

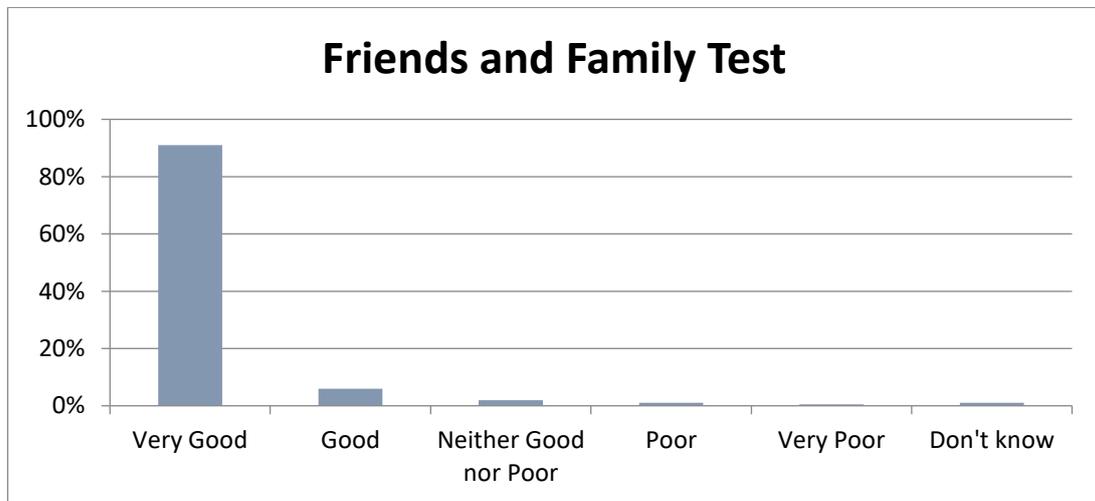
# Friends and Family Test January 2026 Summary

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

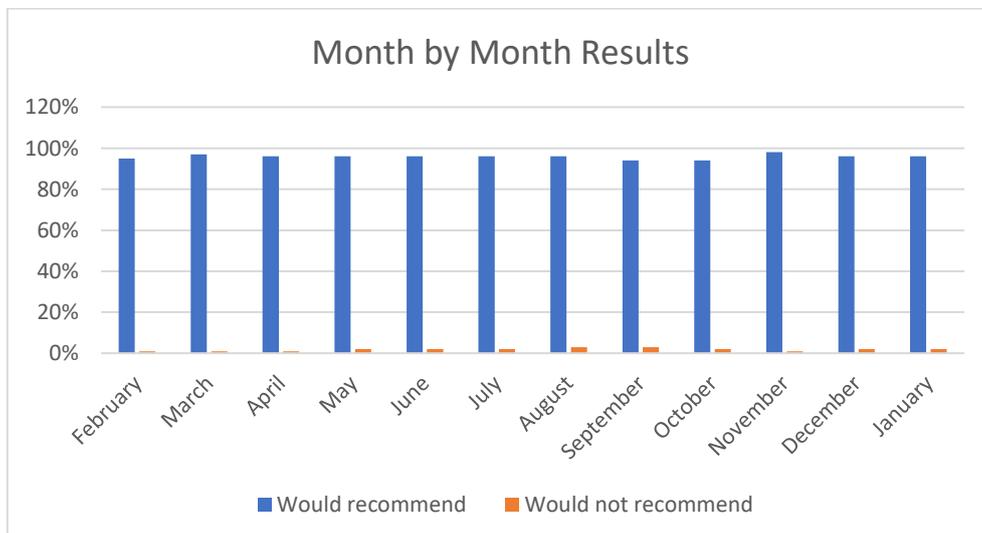
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
328	21	6	4	2	1
91%	6%	1.5%	0.75%	0.5%	0.25%

