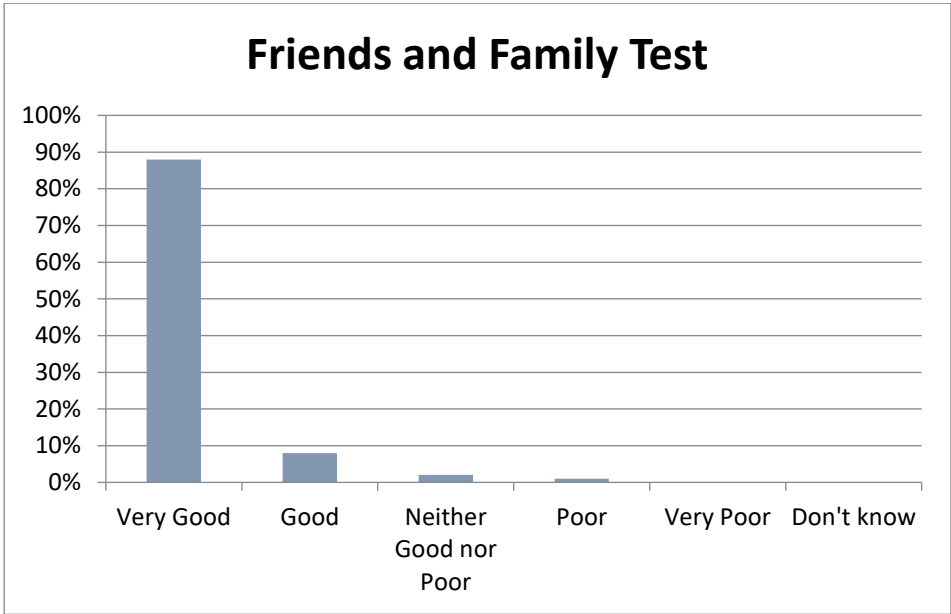


# Friends and Family Test April 2025 Summary

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

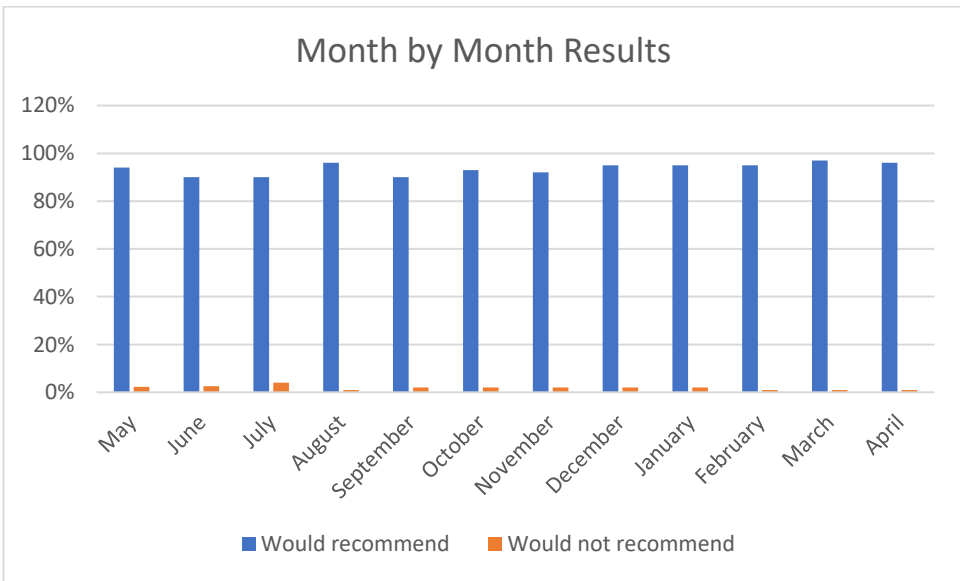
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
350	34	9	4	2	2
88%	8%	2%	1%	0.5%	0.5%



