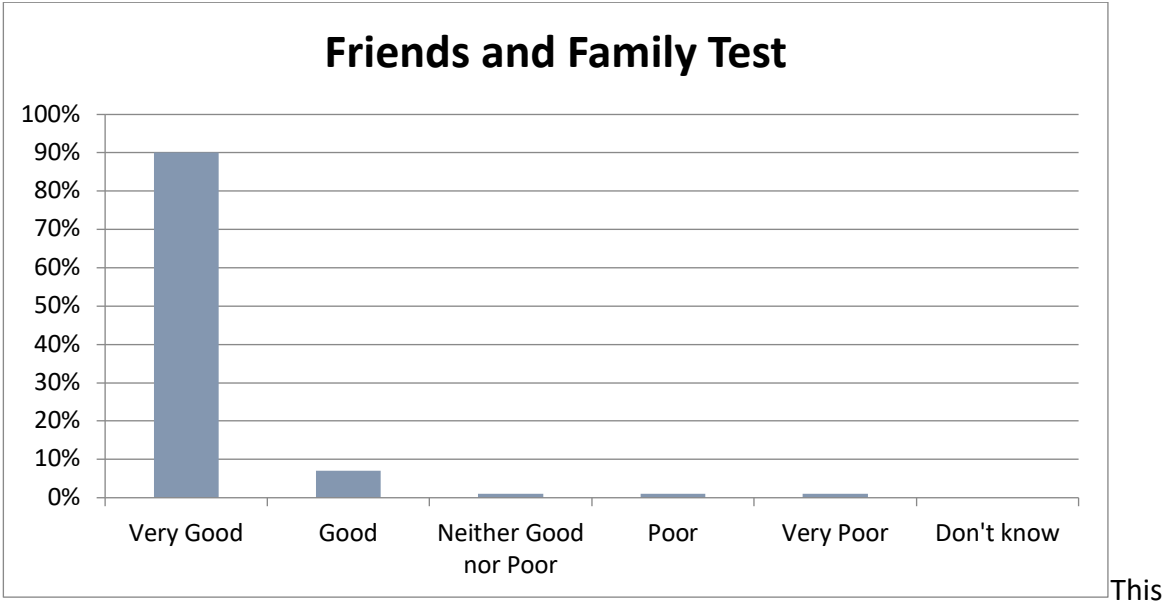


Friends and Family Test March 2025 Summary

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

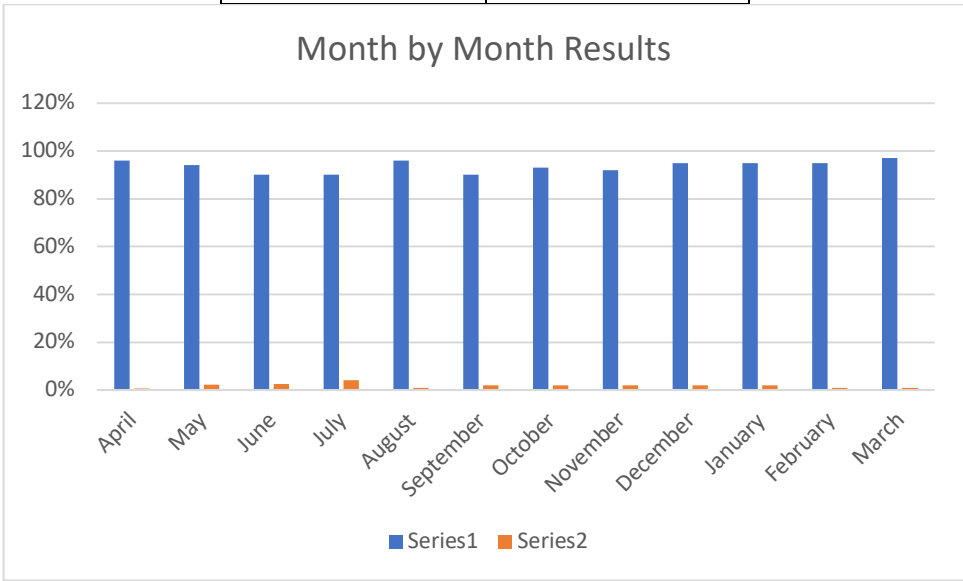
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
401	33	5	4	3	0
90%	7%	1%	1%	1%	0%