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



Would Recommend	Would not Recommend
349	6
96%	2%



## Friends and Family Test January 2026 Summary

### January 2026

#### 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**

Friendly and efficient staff. Quick service. Very professional
As always excellent, I noticed Willington came second in Derbyshire, I'm surprised it wasn't first
I am satisfied from services of surgery and intend to share my thoughts I experienced during my appointment. Staff served well and had excellent support and found well known to their job. Hope other staff will have the same duty sense
Quickly seen, very polite and professional nurse.
Good service, I feel I'm being very well looked after
Dr Saunders was very helpful and listened to my concerns about my PMR.
Always helpful and supportive thank you
Dr dealt with issue but had a bit of a wait
In out quickly seen good nurse.
Nurse taking my blood was very professional and pleasant.
Only had to wait a short time before my appointment, the nurse was excellent and very helpful.
Saw pharmacist who said I needed antibiotics urgently. I was given a phone appointment that morning and had my medication by lunchtime. Great first line emergency care. Thank you
Rang at exactly 8 to be advised I was 19th in Q Took 22 minutes to speak to receptionist Dr Markarve was on the ball as usual
On time and all my questions were answered
Cheerful receptionist when calling, quick appointment, doctor Makava was lovely, easy to talk to and explained back to me in detail - same day, blood test and phlebotomist just as helpful. GREAT surgery and service thank you.
On time, friendly and efficient
My appointment was with Dr Saunders who is an extremely good GP in my opinion. She has the ability to make me feel comfortable talking to her and that I'm being listened to.
Excellent efficient sympathetic phlebotomist.
On time appointment friendly painless injection excellent
Swift appointment. Doctor was keen to explore my issue and get to the bottom of it.
Calm professional attention and advice in a well organised and welcoming environment. Thank you
I was given good health information and advice regarding my test results. Also I didn't feel at all rushed and had plenty of time to ask any questions I had.
Self check in easy, screens show interesting information -health, illness, help and support, available professionals forming wholistic approach in general medical practice. My doctor was on the ball re examining, explanation and prescribing. Thnx
Very professional
Long wait

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I was given lots of information from nurse Joanne Gregory regarding my upcoming holiday injections. She was very friendly and professional. Plus the injections I was given didn't hurt a bit! ?
A very helpful and informative consultation
Very helpful staff. Short waiting time and helpful clinician.
Got blood 1st time
As usual the staff, both medical and supporting are lovely. The doctor we went to see was brilliant.
Seen on time and had enough time to speak to doctor
Very nice lady at weighing / BP station even though I don't particularly like the machine Very efficient phlebotomist with good advice about BP and gave me an itinerary sample bottle. Could have done with picking this up before - is this possible?
Always courteous, and very polite
You asked me for my opinion
She is a lovely doctor.
Nice doctor felt listened too
Rang the surgery and got a next day appointment which was kept on time. Dr Makara was pleasant, professional and efficient. I have great faith that her diagnosis and recommended treatments will resolve my issues.
Appointment was on time.
Nurse Kim was on time with her telephone call. She was very thorough in explaining the process and in her questioning. She was highly professional and thorough but also kind and respectful. She also listened and noted my responses. A very nice lady.
The staff on reception were excellent and the medical staff were also excellent very caring and professional
Friendly & efficient
Again Excellent care
Dr Saunders always listens and responds accordingly. She takes time to actually hear what you'e saying and you always feel that she has all the time in the world to help you. I always come away feeling positive.
Dr Farreow is finally trying to get to the bottom of why I have felt so poorly for a long time.. it's a relief
I was of the understanding that it was going to be a phone conversation with a pharmacist with regards my medication
What an absolute superstar this lady is very professional and friendly
Understanding and caring approach
Dr was helpful and actually listened! We have a plan to move forwards to help my many illnesses and chronic conditions and made me feel as if I'm not mad!
On time no concerns
My daughter rang the surgery due to my breathlessness and coughing; the doctor rang back asap
Quick and a lovely nurse putting you at ease immediately. Very good service
My options were explained in detail and I wasn't rushed into making a decision about vaccinations. I was seen on time, and the appointment was friendly but professional.
Only had to wait about three minutes