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

Would Recommend	Would not Recommend
384	6
96%	1%



## Friends and Family Test April 2025 Summary

**April 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**

Appointment on time
Good advice and conversation with a really helpful, friendly and knowledgeable adviser.
I arrived before my appointment time and as taken straight in
Plenty if time for discussion. Not rushed.
Good experience from start to finish. The nurse i saw was very nice and helpful
Very professional and kind.
Timely pleasant and efficient Thankyou
You were supposed to call me at 11:15 you didn't. I was in Derby Royal Hospital, and
I was early for my appointment but the Nurse called me in early I was out before my appointment time, The Nurse was very nice and chatty and the jabs did not hurt at all.
On time, quick and efficient
The pleasant lady who took my blood is good, I didn't feel a thing.
Appointment was easy to make. Receptionist was friendly and helpful. Practice Nurse was punctual and advised me of a pneumococcal vaccine. All together a good experience
Joanne was friendly, attentive and knowledgeable. Thank you.
I got a good response from the doctor and action is being taken
Very helpful volunteer and nurse also very pleasant and helpful.
Appointment on time Dr Jackson was helpful
The service was efficient and time taken by the practitioner to discuss and explain any worries concerns I had. Very positive experience
Rang at the exact time of the appointment. Pharmacist was very thorough, happy to help! Very efficient.
You got us in the perfect time, you were understanding about the situation.
Everything on time the nurse was great
The appointment was carried out on time and in a a professional manner
Very professional approach from GP Clear and concise discussion on my issues
Phlebotomist was great
Listened well and very helpful
Very efficient and thorough
Explained everything very clearly ? very friendly and helpful
Fast appointment to see GP as I was very concerned about my injury. Referral to X-ray was immediately and scan 1 day later
Still having difficulty in getting appointments unless the dr requests you make another appointment
Listened to my needs, acted responsively
GP was very friendly and knowledgeable
Because I received a satisfactory outcome for my mouth ulcer with referall to maxifacial at the Royal Derby Hospital....thankyou Dr.Jackson

## Friends and Family Test April 2025 Summary

Receptionist was lovely very helpful
Discussed foot problem which was explained and referral made to Orthopaedics. Grateful that this achieved with Dr. O'Hara's support.
Dr was very professional and provided his diagnosis and answers to my questions asked.
I was seen on time service is excellent I always think so thank you all .
Had time to listen and treat My problems.
Appointment was on time with polite nurse (Clare)
Very efficient and knowledgeable
The texted I received told me the appointment was at 12.35. As I arrived at the surgery just before 12.30 I received a texted telling me I had DNAed as my appointment was for 12.20. I was very upset as I had turned up on time and could not be seen.
Helpful reception staff, and Dr O'Hara spent time explaining the causes of the problems, potential options going forward. Did not feel rushed, and felt valued and listened to. Thanks
Consultation was ok. But 22mins late for a 9.30sm appointment
On time, polite, friendly service. Thank you.
Blood test. Spot on time and always very professionally done
Pharmacist was able to put my mind at rest as he explained in detail which was very usefull.
Very prompt and efficient
There was nothing that could be done about my problem and the reason why was explained very well.
My appointment was on time. The nurse explained all about the vaccine I was due to have and the actual injection was pain free. A specialist in injections I am sure. Thank you.
Outstanding service as always from reception to the nurse. Please don't change like many other GP services have. Changes have been negative.
Warm welcome at Reception. Really lovely nurse who administered vaccination.
The Dr was very patient whilst I explained my symptoms and I felt like I was being listened to. He answered my questions and clearly explained his diagnosis
Very helpful and knowledgeable explanation.
All staff amazing- my only comment would be, and I get the reason why, but as a full time worker also myself, having an appt after 5 would be great. I need a blood test which I can only have between 8.30 and 5 .. when I have to work. A little flexibility
Called on time. Good advice
Convenient appointment Knowledgable staff Good experience
Dr Wright called me concerning test results and was checking with me if I would like a referral to the specialist and I was grateful for her help with this matter. She was very kind and supportive and I felt reassured that all would be dealt with.
The doctor was very kind and listened.
I felt that the approach was clinical/humourless, done efficiently but without any ?human? interaction. I also felt the questions were limited and not exploring wider issues for ageing people. I understand the reasons why but not an edifying visit
The doctor was caring and understanding.
Appointment Was on time and nurse was very friendly and chatty
People listened to me and I am going for xray
Very quick service and a lovely atmosphere with everyone
I was called in before my appointment time and therefore had no waiting. Everything was easy from Log in to using the height/ weight machine. Nurse practitioner was slick and calm . Thank you.