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

Would Recommend	Would not Recommend
434	7
97%	1%



Friends and Family Test March 2025 Summary

March 2025

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

Dr listened to me and everyone was helpful

I felt that Dr Solaiman really listened to my concerns, then after examination, a clear and considered plan was given, as to what further tests were needed and how to arrange them.

Thank you

Rang at 0800. Requested ring back. 10 mins later got a call. Appointment with doctor at 1100. Perfect thank you.

Was seen prompt professional and friendly

Receptionist managed to find me an appointment at short notice, arrived early and was seen before appointment time, staff members very friendly and professional.

Professional, friendly and efficient.

Dr Saunders excellent as always and willing to listen to you questions

I was seen promptly and found Joanne very approachable and helpful.

The nurse did a good job and engaged in conversation which also helped. The blood sample and ecg were done efficiently and well.

The doctor was very good my husband has alzimers and she was very helpful and understanding

Excellent service

Thorough and caring attitude.

On time and friendly service

Gp listened to me, gave her advice and prescriptions and referral sorted with ease.

The Doctor I saw was very helpful and compassionate

Very good consultation with the Dr, easy to follow advice and instructions.

The attitude of staff was excellent: friendly, efficient and professional. I was listened to, as well, in an unhurried way.

I was seen on time and everywhere was clean & tidy.

The doctor was excellent

Helpful, called on time, great service

Helpful staff

Phlebotomist is good, quick and no fuss.

Excellent service

Good service, friendly staff.

I arrived early and was seen almost straight away.

I had a blood test, the appointment was on time with a very helpful and friendly nurse.

A very good experience

Thank you

Excellent service

It was to take blood. Little waiting.

I missed an appointment today that I had no confirmation message for and was unaware of just got a missed appointment message. and it was my travel vaccinations now I have to pay private £140

Friendly efficient appointment

Very pleasant nurse chatty and made you feel at ease

Very realistic, helpful and with a plan to go forward with. Really appreciated

Doctor was very good

Friends and Family Test March 2025 Summary

I came to get another week of antibiotics which was prescribed for me OK. However communication system to the pharmacy wasn't working, so I'll have to collect them tomorrow now.
Because it is always a pleasure to speak with Malik , he checked everything out, advised me what's best , went through all that is needed , A splendid Chap , Thank You Malik .
Dr Makava is always very good. Caring and makes you feel listened to. Exactly what you want in a doctor
The doctor didn't know why he was calling me for, I thought that was not very professional, in the end I did tell him what I wanted and he was able to do that for me. Thanks
Appointment on time, friendly and professional staff.
Dr macava never met her before very pleasant and listened to what I had to say
Thorough and informative.Thank you
Blood test 8am appointment logged in upon arrival , seen almost immediately back in the car by 8:03
Got appointment almost immediately very satisfied
Good sermon by the doctor.
A Brilliant review answering all the concerns I had with a great amount of constructive inspired information , very thankful I attended. Looking forward to my follow up review.
On time and efficient
Timely face to face consultation with a knowledgeable professional who listened! Thank you
I find Dr Jackson very amenable and listens to what I'm saying. The fact I got a phone call from a doctor and not admin also impressed me. (Nothing against admin, who are excellent in the surgery, but I was still pleased to hear from the doctor.
The Dr and nurse were welcoming, friendly and professional. They really put me at ease and answered all of my questions.
The doctor was very thorough and attentive. I came away very satisfied with my appointment
Very quick, friendly and professional service.
Queries answered in professional manner
Dr Saunders listened to me, as I am struggling at the moment. She helped in things she advised. Thankyou
Usual efficient service. Friendly service to put you at ease.
Seen very quickly, Doctor gave a thorough examination and explained everything to me.
Doctor very understanding and has provided an action plan moving forward
I could not book in on the screen but receptionist booked me in, doctor called me through on time. Consultation was very professional and provided all the help I needed
Quick and efficient
Lovely dr, I was nervous as my dr had retired but grateful to have met dr Dami who was very helpful and supportive
Unable to get answers to my issue
Seen promptly. Excellent practitioner
Appointment on time, friendly professional appointment
Seen on time, nurse was polite and helpful.
THE DOCTOR WAS VERU THOROUGH
Very helpful, very knowledgeable, lovely lady
The nurse was thorough and enthusiastic and kept me completely informed
Very prompt friendly service.can't fault it
Good service.
Excellent on time and very informative.
On time. Lovely nurse in and out very quick answered all my queries and questions.
Because I was seen in a reasonable time and the pharmacist who I saw, was thorough and very helpful,so thank you ?
A very clean surgery. Excellent check in system, no wait. Dr is an asset to this surgery. Patient, prompting and an excellent manner. Very pleased with her thorough but friendly demeanour. Drills to the root of the issue to find the causation
The nurse was very informative explaining all about the reason about the injection
I was quite happy with the questions and the response I received to the answers I gave.

