on time and very informative.
My appointment was on time with Rowena (Phlebotomist), she really is very good and answered all my questions in relation to my blood test
Apologies before I start because I can't remember the ladies name. We discussed my medication then the lady was happy to discuss my queries about the RSV job I am having on Friday.
The nurse listened understood and helped.
Helpful and kind nurse who did everything she could to make my experience today a positive one.
Lovely Lady always find her easy to talk to.
The receptionist was very proactive in assessing my needs and making an early appointment for me that led to Doctor addressing and acting upon my concerns.
Staff were excellent and helpful
No waiting, very quick and efficient.
I was there for blood test and foot check. Very little interaction with the person doing the tests
Lovely nurse put me at ease
Good timely service
Lovely nurse and no delay
Efficient and friendly
No waiting,
Lovely chatty lady taking my blood.
No problem getting an appt.

Friends and Family Test November 2024 Summary

The Doctor was nothing short of brilliant, very thorough and caring
Very kind and made me feel at ease.
Dr Macava ,(excuse spelling) was kindness itself
I received an appointment that was convenient and treatment was appropriate.
The person I met was professional and seemed to know what he was talking about.
Managed to book a future appointment with a female doctor
Was seen on time. Nurse excellent
My visit was very helpful and informative ?
Excellent service
Seen Dr Ohara to day he was brilliant But didn't appreciate the 2 weeks I at to wait to get the appointment
Answered all questions
Efficient service, except overhead display not working, so nurse came to fetch me. 8 am appointment so easy to park in the carpark too.
Doctor Wright was very good
Appointment in time. DR Makava was lovely. Thorough examination, explained her thoughts, advised to see physio. Appointment given for next week by pleasant receptionist.
My problem was dealt with
The receptionist was very attentive and sorted my query and appointment out very promptly and was very professional.
The receptionist was very helpful with the weight/blood pressure monitor. The nurse was attentive and caring.
The doctor was very good
Well organised and efficient.
I thought dr cowley was very nice and helpful.
Very fast service, I check-in and was immediately called through to get my blood tests done
Help with wheelchair
The doctor called as informed and was clear and concise with his information
On time appointment.
Very nice Staff.
From the minute I arrived to the minute I left, I was given a very positive experience. The Receptionist was helpful and polite, as was the volunteer. Nurse Wendy and Dr Morange were very professional. I'm anxious, but reassured. Please thank them all
Because the experience was excellent, efficient with a positive outcome.
Polite staff. Considerate GP friendly and reassuring.
Dr Jackson called at the arranged time, he gave me good advice, as a result I have booked a blood test for next Thursday & a physio appointment for the following Monday. Many thanks to Dr Jackson.
Excellent service by the surgery and especially Dr Moranje. I would have given excellent but it took 22 minutes to get from position 14 to answering the call but the receptionist was excellent offering an appointment the following day.
THANK YOU I HAD DoCTER COWLEY I HAVE SEEN HER BEFORE AND SHE IS JUST THE SAME VERY THOUURE AND ASK ALOT OF QUSTIONS AND SHE ANSERERD ME SO NICLEE..... PLEASE TELL HER THANKYOU
Really pleasant staff and excellent Doctors,
Very impressed with Dr Wright great personality and easy to talk to
All of the Willington GP surgery team are always helpful and supportive, treating me with dignity, respect and kindness. I feel very lucky to be a patient here. Dr Jackson was very thorough & relatable. It was a good consultation. Thank you
Malik rang me as I was booked as face to face
Very thorough, easy to chat to and answered all my questions