## Friends and Family Test April 2025 Summary

Doctor was willing to listen to me and give sound advice I felt very comfortable talking to him and he was very reassuring a very good appointment thankyou?
Perfectly on time and the phlebotomist was charming and professional
Just as expected from a relatively efficient service. Just ok
Doctor was very helpful in resolving issues.
My appointment was slightly ahead of time. Treatment was very courteous and professional Thank you well done.
Excellent service
Very efficient and helpful
Blood test was 10 minutes early and nurse was friendly informative efficient. Reception was friendly and very pleasant and helpful.
All good.
Efficient and on time as arranged.
Prompt, efficient service
I spoke to Anna and she was very helpful.
Dr Makava listened to my concerns and made me feel supported. I left knowing we had put some positive next steps in progress.
PT very informative
Call on time. Very helpful Positive call
Very good
The sister I saw was friendly, professional and helpful
Very professional and seen on time, very impressed
I was listened to. I also appreciated the feedback.
Timely, very skilled phlebotomest.
The nurse was very helpful and knowledgeable.
Very quick, no hanging about and the staff were very pleasant
Always a pleasure and good communication at every level.
Very good service
Jo is a very experienced nurse. She thoroughly explained thd process and results notifications. She is calming and. Highly professional and a credit to the surgery
Very quick and efficient service
Telephone consult was on time and was given good advice
Practice Nurse was very reassuring. I struggled with nerves and she put me at ease almost instantly.
Dr was very helpful and so understanding also made things clear to understand Thank you
Doctor Saunders called me at home and explained the results of my X-ray and resulting options and prucedures very plainly. My questions were answered clearly and with care. Many thanks to the doctors and surgery. You are much appreciated.
Good communication always.
My answer very good is because the treatment from the surgery and the nurses. All staff are very, very lovely.
The service I received was friendly and very efficient.
Very efficient
Very friendly and informative service.
Doctor listened and gave advice. Agreed upon action that felt right given my symptoms.
There were no problems.
The staff are always happy and polite. Every thing seems to run very smoothly and the nurse I saw was very knowledgeable and communicated everything she had to do exceptionally.
Lady on blood pressure machine was lovely, and nurse was efficient professional and friendly too.