Friends and Family Test March 2025 Summary

My visit went well, I was seen on time and was put at ease and dealt with politely.
Nice staff, very efficient
Because the nurse was efficient and respectful. Explained everything well.
A very nice medic with a lovely friendly manner who took the time to explain all about the respiratory virus and what to do if I had any nasty side effects.
Her whole approach was so good it is a pity it is not followed and adopted by everyone!
Always efficient
The pharmacist took time to answer all my questions about the medications I take. Her answers were very clear and helpful. She did not rush me.
Helpful
Dr O'Hara phoned me at the arranged time, & was most informative & easy to understand.
Always polite and respectful, and still able to laugh with you.
I was able to see a physiotherapist quickly without having to first take up a drs appointment. The physiotherapist was friendly, efficient and professional. She has provided me with the recommended exercises and arranged for an x-ray.
The receptionist dealt with our query with another colleague promptly and efficiently and resolved the situation.
Efficiency, politeness of staff, cleanliness. The GP made time to offer advice on a second topic for which I hadn't booked
The doctor was very good.
The lady phlebotomist who took my blood was one of the most delightful people I have ever met. I didn't feel a scratch. What a wonderful, skilled, professional and utterly dedicated individual. Thank you so much.
Telephone review. Caring & helpful staff member
I have always received excellent care from Julie (INR) nurse and she has answered any questions I may have, professionally.
Helpful and efficient
I was seen on time and my issue is being dealt with very quickly. I had to be booked in for a blood test and the process was really quick and very soon. Excellent! Thank you!
Anna was extremely helpful, patient and in no way patronising when dealing with an old woman like myself! She was pleasant and polite throughout the call.
Same day appointment, on time, listened to and problem explained well to me. Thank you so much
Easy check in and a great doctor.
DR M actually listens and is a kind non judgemental person (and Dr) thank you
Just so efficient and polite
Nothing to much trouble
Dr Saunders was professional, helpful and knowledgeable.
I had a quick response for appointment
Dr Jackson was so sympathetic and reassuring as having a history of very serious illness I had worked myself up with worry before the appointment .
I was given antibiotics again as had picked up another sinus infection a month after the first one .
Gp listened my every word and gave sound response
Pleasant and punctual
Quick and to the point, mainly because the doctor knew my history.
Yes Nurse Julie was excellent plus Explained everything about injection. I am very Happy ??
Didn't have to wait too long and the doctor was brilliant and listened to me
Thank you
Appointment sorted straight away .. so pleased got to see dr farrow ?
Understanding and empathetic
Efficient and effective - straight in, very little waiting time experienced.
First class service,from getting an appointment to seeing a doctor.
Speedy and on time
Phoned on time and very sympathetic to my concerns and was very reassuring
All ran smoothly for my elderly Father. No waiting and efficient procedure from the nurse. Only negative is the computerised check-in did not work in my fathers case.
Telephone consultation on time and pharmacist very nice
Appointment was on time and nurse was very nice
Not only was I seen on time but also with friendliness and efficiency .