## Friends and Family Test January 2026 Summary

All the staff are always professional, efficient and still maintain a level of friendliness that makes you feel cared for. Today I was seen early and was very satisfied by how I was treated.
It was quick firstly. Receptionist helpful. My appt was informative & supportive. Mariya was very patient and kind. Useful that I went as I was doing all the wrong things and not aiding recovery so the swiftness and expertise probably saved damage.
Excellent service
Very efficient and friendly service
On time and friendly competent advice
The nurse was very friendly and answered all my questions
Everyone very polite and listened to what I said Very helpful too
The gentleman was very helpful in discussing my various medications and I was feeling much better for the conversation. Thank you.
A timely appointment clear diagnosis with a further appropriate test arranged
The practice nurse was extremely kind and helpful. Thank you.
Seen on time. Friendly greeting. Thorough explanation of vaccine and its affects
First Class informational conversation regarding medication.
The GP was very informative with my annual review explaining my medication I am taking if I have any problems giving me time to answer and feedback given
Because when I spoke to the physio (sorry I forgot her name) she listened and explained herself in a way I could understand
Friendliness, cleanliness, professionalism of all staff I encountered.
The Doctor was really pleasant, explained the problem to me and informed me how to treat it. I was in and out in just a few minutes. Please thank her for me
Friendly, efficient and timely appointment for routine tests before annual review, thank you.
Friendly, easy to talk to sorted my medication. No problem whatsoever ?
Willington doctors surgery is by far the best gp surgery I have ever visited. It's clean, tidy, easy to get appointments and I always feel listened too!
Nurse was very thorough, well informed and well spoken. I have had a number of asthma reviews over the years, and this was the best yet.
I've recently moved to Willington surgery after being completely unsatisfied with my previous surgery, The helpfulness and politeness and the ability to get an appointment when needed is excellent, I wished I'd moved a long time ago
Well looked after and everything explained. Thanks
I feel that my concerns have been listened to & I have been given professional caring advice on what to do going forward. The prompt attention I received is also very much appreciated
Always looked after me and very professional
Consistently see same doctor who knows my history.dr makava always listens and gives transparent advice with various options.
On time . Plus friendly and professional
I would like to thank Dr Jackson for dignity shown during my appointment today. His reassurance and patient centred approach was very much appreciated by myself.
Friendly staff, clean and warm environment and timely appointment.

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Very informative, easy to talk to and got all of my questions answered professionally and courteously. Thank you
On time appointment quick process, all explained
Always fantastic . Doctor Cowley. Got in late afternoon for son and the whole place is just amazing . Thank you to everyone because without you my boy wouldn't ever get sorted . So Lucky .
On time. Good conversation about my health and how it could be improved
Its a great service as always. Kind Regards
Positive and constructive chat with clinical pharmacologist. Amiable and professionally conducted. Clear and helpful advice given. Excellent review
I came for a smear and the lovely nurse put me completely at ease. She saw me promptly and explaining made me aware of the process of informing me around the results. Couldn't have asked for a better experience, thank you
Efficient polite and listened well
Very good examination and consultation and very prompt and polite.
Appointment was on time, very friendly and I was in and out very quickly. Very professional service. Thank you
Excellent and rapid response to arrange telephone appointment and take action required for my problem
Very informative
If this refers to the physio appointment on Friday 9/1/26 then to be honest I was disappointed. I am sure that the lady is lovely but I didn't feel listened to. I was hoping to be referred for an X-ray of my painful ankle but only given a physio app.
Very informative and easy facility to use in terms of checking in for appointment, prescription collection being on site is great
Nurse Julie was very pleasant, informative and helpful.
The phlebotomist was wonderful with my daughter (aged 9) explained the procedure, managed her expectations of what to expect and kept her comfortably chatting throughout.
The nurse I saw was very professional and spoke and listened to me with respect. I was seen dead on time
The phone call was punctual and the caller was clear and precise
Anna is easy to talk to and makes sensible suggestions. Also, she asks our opinion.
Always very kind and helpful.
I was seen on time and nurse was very friendly as always
Nurse was pleasant and efficient, thank you
Perfect service as usual
All good and quick service
Efficient and friendly service
Doctor always friendly and efficient. Always listens to my queries. Reception staff very friendly and helpful.
Ears syringed in no time at all by the same nurse that did them last time- some years ago! Very useful clinic at Willington Surgery.
Was seen promptly, listened to & immediate action taken
Receptionist very helpful, and the nurse very good, excellent service. Thank you