## Friends and Family Test April 2025 Summary

Dr Jackson was kind and unhurried and reassured me.
Very quick and efficient. Despite me being 5mins late, they were able to fit me in
Very helpful nice to see this put my mind to rest
No comment on the service
Prompt cheerful
Saw Dr Meringue for mole removal , felt nothing , very happy with his service as usual , Always a pleasure to see him , Muchas graciase Amigo
Only had blood pressure & blood test
The phlebotomist was very quick and the procedure was virtually painless.
As always very helpful staff...special mention to the phlebotanist who was able to clarify situation regarding PSA test as correspondence from prostate cancer dept. at Derby Royal dried up despite my phone call month a
The doctor was very understanding and patient I felt at ease
Excellent. Appointment booked for a day after I asked for one. Appointment was on time and the Dr was very knowledgeable and gave me a number of options and excellent advice. Dr listened to me and helped to make the right decision for me.
Because I have known my doctor for a very long time and feel that I get more support
The GP was thoughtful, listened well and was reassuring. He provided sound advice.
I was seen on-time, and the phlebotomist was ,as always, cheerful, friendly and efficient (ie good at her job). There was a delay checking in because the touch screen was not working, causing excessive demands on reception but these things happen.
Always have a good experience at Willington. The best GP surgery I have been to. Very well managed. ?
Because Dr Jackson was really pleasant and straightforward with the questions I asked. Put me at ease as well.
Informative
On time ,good doctor .
Seen promptly. Doctor listened and understood my problem
Phone call was good and informative and quick but was meant to be between 10 and 11am but was called at 11.05 so would be good just to get the times more accurate as was getting ready to go out for my next plan then
Straight forward advice and reassurance. Thank Dr Jackson for me
The nurse was very good.
Made to feel comfortable, shared additional concerns with nurse
It was cancelled
Dr Jackson was kind, helpful, listened to our concerns and prescribed a medication with detailed explanation, instructions and advice on what to do if the issue did not resolve. Thank you!
I arrived a bit early for a standard blood test, but was seen almost immediately. All very friendly, efficient and quick.
I don't feel as though much was achieved at my visit.
Got a same day appointment Dr Saunders was very thorough and understanding which was much appreciated
Fantastic experience, so far removed from that at my previous surgery. The doctor listened to my concerns and gave me ample time to explain and was very supportive. It actually put my faith back into NHS primary care.
The doctors listened to my concerns and gave appropriate advice and a follow up appointment to ensure things were going as expected - Thankyou !
The GP helped me with the issue I had.
Listened to and next steps discussed
They are infact excellent because having missed my appointment by 20 minutes they managed to fit me in for my blood test. I would like to thank them all very much
As always quick efficient and polite
Doctor was patient, empathetic and helpful. In no way patronising.
Appointment on time. Doctor very thorough.
A lovely surgery, all members of staff were nice, smiley and welcoming. Really nice experience

## Friends and Family Test April 2025 Summary

On time. Lovely nurse. Straight in. And out
Always a pleasure to know you are well looked after
I was seen pretty quickly, only 5 minutes after my appointment time. Situation explained and course of action decided. (Do nothing in this case, but for a reason).
appointment felt rushed
I was made aware of the results of tests in a way that was reassuring and comforting. I was giving the opportunity to ask questions. I was not rushed and I was made to feel that the doctor cared. Thank you.
Very good efficient service. Lovely friendly clinician.
Gave me arm for needle for two different issues. Thank you.
Prompt to see the Pharmacist, satisfied with my review
Everything ran to time DR Macava excellent
I would just like to thank Rowenna from the bottom of our hearts for how patient and calm she was with patient today. patient was incredibly anxious about having blood tests. Rowenna let us go away and come back when ready. She was incredible.
Everybody at surgery treats you with respect
I cancelled the appointment!
Good service
Ms Upchurch was very helpful. I'd forgotten to bring the hospital blood test request form. She offered to reschedule so that I could get the form. I did and she fitted me in.
Fast, friendly and professional.
The nurse was very friendly and put me at ease.
No problems, always on time, friendly dr explained everything thing
This was my first appt at the surgery due to moving - it was a very easy experience checking in for my appt, the surgery was relaxed and friendly and the nurse I saw provided excellent customer service and was very friendly and polite.
Prompt appointment
Maria Joseph was excellent in her explanation of my knee problem. And she gave me some exercises to help.
Dr Wright was thorough and has requested tests to find out the cause of my symptoms. Dr Wright was professional but put me at ease. My appointment was on time.
Easy to check in and appointment on time
Staff welcoming and efficient.
Rejected at login Had to wait passed appointment time to see reception who said we need your blood pressure checked but I had my readings already as requested from my own monitor. Wasted her time and mine and delayed appointment. Easy improvement.
Appointment easy to get, professional and complete service.
Good telephone apt with Dr Saunders. She was Very supportive to me. I have a clear plan in place . Thankyou to her for listening.
Very difficult to get an appointment and made to feel that the surgery are doing us a favour by seeing us.
Gp very helpful Advising me where to Get an item he'd prescribed as our chemist didn't stock it !!
Was happy with how Kim sorted everything thing out on an early appointment
Perfect appointment went very smoothly
Dr O'Hara took a thorough look at my notes, examined my knee and explained what the injection did before giving me the hydrocortisone injection. He gave me clear in instructions on after care.
Seen promptly and dealt with professionally as usual
Trust the Doctor very much!!
I got seen on time and the Gp was very helpful