Friends and Family Test March 2025 Summary

Dr Saunders was very kind and I was very happy with my treatment plan. Thank you.
Appointment was on time, Dr Maronge was very friendly, welcoming and professional.
Very kind Nurse who took my blood test
Doctor Makava was absolutely brilliant with my lad caspian. Every time my lads get checked they are just fantastic . Thank you to all the doctors and staff at surgery for all your help. With out you guys no one would get sorted!! X
Just a very good service.
Lovely doctor, made me feel at ease !
Always is
Pleasant helpful receptionist and very reassuring nurse
Just quick and easy really.
Seen on time by friendly and professional Flebotomist.
I checked in, early, for my blood test and didn't even get to sit down in the waiting room as my name appeared on the screen. I was in and out in less than 4 minutes! Incredible result from really nice, welcoming, professional staff. Thank you
Office staff. Doctors and Nurses always efficient and caring. Quality service at this surgery.
Very approachable and helpful
Phone call from the surgery on time and very helpful. Jane answered all my questions. Thank you.
Listened to me and never felt like we were against the clock. Gave me sensible advice and a return appointment for peace of mind.
I got an appointment when I wanted one and I wasn't kept waiting to see the doctor when I arrived. The doctor was very reassuring and explained everything to me thoroughly.
Able to book phone app within 2 weeks.
Friendly Dr
I was able to get an appointment on the day I needed.
Very pleasant and professional staff as always. Many thanks for your help
I was concerned about the symptoms I was experiencing and got a same day appointment. Dr Jackson listened, examined me and explained my condition, reassuring me.
Was seen promptly and hospital appointment was organized very quickly
Very calm appointment, but still maintaining a very professional visit. Everything that was going to happen during my minor op procedure was explained to me beforehand and during each stage. I felt very relaxed and cannot praise the Dr. highly enough
I arrived a little bit early and was seen early. Also the nurse was very pleasant
Excellent service & patient care as always.
The room was very smelly
Appointment on time Lovely nurse who answered my questions.
Pharmacist was very helpful and explained very clearly to me
Very pleasant and polite. Gave good advice.
Thank you
As usual, prompt attention, polite, respectful and excellent communication.
As always, the support at our local medical centre is excellent, staff are always extremely helpful and professional approach. Can't fault the services we have. Thank you.
Friendly helpful but professional felt comfortable answered any questions I had
I was early and was seen before my appointed time. Phlebotomy performed a perfect withdrawal of blood, without subsequent bruising. Very pleased ??
I was seen early and everything was done efficiently and pleasantly
Professional and to the point . The doctor was patient with me when I was searching for Words and asked questions which enabled me to give information concisely accurately
Same day appt for my son. Thank you!
The doctor was lovely and explained everything i needed to know and made the experience a lot better than I expected
Quick to get an appointment, easy to understand care/guidance given
Because i went state and out
On time and my questions were answered
Because I'm a dialysis patient I feel the drs don't want to know and always say ? I would speak to your renal drs? but the renal drs say the same ? speak to your local drs ?

