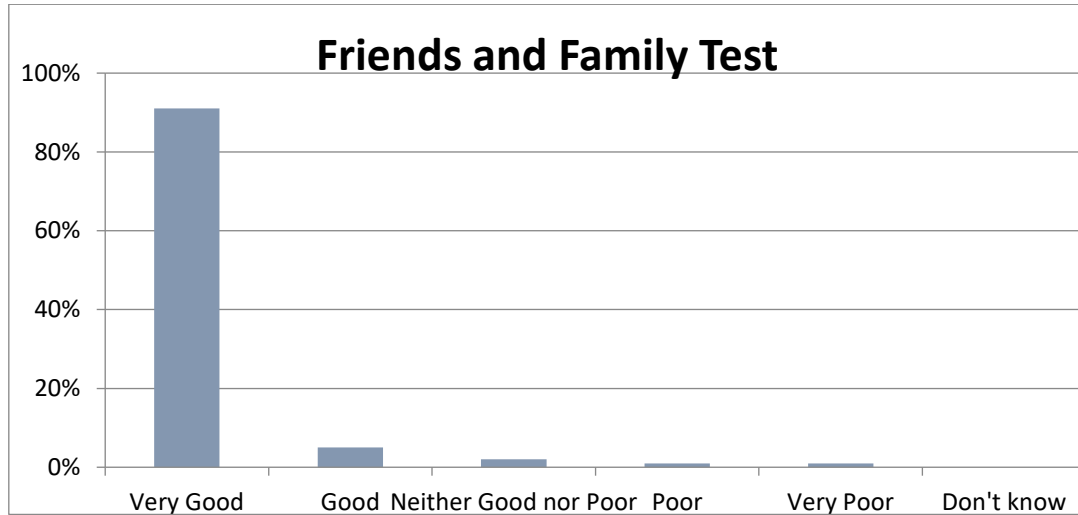


Friends and Family Test December 2024 Summary

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

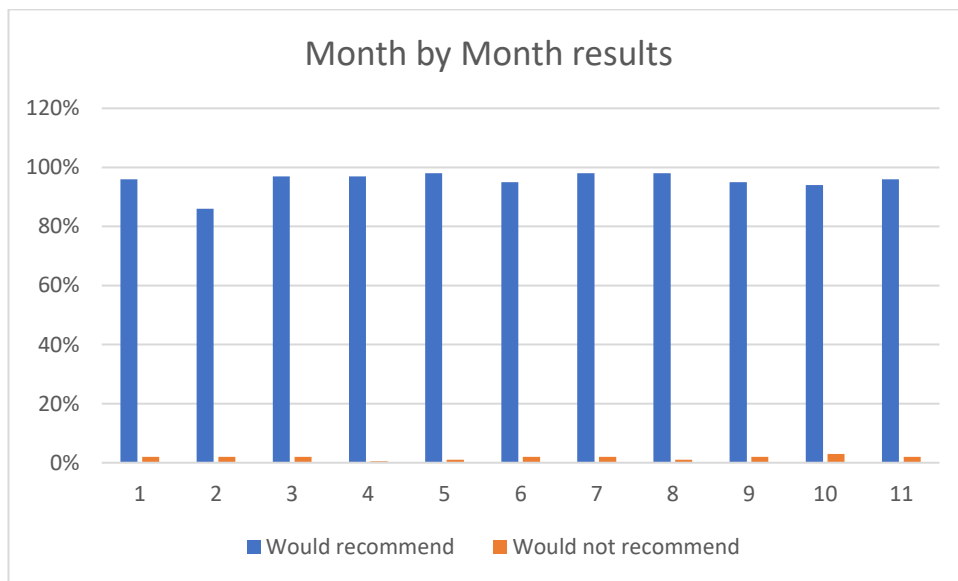
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
370	30	6	1	4	3
89%	7%	2%	0%	1%	1%