## Friends and Family Test April 2025 Summary

No waiting - promptly on time & a very pleasant doctor who was well informed about my skin problem. Came away very happy.
Claire is caring and compassionate, always listens and always gives her best .
Brilliant service throughout engagement.
Did not have to go to the surgery.
Seen on time and a painless procedure to take blood
Receptionist's lack of people skills.
Very thorough consultation and very efficient receptionist.
I was treated in a friendly professional way by doctor who took care of my concerns and I was left very happy with the outcome, spot on ?thank you.
Excellent service
From reception to both nurses and doctor I dealt with were helpful cheerful and fantastic gave all information I needed and the nurses went above and beyond for me
Very understanding, good advice, felt listened to
Seen quickly and blood sample procedure was painless
Very courteous, compassionate and knowledgeable doctor, with continuity of care
Hi the Dr was great and spent time with me. The appt was 45mins late due to an earlier emergency. Would have been helpful if a message re times was put on the screen in waiting room. Thanks
Friendly & efficient, thank you.
Dr O'Hara was kind, courteous and explained my problem. I was not kept waiting. It was excellent service.
Excellent service and on time.
The nurse was lovely and gentle.
As always a great service. Very thorough and informative.
As always all the staff are brilliant regards
Excellent service. The practice members are always helpful and friendly. Thank you so much for your continued care.
Nurse Kim was very professional and proficient at her job.
On time, friendly and efficient
Always have a good experience when I see the doctors the staff are always polite and helpful
On time, very efficient and polite.
Seen promptly by kind and very efficient phlebotomist. Always grateful for her super service.
Staff were nice and helpful. I found all the information I needed
What can I say apart from fantastic phone appointment from Dr Saunders, no problem getting an appointment, with my choice of Dr's if I hadn't requested Dr S I could have had one earlier, very helpful friendly receptionist! Top practice ? thank you
I feel cared for and that they bother about my health
Appointment was on time nurse was very helpful
Nice place and nice people
My nurse was lovely and made me feel at ease and there was no waiting around
Appointment on time and nurse very caring
The lady I spoke to was very informative, friendly and really easy to talk to. We discussed my blood test and cholesterol levels all good. Very useful phone call.
Everything went smoothly thanks
Fast service and very kind and friendly staff.
All staff, doctors and nurses at the surgery are efficient and considerate.
Patient and understanding
Appointment on time and a very pleasant member of staff.