Friends and Family Test March 2025 Summary

I have been treated with kindness, understanding & respect by all the surgery staff from firstly seeking an appointment to my visit to the Doctor today
I arrived early and was seen straight away by the nurse who was very pleasant I also had a conversation with the receptionist who was very helpful
Despite a delay due to an emergency, the Dr was very approachable and thorough. I didn't feel at all rushed.
In on time,had vaccination and out. Nurse very pleasant
Excellent service thank you
Appointment on time Phlebotomist hind, knowledgeable and helpful No issues
Professional as always
Dr was so helpful @ amazing thank you so much
I saw Wendy Kendrick who is a fantastic nurse. She has such a professional yet caring manner. She made a routine check up a much nicer experience than they can be! She is an asset to the practice.
Exceptional treatment
Happy with appointment
When I saw the doctor they were helpful and listened to my concerns. However, I did have to wait 35 minutes over my appointment time.
Dr Farrow gave me a number of options with explanations. In addition she was kind and I left the appointment feeling that all my concerns had been addressed. Thank you
Great nurse. Easy to talk to.
Prompt, efficient, understanding and professional
Staff very helpful and supportive Nurse was very informative patient and kind
Super service
Because my experience was professional and understanding
Julie was excellent. Informed and prepared before I entered the room. Very thorough and professional, and very friendly and reassuring. Thank you.
Practitioner good and knowledgeable
Appointment on time and very efficient
Pleasant doctor, time to discuss all my concerns, good outcome.
Doctor was understanding and professional.
No communication that appointment was running late. Screen said on-time on check in. Saw doctor and had medicine provided only to get to the pharmacy and only one of the two items had been sent. Had to then wait further for this to be sorted.
Prompt, friendly, helpful and efficient service.
Really lovely nurse
Excellent service as always
Went for a blood test. Appointment was as always on time
Respectful, efficient and empathic interaction with nurse Harrington
Very caring and professional
I was there) called promptly (earlier than the appointment.) Dr was thorough and gad time to listen and offered some solutions(physiotherapy and an x-ray). Physio appointment was later that day. Excellent - and I've had exercises sent to me now.
All on time and friendly staff
The Dr listened to me with empathy, gave straight answers to my questions with reassurance.
Lovely nurse everything done efficiently & talked you through what she was going to do & what was coming up in the next year ?
The resident pharmacist has a lovely manner.
Appointment was on time. HCA professional and polite. Explained and performed the process well
There was enough time for a proper discussion.
My recent appointments have been to time, professional and respectful with superb advice and guidance.
Dr Saunders is extremely helpful and knowledgeable. She is incredibly supportive and I appreciate all her help in finding a positive solution for my symptoms.

Friends and Family Test March 2025 Summary

The nurse who phoned me for my appointment was very polite and professional and it made the call very pleasant. I felt very at ease and she was very clear with what she said to me.
The blood nurse was very friendly and polite
The service was efficient and quick. I was in and out before my appt time.
Was seen very promptly Phlebotomist was lovely and very gentle, succeeded in taking bloods - am not the easiest to get blood out of.
The people at the surgery are very polite and professional
I was seen on time by a very friendly member of staff
On time. Efficient. Asked the right questions.
Very informative Nice and friendly
Very please with how I've been treated today doctor and nurse very understanding and got me sorted thankyou
Receptionist was polite and respectful, eye contact and gave me option of a phone call instead of appointment. Dr called and discussed issues, listened and then prescribed with advice.
On time, understanding consultation, speedy prescription
The whole team at Willington are so kind, caring and professional. Im very pleased that this is my local surgery as they offer such wonderful care.
The doctor listened to my concerns with empathy and compassion. He gave me confidence of a way forward.
Dr was really good explaining to daughter the options available and pros and cons for each in a way that she could understand and make an informed decision herself.
Was contacted by text to make an appointment over my HRT? The appointment was for 11.10. The machine didn't recognise me to sign in the receptionist asked me to make an additional appointment Sat down for nearly an hour waiting!! NO APPOINTMENT!
I had a very thorough review with a very helpful & friendly nurse
Kim is very good at her job
In depth telephone call. We talked through about possible medication changes. She listened to the concerns I had a together we came up with a plan.
The medication review was more of a 2 way conversation rather than being told or talked to. Ann is very good at listening & as always the support & care I receive from this practice, no matter who or what I am always treated with kindness and dignity.
As always, Dr. Farrow was very thorough.
Always efficient, always helpful, recently joined this Surgery and I'm very impressed. I have had 2 blood tests, a review of medication instigated by the surgery and very good service
Always very good, staff are always helpful and polite and they tend to stick to the appointment times.
Not long to wait for the appointment and the doctor listened to my concerns and administered the injection as requested.
It was as required
Did not have to wait long to be seen. GP was very helpful, thorough & I left knowing how to move forward.
Very nice lady, easy to talk to. She explained everything very well.
Brilliant service very efficient
Doctor listened and made a plan of next steps, felt like finally getting somewhere
Friendly and efficient
all spot on
Very well organised, friendly staff.
Appointment on time & Dr very helpful
Appointment was on time and nurse was very pleasant and efficient
Appointment for inoculation, friendly and efficient staff.
The staff are always very helpful
Reception staff were very welcoming. I was seen very promptly on arrival, phlebotomist was very friendly and quick (and I didn't feel a thing!). On my way home within a couple of minutes. Excellent!
Excellent no problems all went very smoothly.
Pleasant staff, very polite and a good service.