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

Would Recommend	Would not Recommend
393	9
97%	1%



Friends and Family Test December 2024 Summary

December 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

On time pleasant manner
The nurse explained everything really well and was very friendly which put me at ease, I came away thinking what a lovely lady she was!
On time. Excellent reassuring consultation. Good follow up help from receptionist
Claire was very friendly and professional. I was a few minutes late but seen very quickly.
Dr was very patient & listened to me. Also got appointment same day.
Lovely lady taking my blood, and did a good job
Satisfied requirements totally
At time agreed, succinctly answered my question and action taken.
Very good professional service
Tone, understanding and care was great
On arrival it was very welcoming prompt to see the doctor
Multiple visit and went like clockwork. All staff very pleasant.
The appointment time was met and the blood test was undertaken efficiently as I would have expected. In and out within 5 minutes.
Service was good I was called in on time and Dr Maronge is a good doctor
Doctor very thorough and informative
Lovely friendly nurse, explained everything well and was on time.
I was seen by Dr Maronge and he was excellent. He listened and examined me and rang the surgical team at Derby. He gave me a referral letter to take with me to the SDEC. I could not have had had better care or kindness. I am very grateful. Thank you.
Friendly, efficient staff and I wasn't kept waiting.
Easy and quick to answer phone at 8am on Monday. Appointment by 10am. Clean practice, GP on time, pharmacy gave prescription straight away!
Prompt, friendly service. Follow-up appt booked in advance, which was helpful.
Excellent service as usual
Checked in early and was seen 15 minutes before my appointment time very important as I'm self employed
Very efficient and kind staff
Dr Makava listens to your concerns and I feel I get good advice as well as any medication, if needed.
Kim was friendly, approachable, listened, supportive & gave excellent advice. I have taken it on board & try to modify my life-style accordingly. She spotted what could be an issue with my health and is taking it forwards. 100% confidence in her
Very helpful and friendly.
Very successful removal of cysts on scalp.
Efficient service, friendly doctor who made the visit straightforward.
Wendy, whom I saw today is always pleasant and friendly. As I have a needle phobia, she is always very gentle too.
Arrived at surgery and went straight into my appointment.
Efficient and well informed
Appointment on time. Felt reassured when I left.

Friends and Family Test December 2024 Summary

For a first-time visit, it was easy to check in, I was seen very quickly by the doctor and my prescription was available at the pharmacy. Very efficient - thank you
I got a same day appointment for a UTI which was giving me terrible discomfort. Was prescribed antibiotics.
Honest accurate answered all my questions wasn't rushed helpful
Doctor Jackson dealt with my problem and made me feel at ease.
Nice clean waiting room and seeing a friendly doctor made the procedure a whole lot better
Arrived on time and was promptly seen for my appointment
No waiting about. Friendly practitioner. Quick and not painful.
Appointment was easy to make the week before - easy to arrive using the screen - doctor was brilliant - literally not a bad word. Prescription was ready to pick up as soon as I got to the pharmacy
Received help on the blood pressure machine and was treated kindly with the nurse
Went at 8.00 saw doctor at 11.20 very pleased
A warm welcome and professional approach. So good!
A quick and efficient response to a problem that arose at a telephone consultation. Thank you. Our service from the practice this year has been exemplary.
Reception staff were welcoming and helpful. Seen by the phlebotomist straight away, very comfortable, helpful and friendly.
Had time to speak to me about my problems. Thank you so much it's all it takes sometimes.
The doctor was very thorough, on time and explained things well
Dr. Farrow listened to my concerns, dealt with the most urgent and advised ideas for moving forward with the others.
A follow up appointment was advised and then procured on leaving
Rang on time and listened /advised
Prompt, pleasant and all that could be asked for! Thank you!!
Pleasant helpful receptionist.
Dr was very helpful and understanding and spent a lot of time out sorting my problems
Seen in just over a week. Actual treatment was quick and effective
I was listened to, respected and involved in my treatment
Very friendly and efficient and no waiting time.
I arrived 15 minutes early and was taken to the phlebotomist immediately and gave my blood sample and then left within 5 minutes. Excellent service.
The nurse is very kind, gives clear explanations of each step and completed my treatment competently. Thank you.
Went back to have my blood drawn (why I had the appointment) before I even sat down! Also had a prescription issue straightened out very quickly! Very good service!
Fantastic doctor very professional made me feel it ease all the time. She's an asset to Wellington surgery and the best doctor I've had in years. Thank you
The GP that I had my appointment with was very nice, very thorough and understanding.
Fantastic service again from everybody at the Wellington surgery. Many thanks.
Appointment on time. Staff member friendly and informative.
Caring kind doctor who answered my queries.
On time, quick and friendly. Thank you
Appointment on time. Seemed concerned about my high blood pressure.
Prompt efficient service Friendly staff
Always a positive experience, from the appt system to all the lovely helpful staff