## Friends and Family Test January 2026 Summary

Dr Cowley was extremely helpful and understanding and I felt at ease. She took time to listen to my problems and I was grateful for that - thank you!
I was able to get a same day appt, book a smear and a physio appointment - only issue was the delay in answering my original phone call (despite being nr1 in the queue)
Dealt with very professionally with lots of background information about the inoculations that I was about to have
This was a medication review by telephone Anna Wood, Pharmacist. Anna was extremely helpful, she listened to my concerns, and was very informative. Most impressed, and very grateful for this service/consultation. Thank you
My appointment was with the nurse, she was friendly and professional as always. I didn't have to wait in fact I was in and out before my appointment time. Really happy.
Dr dealt with my concerns quickly and referred me to the Dermatology Dept in Derby.
No waiting everyone was professional.
Receptionist was friendly Able to make an appointment Didn't wait long to be called. Nurse was efficient and helpful .Didn't feel rushed
The nurse was lovely and very gentle. I never felt a thing.
Appointment given at very short notice. We both experienced a pleasant, understanding and non rushed approach. Everything one hopes for from a GP.
Attentive with a smile.
Good service and very helpful
I arrived early but was seen almost straight away. Also nurse was very chatty and puts you at ease.
Dr moronge was wonderful. I felt at ease seeing him. He was considerate and professional and has a talent that is obviously in abundance at your surgery; he listens. Thank you.
Nurse was extremely knowledgeable and helpful. Thank you.
My appointment lasted 4 minutes and although marked as a Health Check seems focussed on taking blood only without any opportunity to actually discuss my health
Yes. Kept waiting 25 minutes. Doctor didn't acknowledge me when I entered the room which I thought was rude. Reasonably helpful.
Warm reception and useful guidance from Reception AND from the nurse. Happily, in and out in minutes, thank you.
The young lady made me at my ease and the appointment was over quickly.
Because the experience was very good
Was on Prompt Time .
Polite and understanding
Did not have to wait long
Great help from Dr Morange as normal, age appropriate explanation to our son on his issue and supportive advice on next steps.
The clinical pharmacist I spoke to was polite, professional & thorough.
Dr Saunders and Wendy were very kind and informative. I had two procedures performed - a smear test and a mirena coil insertion. The whole thing was very straight forward. I was given all the information I needed and the opportunity to ask questions
Excellent service

## Friends and Family Test January 2026 Summary

Doctor was fully aware of anxiety history and was really empathetic towards her concerns explain the reasons behind every test and why.
The nurse (Wendy) was very kind and friendly, didn't rush things and explained everything really clearly.
I was seen exactly on time. The nurse was efficient, professional and very friendly.
All staff very helpful
Seen on time. Very quick . Pleasant nurse& reception.
My appointment was on time and the nurse was competent.
The gp was excellent and helped sort my problem out and I didn't have to wait too long. I had 2 issues and was told to ask him by the duty doctor and receptionist which I actually wasn't supposed to, so that was uncomfortable
Waiting was a little longer than usual, but swift and efficient once seen by the phlebotomist.
Because the reception was very pleasant and had a smile! Doctor Dami so efficient and asked all kind of questions about my health and looked at my past health!!which I thought was good most Doctors at the surgery do but she was through .
Politeness of Nurse as always!
The doctor and nurse were both very professional, friendly and approachable. They answered my questions and provided reassurance.
Very good
Wendy was so lovely and personable x
The lady that was on reception, was more concerned about talking to the man that was showing people what to do when she was not answering the questions that I asked I think it was inappropriate
Very helpful and pleasant Thank you
I was seen on time and doctor explained what needed to be done, I just have to wait to be given an appointment for the procedure
Listen well and understood the underlying issues and was happy to wait for Hospital to provide information to make a decision.
I was called into my appointment 20 minutes early. My B12 injection was carried out quickly.
Very professional staff, The self checking in screen as usual didn't work correctly but that is a very minor problem. The reception staff are very helpful.
Professional and personable nurse
Just an annual routine appointment. Everything went well. No problems. Staff very helpful.
Good consultation. Thorough and not rushed. Comfortable conversation
Joanne was friendly, she communicated with my daughter well and the appointment was what was expected. She listened to what we had to say and have advice. The surgery is clean and well presented and the reception staff are always friendly/helpful
The staffs was and very helpful
Julie was very attentive to my concerns and assured me that my BP was ok. She also checked on contraindications of Sudafed taken with high BP tablets.