Friends and Family Test March 2025 Summary

Lovely reception, the nurse was really nice and welcoming
Nurse was delightful. She shared my results in a clear way made suggestions and was reassuring. Felt like I was chatting to a friend. Very calming and reassuring.
I had a doctor who listened to me
Very helpful and informative.
Efficient, friendly
The Dr knew what I was there for, listened and then discussed a solution to my problem. He understood and I left feeling so much better about my situation.
Faultless and professional service as always at this surgery.
Came for a RSV vac. The nurse was friendly and efficient, as always, and my appointment time was spot on.
Always excellent service at willington
Had to cancel first appointment due to a hospital emergency and that was rearranged for a week later really good thanks
Friendly and efficient
Phlebotomist friendly yet professional. Went the extra mile to help me.
I had an appointment with Dr Makava. She is always lovely, polite and understanding. She always listens and I never feel uncomfortable when I am talking to her.
Very pleasant lady made me feel very comfortable.
doctor was informal and compassionate with no judgements
I'm the parent. I'm yet again shocked another course of antibiotics instead of sorting the issue. Never met a surgery that gives antibiotics out like smarties. Same problem another course..and another.. not sorting the problem.
Went in to see the doctor on time. He was very helpful.
It was much easier over the phone.The road i live in is closed at the moment and it would have taken me about 40 minutes at that time of day.
Excellent service from the lady who helped with the weight in and the phlebotist who taken my blood
Extremely helpful happy staff and doctors.
Even though the signal was bad and the call didn't go through, the Dr Crowley was very helpful on the message channel
It's my first appointment and doctor sent me to hospital results were being admitted for flu a good doctor
The Doctor listened and suggested 2 methods of investigation and help and asked about pain level too
Dr Saunders was very helpful, explained fully and was on top of my medical condition, couldn't have asked for any more
Always very thorough
I didnt have to wait too long after my time plus the Dr's advise was brilliant.
Wendy the phlebotomist is excellent at her job. Friendly, and very efficient.
Dr Sanders was lovely and was very understanding, she took time to talk and listen to me was very happy with my visit.
Excellent service from everyone
Dr Marange gave an excellent service, very punctual and we had a productive consultation
Call on time, good advice given new medication arranged so I could collect same day
Follow up information sent via email
Welcome from staff members very efficient.
Appointment booked for 08:30, then get a text saying 08:20, that's no problem, get there for 08:15, check-in machine not working that's no problem, checked in at reception, sat waiting till 08:50, then get a text saying I have missed an appointment .
Really friendly and professional.
I've never had a doctor as good as willington surgeries, very efficient polite and they listen to you instead of just fobbing you off like the bradford area surgeries, well impressed with the doctors I've seen.
Excellent service,very thorough, very reassuring.
I was early to my appointment but went straight in. The phlebotomist was very friendly and efficient.
Courteous patient-friendly skilful phlebotomist. A credit to the NHS.
Nurse made me feel very comfortable, explained what she was going to do & helped with other questions I had