## Friends and Family Test April 2025 Summary

Anna was respectful and knowledgeable. She was professional in her response to my asking her to pass on a complaint regarding a new reception system.
On time appointment and felt listened to and understood
Very quick and efficient.
Didn't wait too long to go into see the doctor. He understood my condition and did things to find out the underlying cause as well as treated in case it was a fungal infection. Said follow up was needed even if blood tests didn't show anything
Very prompt..in fact early . Appointment and a very good phlebotomist
Everyone pleasant and helpful and Nurse had time to answer questions and put you at ease.
He was friendly and listened to the problems my son was having and explained next steps.
It was quick and efficient. Nurse was lovely. Thank you.
Couldn't have been any better!
Although the call was 20 minutes late the outcome was satisfactory
The Dr listened and explained my problems
Neither the dr nor the receptionist I saw would let me finish my question before preempting what they thought I was asking then talking over and assumed they knew what I was asking. In a different setting I would have challenged their basic manners
Excellent as usual
Appointment on time staff very good
Understanding and listened to my feedback
Dr Farrow lovely, really thorough and caring
The Dr O'Hara was very good and considerate. Explained everything to me. Put me at ease.
The lady was very pleasant and helpful.
Great service as usual
Very helpful the reception and got me to see a doctor the same day
Treated with empathy. Gave the necessary advice.
Same reason as always.
Professional and considerate
Had a really nice, helpful receptionist
I was seen on time
Called this afternoon, was in for an appointment call later that day. Sent photos and meds prescribed and collected before 6.30 pm. Polite friendly help when I called from reception and thorough telephone consultation. Excellent service - thank you
Everything went as it should
I was listened to
Gp rang within the timeslot. She listened to my concerns and reassured me.
On time, felt listened to and referred on for another service
Early to be seen by doctor, scan results explained very well. Receptionist very cheerful and helpful, only downside having to wait 2 weeks for a blood test to see if problem could potentially be cancerous.
I was given some very clear advice by the GP regarding my son.
Quick and very pleasant staff, lovely nurse. First class treatment.
Prompt(ish) appointment, consultation was on time, awaiting next steps (if required).
I thought the nurse who phoned was understanding and helpful. I believe she really wanted to do her best to understand my problems and to provide appropriate help. This adds to my confidence in Willington Surgery and their doctors and nurses.
On time. Blood taken. Waiting for results.
The volunteer at the surgery (by the BP machine) was really helpful and attentive. She also ensured I found the room when she saw I could find it. The receptionist was also very polite and answered my questions.
I need an appointment to get my hip sorted out and my sciatic nerve, the waiting times are unbearable
Professional & understanding.



## Friends and Family Test April 2025 Summary

Very Pleasant as always Didn't wait long
The nurse was very pleasant and explained everything about the vaccinations I was having.
Because it was!
Seen to quickly Treatment explained Felt like a person not a number and doctor listened.
Seen promptly in the surgery. Consultation was not rushed and pleased with the outcome.
Timely appointment, very professional service and lovely doctor
Looked after very well by staff and doctor. Thank you.
My request for appts with GP & nurse was given & fitted in well with my commitments. Both appts were good
Check in was easy, was seen quickly and treated well
Friendly service Appointment on time Full explanation given during appointment
I arrived early and was seen before my appointment time ??
Timely, efficient and informative.
Didn't wait long..
Nurse Julie is always lovely, friendly and kind
Excellent service, care, no waiting, polite staff.
Whenever I have to have an injection or have a blood test the nurses are really pleasant and do their job well. I only gave a good because dealing with the receptionists to get an appointment can be very hit or miss.
Helpful staff and caring helpful doctors, unlike what you hear about some surgeries you get an appointment normally quite quickly
I got an appointment at short notice and seen on time. Also the Pharmacy next door was able to provide my medication almost immediately. All good service. ?
Always get a good service
An excellent surgery with competent staff
Apt on time, helpful GP and follow up.
It was relatively easy to get an appointment (but I suspect I was lucky), the appointment was on time and, although I didn't get the prescription I wanted, the doctor explained why in a perfectly clear way, which made complete sense.
Appointment on time nothing to complain about
Was well no problems
The receptionist showed empathy, offered my daughter a cancellation appointment and then then doctor offered an excellent solution to the problem. Thankyou
The NHS have had a bad press just lately but I cannot fault the surgery or the Pharmacist. The nurses at the surgery have been fantastic
Yes. Was greeted well by receptionist, treated very well by nurse, only had to wait 5mins after appointment time at a busy time after Easter.
Dr Solemain was so cheery, listened and made me like she cared.
Efficient
Appt on time and functional.
Nurse very nice, Reception a shambles!
The doctor I saw is incredible . She's marvellous
It was easy to register my arrival & I was seen & treated before my appointment time. Very efficient.
Friendly receptionist who was happy to help. GP was great - real & happy to probe a bit when needed. Good advice, clear action plan & next steps. Very satisfied thank you.
Service at reception & nurse were both friendly & efficient.