Friends and Family Test December 2024 Summary

Staff very pleasant and helpful. Doctor very thorough and arranged follow up checks.
I have just been diagnosed with asthma, this was my first attendance with Joanne Gregory. She was extremely helpful, explaining how to use my inhaler, and what to do in the event of an asthma attack. She was thorough, and reassuring. Thank you.
Wendy made me feel comfortable. She was very informative too.
In spite of staff sickness my blood test was a few minutes early
The doctor took a lot of time to examine me and asked a lot of questions She really made me feel comfortable and that she really cared about my issues
Brilliant
Diagnoses and courses of action provided.
The nurse who fitted my 24hour BP monitor was friendly, efficient and professional. I was given clear instructions and reassurance. Wonderful service as usual.
Joanne the nurse was lovely, wound checked and advised follow up appointment next week.
Using the system to say I arrived was simple. The waiting room was calm and quiet. I was treated with total professionalism by the GP. I was also treated efficiently and with total respect by the person on reception.
Because it was very good
Was pleased with the consultation as am always would recommend the surgery to anyone thank you
Welcoming at reception and very reassuring visit with the pharmacist to discuss increase in medications.
Doctor Maronge was very informative and has an excellent communication skill. Thank you.
Dr Jackson was great. He listened to everything I said and provided excellent support, advice and guidance in a friendly way making me feel at ease.
Staff always friendly and helpful, very little waiting time
Very informative review, Well explained, Explored all options Great visit
Quick and efficient
Good advice
Can in for a blood test and was in before time and straight back out, did not have to go back into waiting room.
Because I have been having problems with my blood pressure and it has now gone down to a healthy measurement and the pharmacist that I saw is very good.
Willington Doctors surgery always put patients health first & the Surgery have been extremely supportive throughout my illness of triple breast positive cancer & All staff are friendly and helpful and Kay the receptionist too appreciate the care
Nothing involved to not give too score thankyou
It was my first visit as a new patient and the reception staff were lovely and very helpful. Meeting my new doctor was very good too, he was very pleasant and very thorough. The whole experience was very good indeed
Caring, responsive and authentic staff
Appointment on time despite busy surgery. Phlebotomist very polite and friendly. Appointment done with no fuss, efficient and a smile
The nurse was excellent and dealt with us both very efficiently.
The Doctor was really lovely and seemed to care about how I was feeling, I know it's her job but I just feel she was invested in helping me. Thank you
Excellent staff who are kind
Lady was friendly and informative
Questions were concise and she explained why she was asking the questions. Explanation was clear and she was polite

Friends and Family Test December 2024 Summary

BLOOD SAMPLE two minutes early process very quick, skilful, painless, calming and friendly manner.
Appointment on time, friendly and professional staff.
Efficient and pleasant staff
Everyone was very helpful especially the gentleman on the blood pressure machine
Dr Maronge listens and engages.
Efficient, speedy and knowledgeable
Prompt appointment Felt listened to GP was very professional in her manner
The GP I saw listened to everything I said, gave very constructive advice on all aspects of my concerns.
Very efficient, both the dr and the nurse were kind and caring. Seen on time
Always excellent care. Thank you
Dr explained clearly about what I needed and different medicines I could take, he was both friendly and polite. Spot on thank you very much?
I'm really happy with my annual review even though the review/results were two months later. I really liked the Nurse doing my review she put me at my ease and went through all my results thoroughly. She explained ways to improve my results.
Excellent advice
Quick, informative, helpful. I got a good understanding of what the NHS health check was about.
Excellent all round service! This practice will fight your corner! A different world to our last surgery.
efficient, minimal wait, friendly staff
On time as always. Extremely friendly staff.
I rang the surgery to discuss a health issue. The receptionist was very helpful and able to give me an appointment late in the day. The Doctor was very understanding, and is sorting my problem. Thankyou.
Friendly, helpful, professional, the usual great service.
On time helpful
Slick service - Friendly, helpful, quick and explained everything I needed to know.
Very prompt and efficient. Thankyou.
Appointment was on time and the doctor was very thorough.
First time since September I've spoke to a doctor that actually listened to me and was compassionate and caring, explained everything clearly and more importantly put my mind at ease.
Always greeted with friendly, caring staff who explain everything fully and put you at ease. Exactly on time.
Call was on time and all my questions were answered
Very helpful appointment
Got seen earlier than my appointment time and also recognised that I needed additional blood tests saving me the need to sort.
I always feel extremely well cared for, and that my welfare is important by all members of the team at Willington, from the gentleman who helped with the scales/blood pressure machine and everyone else, thank you.
Thankyou Dr Saunders for listening and advising. Really grateful for your time and expertise
The nurse explained results, listened to me and accepted my views.