Friends and Family Test March 2025 Summary

The nurse I had (sorry I don't know her name) she was brilliant, took time to talk to me, she was just lovely.
The guy was a little late and I got late for another appointment
Offered a convenient appointment. Seen quickly.
Phlebotomist went above and beyond to establish when I was likely to get the test results. Very helpful.
My appointment was on time and the nurse was very nice
I was given a same-day appointment. My health check was thorough and reassuring.
Dr examined her in a calm fashion and didn't feel rushed still waiting results tomorrow regarding infection
I had a appointment within 3 hours from phoning plus only 5 minutes wait when I arrived
Appointment on time, explained in detail reason for injection
Check in quick. Appointment on time. Car park nearly full, however, surgery appeared quiet.
Dr O'hara was on time, and I left the surgery 10 minutes after I entered.
Well organised and efficient
the appointment was very satisfactory and the injection went to plan. No problems 5 hours later!
Remember to write to me as and update your records to that effect!!
Entry process did not work, that apart; very good.
Seen and referred extremely quickly, very impressive. Receptionist did a call back and arranged appointment with duty doctor and called back with same day meeting
Very supportive GP who listened carefully
Always happy with the service from Willington. Thanks Julie for the information.
Very good from Doctor Katie thankyou
Because I never have anything but a good service from the surgery, whether I am seeing a doctor, a nurse, blood tests etc.
Great appointment with Dr Wright, she really listened to me and supported me, looked at my whole self needs not just one individual part.
As ever with Willington Surgery, my experience was of top quality professionalism, friendly contact and excellent service.
Only telephone appointment was needed which was quicker.
On time, helpful reception staff
Friendly, knowledgeable and helpful pharmacist.
Thank you
Blood taken with no pain whatsoever the nurse was brilliant and I did not feel the needle at all.
Fast and friendly attention.
Because the ladies were lovely cheerful ? and very helpful was more than happy
Just joined the surgery and found all staff very helpful. Managed to get an appointment reasonably easily. Great service from the doctor.
As always excellent service
On time quick pleasant to talk to had injection talked about side effects does and don't s and hopefully after treatment I can sleep pain free and continue in my job pain free so very good gp appointment
Usual excellent service
I was informed that my appointment was with a clinical pharmacist but I saw a HCA. I have asked to submit a sample of urine and a further blood test. The result of the previous blood test was not given to me
Dr wright was very friendly and nice
My appointment was carried out in a very friendly and professional way
The meeting with the physiotherapist and trainees was pleasant and informative, and in no way rushed. I have been sent exercise routines to help strengthen some weak features of my knee, which I will undertake to follow. Thank you.
The appointment was on time and the doctor was very helpful.
Nurse I saw was happy and chatty!
Quick and efficient service
I was listened to and all my questions were answered.
Service and the face to face response from both the nurse and the pharmacist
Appointment booked quickly and a very short wait to see an interested and helpful GP
I thought the doctor was very interested and understanding in helping to get to the bottom of my problem
No problems