## Friends and Family Test April 2025 Summary

Useful and efficient advice
Great people from start to finish. Everyone helpful. All questions answered by the team members. Nothing too much trouble
Brilliant Service NHS xx
Very kind and caring service. Nothing is ever too much trouble
Excellent service as usual
Because it was very good
I have never been able to talk to a doctor like I have with Dr Wright today. I made a double appointment and had issues that I found was connected. Dr Wright made me feel at ease and reassured me throughout. Many thanks.
Excellent professional and friendly.
As usual exelrant service thanks Julie.
My appointment was on time and the advice given was clear and friendly
Prompt. Clear and succinct examination and agreed further stage of investigation.
Everyone went out of their way to help
The physio therapist listened to me and understood I was still in a lot of pain and she was empathetic and is arranging for me to have a MRI scan which I am so grateful for as I have been struggling for several months now.
Had a problem with my knee and discussed this with Dr Cowley. Brilliant communication from start to finish.
Dealt with efficiently and on time
Very kind and efficient
Excellent person centred approach
Very friendly and professional.
Pleasant professional thoughtful, thorough.
Easy to arrange
Good service and somebody that's cares
Welcoming, Efficient, Reassuring and Supportive. Thank you.
It was on time & the doctor was very polite & helpful
Seen on time. Felt I was dealt with in a friendly and respectful way. Was understood and also I was able to understand what was being said and arranged. Thank you .
Dr was incredible ?
Concerns taken seriously, Dr Jackson was great with my (nervous) daughter and really put her at ease. Friendly, helpful reception staff at surgery. Easy to book an appt for my daughter.
Always kind and explains everything carefully so I fully understand.
Receptionist didn't notify nurse so I had to query after waiting a while. However, appointment went well.
The doctor was very thorough and kind.
Treatment good. Advice given. Pleasant nurse.
Quick and easy
Very thorough and quick to deal with my symptoms
Very good consultation
Like every time I need to attend the doctors, I'm greeted with respect from all of the the personal that work there. Any information I ask about my visit, they will give me.
Two way conversation. Clear and precise information. Clear instructions. Made aware of outcomes.

## Friends and Family Test April 2025 Summary

Everyone there is always pleasant and helpful
Understanding
In and out in 10 mins and in early for my appointment
Because I had appointments for Friday and they did the injection today
I have seen Dr moronje many times and he has always been and continues to be a fantastic doctor for both me and my son he helped my son get straight on to the children's ward when he had an access a few years ago, he's an excellent doctor.
I was treated kindly by lady helping on the machine the receptionist and the nurse and was seen on time in fact a little earlier
Very pleasant. Taking sample was exceptionally good, never felt the needle go on.
Review on time. Very informative.
As usual, everyone very friendly and professional. In and out in 10 minutes after 2 separate consultations.
I'm very happy with your service
Routine blood test appointment. In and out in 5 minutes with no wait. Excellent
I did not have to wait long before I was called in to my appointment. Nurse was very pleasant and professional.
Super front desk. Short waiting time. Super efficient process by lovely staff.
Lady nurse was very good and helpful
Excellent service
Feedback on recent health check needs some form of written feedback then terminology just given out that on a 10min call that just confuses you.
Seen early great HCA lovely staff all round
Very quick service
Very professional and kind, I felt very comfortable
The service given today by the receptionist and the nurse who performed the blood test were both professional and polite m well done on this occasion.?
Brilliant, efficient & friendly service as always thank you
Always good lovely doctors and support staff
Helped me sort out medication and arrange physio
Seen on time, friendly manner, listen too, process clearly explained, all my questions answered.
Nurse Julie was doing my diabetic assessment and went through everything so i , as a layman understood it all. Very clear and very encouraging on my on going care.
Wendy was clear, empathetic, professional and reassuring all throughout the consultation. She handled the context of the appointment with ultimate care, consideration and sensitivity. She is a credit to our NHS
Very professional approach
Quick and easy to get an appointment