Friends and Family Test December 2024 Summary

Dr Laura Saunders is exceptional in her job , so kind and thoughtful . Thank you
A very good doctors. Thank you.
Friendly reception staff to schedule appt, and Dr Maronge was very patient, attentive & spent time listening & understanding the issue, and trying to find a resolution. Would definitely try to see him again. Great experience.
Dr Farrow was really nice. She examined me carefully so as not to give me too much discomfort. She wants me to have blood tests etc. Over all a good experience.
Efficient friendly care from reception to consultation
Seen promptly and the nurse dealt with my 3 year old very well
Felt I was listened to and had a thorough examination. Doctor Cowley outlined what diagnostic steps were needed and was very easy to talk to.
On time
The doctor I saw was very friendly and took my concerns seriously. She explained everything very well and was very thorough.
Minimal waiting time pleasant nurse polite and efficient
I was seen on time and the appointment was very pleasant
Great service from start to finish, appointment booked on Monday, attended today (Wednesday) I was seen on time by Claire who was excellent. I also spoke to the receptionist about another matter & she was really helpful. Many thanks for all you do
Doctor very nice and understood my problems and reassured me.
Doctor listened to my problem, gave advice, absolutely first class, and so are the reception team
Jab didn't hurt
Because Dr Cowley is wonderful as is our practice, the only thing that has upset me is that we had a text re the new help for breathing especially for the aged, is said if you 've just turned 80 you are valid then told no with COPD, she wants it
Very happy with the consultation with Dr. O?'Hara.
As always I was treated with courtesy & helpfulness
Very good & prompt service
I waited only a minute or two until I was called in for my blood test. The nurse was very pleasant and friendly as is every member of staff who work at the amazing Willington Surgery. Thank you all, I feel very lucky to be a patient of yours.
Professional, polite and knowledgeable.
My appointment was on time and the nurse was excellent.
Very easy to get an appointment dr was very nice and listened
Quick service with a smile
I was called through early, dealt with by a lovely, knowledgeable lady who explained everything
Appt on the telephone was on time and the pharmacist was very informative and easy to understand.
Quick appointment on time very professional
Because I got the help I was needing, in a professional manner.
Anna is an asset to the surgery. Great advice given with options. It is clear she really cares about her role and wants the best for her patients. Thank you!
Excellent professional response, on time. Many thanks
Dr M was sympathetic to my problems
Don't have to visit the surgery very often but when I do I find the receptionist and staff very helpful and when I see the doctor I always get sorted many thanks
On time , pleasant