Friends and Family Test March 2025 Summary

Because Dr Cowley called on time and explained everything clearly. She's always lovely.
Managed to get an appointment, didn't have to wait too long after my appointment time. Doctor was good and efficient, referral and medication sorted.
Called in to request an appt. following Hospital Clinic visit. Cancellation meant I was given an appt for the same afternoon.
Doctor Mckava is always very nice and helpful
Everyone in the surgery are polite and helpful
The nurse explained everything including when and how I'd get the results from my smear test.
I have always found Willington surgery, friendly and efficient. Cannot recommend them highly enough
Seen on time and dealt with quickly. Additional points were sorted too
Treatment quick and efficient, friendly nurse.
Excellent support, appointment was on time & Rowena was great.
Dealt with efficiently
Nurse was very professional and friendly
Very thorough
Dr listened to me. She cared. She repeated answers to questions. She asked if I needed anything else. She brought up the fact that I was depressed - I thought I was just sad and emotional.
The doctor listened and answered my concerns
Friendly staff at the surgery.
Appointment on time and the nurse explained what the vaccine was for etc. She was also very pleasant.
Good communication, I was able to fully explain the situation , without feeling rushed or misunderstood .
Professional everything explained really nice person to speak to.
Pharmacist was very helpful and gave great advice.
Booked in for a treatment however after waiting spoke to the doctor who wanted to find out more information before proceeding. Surely this should have been picked up previously when the suggestion was made
Efficient, friendly and professional
Quick and efficient
Phone appointment Dr Saunders was very helpful
Very supportive GP
After recently receiving a cancer diagnosis, I found my GP today to be very supportive, empathetic and kind. I was reassured that I could contact the surgery at any point, which is great to hear at a very uncertain and sensitive time.
Very friendly and efficient. The nurse put me at ease for an uncomfortable test and fully informed me of what to expect.
Did not have to wait 7b
Very thorough Dr that really listens to my concerns and fills me with full confidence that I will be treated accordingly.
Great service and knowledgeable practitioners
No problems at all.
Excellent service as always. Doctor was kind and considerate. Listened to what I had to say, asked questions examined me. Told me what she thought and said to come back again if I needed to. Very thorough thank you.
Friendly clear advice
The interview was ok, very brief but somewhat puzzling, as in, the phone call was appropriate 14 minutes early and on my landline, instead of my mobile which was the number given, anyway apart from that, professional, informative and straightforward
The nurse I saw was very informative, happy to answer my questions and helpful
Appointment was on time, efficient and friendly
No.
Friendly and efficient staff
Speedy , efficient and friendly
I had a phone discussion with the pharmacist who seemed very caring about my medication and gave some very useful advice and information. Also arranged a follow-up discussion to review some results. Overall I felt very cared for.
Fairly easy to get an appointment, GP fairly on time. Thank you!

Friends and Family Test March 2025 Summary

I received an excellent service and was well informed with follow up to come
Very helpful advice for my problem.
Appointment was on time and Wendy was as efficient and friendly as usual
Excellent fast service from start to finish, the young receptionist was really helpful and kind. The nurse Wendy was very quick and efficient and it took hardly any time to do my bloods, thank you.
Staff member was lovely
Didn't have to wait too long to be seen and Doctor was thorough
Consultation was on time Feedback was easy to understand and comprehensive
Always appreciate the support
Ahead of time, always nice. Polite receptionist, good phlebotomist.
All in all, very happy. Thank you.
Because it was
Very pleasant nurse completed my screening, running on time and went through everything thoroughly
Was late due to traffic issues in Burton! No problem to the surgery! Thanks! Wendy was so pleasant and understanding!
The nurse I saw today was so lovely and made me feel very relaxed. It was over in a flash and made me question why I'd been so worried beforehand.
Easy to book in. My appointment time was kept. A lovely nurse took my blood sample, it was quick and painless.
Telephone consultation rang me on time. Excellent discussion re my problems, required drug prescribed. Problems with the drug explained in great detail.
I went straight in and straight back out within a few minutes.
Listened to my opinion, clearly explained rationale for medication increase
Because Wendy is the best, never feel anything when she does it, unlike others
I have always been most impressed with the service and treatment by everyone at Willington and cannot fault them.
Good friendly professional treatment from nurse. Helpful receptionists too.
We are lucky to have such a well organised surgery.
Always very pleased with the service provided by all at the surgery.
I was seen before the appointment time. The doctor was helpful and my ailment was dealt with properly. 5 star service!
Everyone helpful !.
Always prompt appointment time.. friendly informative staff
I was very grateful for the appointment today and for getting my medical problem sorted and gave me reassurance that it's nothing serious. I do appreciate all that the surgery do for me.
Blood test for Oncologist
Seen on time by very friendly member of surgery team.
Staff were polite, friendly and professional. Seen in a timely manner too.
Rowen quick, efficient and cheery, as always
On time, efficient, professional & friendly
Short wait time, appointments updated and notified by text, quick efficient service.
Practice nurse was very nice and efficient. Made me feel at ease.
My consultation today was explained by your pharmacist. He made it easy for me to understand.
Service was great
A very informative conversation with the pharmacist
Very polite and understandable and clear on what was said
Dr listened to my concerns and advised me how to proceed