Friends and Family Test November 2024 Summary

Excellent
The information given was very helpful. Excellent.
Logged in using auto system Wait was 1 min Wendy as always polite and blood test done very quickly Was out within 5 minutes
The appointment was on time the nurse took time to explain about the vaccine and made sure I was happy to continue and reminder me that if I had any problems I must contact the surgery
Appointment given on the day. Doctor on time with appointments. Thorough assessment.
On time, procedure carried out professionally, very pleasant chatty nurse putting you at your ease. Everything I would expect of this excellent surgery.
Very prompt reply from txt message
All my questions were answered. Every medication was addressed. All test results applicable were explained
Clear communication Timely Professional The appointment was straightforward and helpful
Clear explanations, reasonable suggestions for cure
Kim, the diabetic nurse I spoke to was very thorough. We talked about all areas of my diabetes in detail.
Excellent professional removal of my operation clips by Julie. She offered good advice and answered the couple of questions I had too.
Exc service from Claire as always.
Everyone lovely, friendly, polite and helpful. Thanks.
Dr was very interested in me and my issues which he resolved
I received excellent care and information. Thank you
The nurse was very nice and takes time to listen
All good
On time lovely helpful nurse Kim
Seen before my appointment time. Fab surgery
Because I've only just got the meds and they take a while to work but the woman herself was ok
Appointment on time and very efficient
The person I saw was very pleasant, professional and friendly. She explained the reason why I was there and the process we were going to go through. A very pleasing experience. Thank you.
Excellent appt. On time, all questions answered satisfactorily and all necessary information given in a comfortable manner.
Prompt and pleasant appointment
From start to finish the service I received was excellent
My appointment was on time. The process was quick.
Please refer to me as Cliff, I never use Clifford! My reason for selecting my answer is because 'very good' reflect the experience, I can't really say more!!
I telephoned the surgery and the receptionist I spoke to was very kind and understanding (I was distressed as I was in pain) and I didn't think I would be offered an appointment that day. I did see the GP later that day. Thank you.
Usually I have a great experience visiting the surgery and find the doctors very helpful. Today I did not feel listened to or supported. I am still concerned about my symptoms and no further investigations are being done despite ongoing concern.
No delay and appointment was on time
The doctor was efficient, explained what he thought my problem was. Prescribed a treatment and actions to take and what to do if no improvement in 7 days.

Friends and Family Test November 2024 Summary

Very professional good advice and offered me more advice
Prompt efficient and friendly
Just because my appointment was on time, helpful reception staff and phlebotomist.
Polite, friendly and helpful receptionist. The doctor was super, thank you.
Clinical pharmacist is fantastic.
Rapid response by Dr. Maronge to my request for advice and further treatment.
Needed a referral to hospital to push me up the list Refused
Dr Dean Jackson was very thorough with my son, gave clear explanations, medication prescribed promptly. The receptionist who booked the appointment was also very friendly and helpful.
Procedure completed. As expected.
Lovely surgery with prompt polite service a great experience Thankyou
Everything went very well, great service
Dr was incredible thorough and informative
Came for flu jab, was seen very promptly and process was stress free
Having had physio exercises for the last month , it's made my sciatica worse I struggle to sit down or walk, now I have to wait up to 8 weeks for further treatment
All very helpful
Claire was helpful, efficient, knowledgeable and friendly.
Dr Fletcher was very kind and understanding
Excellent advice very happy with the result
My experience corresponded to my expectations. All very good.
Excellent service very friendly
I was supposed to have telephone appointment, however no one called
Good result
Easy to book an appointment, not too long to wait. On-time appointment on the day, friendly and efficient. Good service.
Dr Wright is a pleasant lady and great with my baby.
Dr listened to me, and understood my anxiety
Very pleasant and professional.
Dr Wright was very helpful with her advice and my treatment. I was also seen on time.
All the staff was very helpful and respectful
The nurse was lovely and explained it all why we were having it done
Very pleasant nurse and pain free injection
Doctor advised and prescribed my treatment.
A very good surgery.
The doctor gave me space to talk over my worries and concerns.
The GP registrar was absolutely brilliant. Incredibly kind, patient, thorough and knowledgeable. Explained procedures fully and clearly, and wrote down the next steps so I didn't have to worry about forgetting anything. I felt heard and supported.
Physio phoned, difficult to understand her. Told her most of the picture photocopies of the thumb exercises weren't very clear. She sent me a link to video exercises. They were for lower limb extentions! Not impressed.
Really lovely nurse and throughly explained all the proceedings to me, of what was to happen during the procedure.
Fast, friendly and efficient service.
Nurse was informative and very pleasant. Surgery always clean and tidy. all staff appear cheerful. Thank you
Appointment on time
Lovely practitioner

Friends and Family Test November 2024 Summary

Good job
Appointment almost on time, with short delay caused by a fire alarm practice. Comfortable wait. Pleasant interaction with the nurse. Minus point for irritating background music in the waiting area.
Good communication skills Results of annual review tests and options going forward explained brilliantly.
Friendly staff On times
Really good discussion of my experience with the prescribed treatment.