Friends and Family Test December 2024 Summary

Very helpful exchange with Mariya Joseph. I reported my satisfaction with the exercises she gave me on 13/11, described my current mobility and my discomfort level. She agreed that I should continue the exercises and, if I have any problems to see GP
I hardly had time to sit down, when I was called in. Brilliant!
Very thorough check Of my symptoms ?Was made to feel very looked after and all my worries dealt with very compassionately
The Doctor was very nice, thorough and explained everything very clearly
The Dr was great, listened to my concerns sympathetically and came up with a positive way forward.
On time appointment and competent diagnosis Pharmacy good too
Everyone friendly
The receptionist was very helpful in helping me to find a suitable appointment - thank you! I was called into my appointment almost immediately- right on time. The nurse I saw (Julie I think) was friendly and helpful. Excellent - thank you!
Good timing for my appointment. Polite welcome. Sensible advice given together with a full explanation. Good service provided. Thank you.
I was very pleased with my visit today thank you always V no problem with this service Thank you very much
Very nice receptionist, and doctor
I was straight in for my appointment and the Dr was so understanding, listened to me, asked me lots of questions and took time to explain what I needed to know. Also she asked lots of questions regarding my problem and help to ease certain elements.
Thank you for the prompt appointments over the last few weeks, both the GP and Physio were excellent. I'd like to highlight how good my GP was.
I was seen promptly and my blood was taken very quickly, pleasantly with a lovely lady.
Very efficient helpful and friendly.
On time appointment and pleasant friendly nurse .
Dr Cowley took the time and I felt very cared for by her
Quick and easy
Friendly, professional staff, treatment given with excellent afternoon care checks
She was early, polite and efficient
Excellent Service from both Nurses I seen this Morning
Thanks a lots for support with getting my daughters ADHD methylphenidate meds. Tortuous process but at least we got there. thank you
Take on time and options discussed in full
My medication review was done on time and the Pharmacist was very helpful as I'm struggling with mental health issues at the moment. Thank you.
Seen promptly . Given clear understanding of the reasons for the procedure. Friendly and professional.
On time. Very friendly
The appointment was very efficient and quickly carried out
Polite and helpful
Dr Saunders very professional, friendly and listens well.
Rang midday, appointment 1550 same day with resolution. Absolutely first class service- thank you
Did not have to wait. Very polite and helpful nurse.
Appointment was on time within 5 minutes of signing in

Friends and Family Test December 2024 Summary

Easy to arrange appointment which was on time and delivered professionally
Discussed medication did it suit was it helping etc discussed alternative help if needed - clear concise advice
The Doctor was very thorough going thru all my medications and organising a blood test. Felt like I was given a good MOT
Good explanation and general experience.
Put at ease immediately, advice given and understood, excellent service.
Slight mix up on booking in. Had 2 appointments but not booked in for the second. However, this was resolved so just had to wait a little longer than normal. Staff as always caring and professional
I needed a pretty urgent appointment because I had a virus along with my partner who was in hospital with the same. The doctor seen was calm, confident, and pleasant., covering all areas. Thank you.
No waiting and sorted very quickly
Very efficient
On time and easy to book
Always polite friendly staff
Seen promptly and by an efficient member of staff.
Good information and recommendation
Blood test appt. Nurse always cheery, quick painless sample taken.
Very patient not rushed
Got an appointment for the next day. Excellent treatment by Doctor O'Hara - discussed situation & made appropriate referrals thank you.
Very pleasant and accommodating.
Informative, gave good advice - very professional and caring - thank you
Telephone conversation with Dr Saunders on my capacity as carer to my wife. She was understanding, encouraging and reassuring.
Appointment was on time and all the staff were friendly and helpful.
I felt listened to rather than some hypochondriac moaning about the same symptoms again. Good advice given and great support with decision making. Thank you.
Friendly & efficient, thank you.
Appointment on time. Very approachable nurse, and very thorough. Very happy overall.
The Dr explained well and also listened and offered advice in a relaxed manner. I learnt a little more about my ailments.
A very informative vaccination appointment. Advice on follow up vaccination in 2025 very helpful.
Always efficient and friendly thank you for your care
Always a good service always helpful and kind?
Happy with service
Understanding Dr. Able to have blood test at same appointment
Prompt effective cheerful
Informative and helpful advice given
Supportive and positive.
Quick
Friendly and a painless injection!
Good honest, efficient and supportive.
Good communication Explaining my prescription Very nice and friendly
Fulfilled all my needs in this relation.

Friends and Family Test December 2024 Summary

I had my Clinical Pharmacist appointment over the phone and it was a very thorough and informative appointment. All my medication was covered with recommendations given and side effects discussed. Excellent service.
Appointments move to make one journey everything sorted for the next appointment, and thanks Julie.
I was treated on time, and was very pleased with the service.
I was seen by nurse Wendy, who took out my operation stitch, she explained the procedure and then expertly removed it,
As always ,the staff are very professional and caring
Pleasant Nurse, helpful put you at ease quite an enjoyable experience
the appointment was on time and I felt very supported by the doctor - the receptionist was also lovely and helpful
thank you to the surgery for seeing me and helping me
Response from Dr Jackson very helpful and reassuring
Seen straight away. And doctor gave me peace of mind.
Friendly and professional
I didn't feel rushed and could ask question and received excellent advise.
On time and friendly staff
Timely, efficient treatment
Really listened and gave excellent advice. I didn't feel like he was just going through a 'tick-sheet'. He answered my questions and was really thorough. Thank you.
Fully explained about the injection and what to do if there were any side effects. Kind and professional.
Was called in as soon as I got there. Wendy was excellent.
Actually was at the surgery 15 mins before my appointment was called straight in bloods taken by lovely member of staff thank you
A helpful consultation - thank you.
Caring and professional
Usual polite and friendly service. Very efficient.
Lovely lady very professional
Overall a good experience, no pain during blood sample taken, nice nurse who got on with her job very well A* thanks
Efficient and soon done
Prompt to booking times, excellent friendly knowledgeable nurses. Been well looked after and appreciated.
Appointment on time Staff kind, efficient, knowledgeable and helpful
Because everyone I came into contact with was very friendly and professional.
Wendy is nothing short of the excellent. Professional, caring, patient and understanding. Superb service. Thank you
I got an appointment very quickly and was seen on time and the doctor listened to what my problem was and reassured me of the problem.
Good efficient service
Very pleased with the service and given good advice from a very nice person
I found the information I received regarding my medications very clear and helped in making decisions about future treatments.
Called through early and dealt with by the lovely Rowena. Thankyou
On time appointment

Friends and Family Test December 2024 Summary

Arrived early to appointment and was seen straight away. Nurse was very pleasant and gave advice on obtaining blood tests for other issues.
Short wait and friendly atmosphere.
Extremely happy with doctor
I felt listened to and reassured
I did not feel rushed was made to feel comfortable and the appointment was on time
Immaculate service
All the staff was brilliant
I was dealt with quickly and the nurse who did the checks was very good. and friendly
The doctor answered all my questions clearly and mad a great assessment hope it all works got the future thankyou
The call was spot on time. Kim was very pleasant and informative
Saw Kim, and as always she was kind professional and informative. Seen promptly, and given time to talk. Never feel rushed.
I always find Dr Farrow very caring and I never feel rushed.
GP was polite, considerate, immediately ensured that I had nothing to worry about and explained their follow up actions.
Helpful knowledgeable staff. Always caring.
Dr Farrell was excellent and put me at ease for a steroid injection...very efficient. The receptionist who made my appointment was also very friendly
Great service...on time with positive outcome. Excellent.
I had an appointment with Dr Cowley this afternoon, she was very understanding and helpful, Willington surgery is known for the superb Dr's Nurses and Staff
Dr was very patient to listen to my concerns and answered any questions very thorough and understanding.
Promptly seen and the whole appointment was carried out efficiently with great customer service.
Doctor was very efficient and kind. reception staff really helpful. Thank you.
Always so pleasant and reassuring, don't make you feel rushed. Went yesterday for a review and got so worked up about it the nurse said I have a condition called white gown syndrome, that's a new one on me but I've had it all my life lol
Friendly reassuring advice from my doctor and rapid response from the pharmacy. Tremendous, and thank you.
As always, superb service
Blood test ahead of appointment time, friendly and efficient staff. ?
The doctor was on time and helped me with my issue
Doctor gave a very clear explanation of my ultra sound results and informed me how my results would be dealt with going forward.
The doctor listen to what said. He was very helpful he looked at the problem and explained what the next step was. So I felt the visit was successful.
Logged in when got there hadn't even sat down and sent straight in couldn't ask for a better service ??
Excellent service as usual.
I felt listened to and not rushed. This makes a huge difference and it's something I haven' felt previously when visiting the drs
Got GP appointment easily in the first instance and when he recommended bloods, could schedule them on the same day and a follow up appointment one week later. This was extremely efficient.
Prompt friendly effective
Nurse was very professional. Called the GP to take a look at wound and he was very accommodating.

Friends and Family Test December 2024 Summary

A non-rushed discussion with an understanding doctor
I attended the surgery for blood pressure and saw the nurse for a sample of blood and make another appointment for January 25 and it very well, thank you.
Listened to. Kind. Simple process
Friendly efficient and helpful
100% good, productive service.
Great bedside manner very understanding
Gp very polite , and understanding, phoned on time and referred me to relevant team
Was seen on time
Doctor was very pleasant and helpful and I didn't feel rushed
Appointment on time
Nurse friendly putting me at ease and very efficient
Dr Maronge is an incredible doctor and has been fantastic with all of our children. He goes above and beyond every time and we are so grateful for his help and support. He really is a fantastic credit to the community and very much appreciated!
Gave me a lot of information in a concise manor and answered my question
From the staff in the chemist to the receptionist at the surgery, they and the doctors are all lovely caring people
On time appointment with a friendly and professional clinician
Very good and helpful. Thank you.
Seen on time, very friendly and efficient.
Dr was very thorough.
Doctor listened to my problem, and acted accordingly, was very polite and helpful
It was very refreshing not to have to fight for an appointment when I felt so poorly
Joanne was professional, friendly and helpful. The same for my husband.
Appointment was pretty much on time and I felt the doctor gave me full details and options moving forward with my issue
Dr Saunders is always informative and caring. Called in the time slot, thank you
Phone call appointments are great!
No sooner was I booked in I was called through to see the nurse and I was out again
Joanne is very professional, friendly and dealt with me and my wife on time.
Appointment prompt. Vaccination quick and straightforward. Even time to chat and a laugh with the nurse delivering vaccine
I was seen on time and given good advice As well as seeing Dr Jackson I needed a blood test which was given ten minutes later
Got same day appointment, appointment was on time, doctor O'hara was very thorough, listened to all I had to say and was kind and gave me a good examination.
So pleased with my appointment. Always treated with kindness. ?
On time appointment with helpful advice
Really help after the way I was feeling
Good to talk to he doctor who
The practioner was calm, professional and knowledgeable and really put me at ease.
Doctor O'Hara was informative, confident and reassuring. His communication skills are exemplary, taking the time to really explain everything to me which was much appreciated. I left the appointment feeling much better.
The information I received was very useful and easy to understand
I thought my problem would require massage but just sent home with exercises to do over 4 weeks, then telephone call to me and signed off but only 50% better to date . However I do have the opportunity to contact again if needed.
Everyone was helpful and didn't have to wait too long.
Very helpful discussion

Friends and Family Test December 2024 Summary

Good quick service
The blood lady very polite and knew her job .
The doctor was lovely and very reassuring. The wait for an appointment was too long.
I am still unsure of just what this "annual vascular test" is about - I don't recall it from previous years
A very thorough asthma review over the phone
Good advice.
Informative, concise, helpful and pleasant Thanks
The appointment was good, she was really thorough, explained what I wanted to know, and she listened.
I thought it would be with a doctor but it turned out to be with a nurse
Professional
Dr Jackson was helpful and listened to my problems. I just wish the receptionists were half as helpful.
Had to wait for around 10 minutes after my appointment time.
I still have some tests to undergo so will respond better then
I felt rushed through the whole procedure. I understand the need for this but it left me feeling inadequate and embarrassed for being slow.
The appointment was delayed by only 10 minutes
Had a bit of difficulty in understanding the nurse
A quick update on my condition was carried out efficiently. I had time to expand on a few things.
Everything went well
Dealt with very quickly and politely
I'm not quite sure why these Rheumatology phone consultations happen. I'd rather be able to get an appointment when I need one. Today felt like a tick box exercise for numbers & financial gain! Hope I'm wrong!
Seen on time. Nurse was lovely. Reception understaffed and didn't have a blood pressure monitor for me to take away. Someone blocked us in in the carpark (not your fault but marred the experience)
Asked to contact my heart consultant for him to refer me for neck scan, but he is unable to do this, therefore another GP appt is necessary .
Came for blood test via a Hospital letter, but could not be sent off because hospital didn't send correct paperwork, understand GP services is a business who charge NHS monies for blood test. Had blood taken but not sent off due to inefficiencies.
Basically told to go and deal with it.
No one has rang me was meant to be 10 o'clock,
I tried to cancel due to illness and called at 08:00 which have been previous told and calls cut off due to volume. Tried until I got through at 08:35 and informed NTU. No text instruction to say cancel by text and told off!!!
No one called me
I was due a tel call but phone didn't ring and then told I had dna'd. I phone 15 minutes after my allotted call time and said my phone had not rung. Today received phone call saying dna'd if I did so again I would be taken off books!
I am his mother. I do not understand why you keep giving him antibiotics and not sort the problem out. All these antibiotics are messing with his immune system he needs to fight things himself. Why not check his vit d levels. 2 years he's taking ant
I missed it I've been poorly (flu) so sorry