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Julie excellent she advised perfect
Dr Wright was very understanding, she listened to me and forward me back to hospital.
Dead on time. The nurse explained what I was there for. Took the blood sample and I was away. No problem !
It was pointless. When I rang last week for an appointment to "discuss child's anxiety " I should have been told that the GP can't do anything, not refer anywhere or prescribe anything. I should have been told last week that the School Nurse CAN.
Wendy the phlebotomist is an excellent practitioner. Efficient. Great personality.
Relaxed, clear information and advice. Very helpful
On time, friendly staff
Always polite, courteous and caring.
Not long to wait to be seen , although the automated system could not register me in.
Always excellent
Nurse is always friendly and welcoming
First Contact Physio, Marina very helpful, with good information and advice.
I was nervous & anxious about the results of a 24 hour heart monitor result & Dr Heidi Wright was excellent in delivering some news that I have AF & will need treatment. She answered all my questions, was reassuring, patient & kind. An excellent GP!
Timely, professional attitude. Very competent at taking blood samples.
Good service and care as usual
The staff was polite, fast and helpful. Thank you.
Done over the phone on time good all round
As usual a rapid response and an appointment made within seconds. ?new answering service? Not as good as the previous as your position number is very erratic. Needs some fine tuning. Otherwise highly satisfied thank you
Highly professional efficient service
On time friendly
Dr Farrow gave me time to outline my health concerns and I feel confident in her.
Very efficient and friendly
Very understanding and informative. Very very good, many thanks.
Dr Maronge had a full understanding of my symptom's and referrals made where necessary . Sympathetic, amusing and totally professional All you need in a GP.
Efficient check in. On time. Pleasant experience.
On time, felt at ease and came out feeling positive
Efficient and friendly
Always efficient from reception to the nurse. I was asked by the nurse if I'd brought a urine sample - I wasn't asked to when I was called to make the appointment. If it is now routine, could it be added to my notes please. Otherwise all was well
Most helpful.
The person I spoke to took care in listening to what I was saying. And sorted an issue out for me.
The staff were sympathetic polite and helpful. They were as swift as a busy pharmacy allows.

## Friends and Family Test January 2026 Summary

The doctor was very attentive and gave advices to help with some of the issues and asked for tests and follow ups. She examined me as well and she explained why few things were happening.
On time. Straightforward & Joanne was lively as always.
Very helpful doctor
Listened to me and hopefully a good result
Excellent service. Couldn't be better.
Cheerful and informative. Thank you .
Blood Test - taken very efficiently, pleasantly and comfortably.
Easy sign in with minimal wait time. very friendly throughout the visit.
Very efficient, thorough and my referral was instant
The doctor was helpful and clear in setting out a plan to deal with my medical issue.
Plenty of time to discuss with the doctor. Advice given.
Receptionist very helpful on the phone this morning. Dr Malaga was on time, helpful, kind and caring and was able to help me with the issue I came in with.
DR was very understanding and helpful and didn't make me feel like a burden at all
Great Nurse, thank you
Prompt timing, nurse v friendly and informative. Clearly well prepared
Very quick and friendly service
Always efficient and helpful,just a lovely person and a great asset to the practice.
Friendly people, always want to help, get back to you when they say they will, simply a brilliant doctors surgery from the receptionists (who are amazing) to the nurses and doctors.
The doctor was very helpful and very pleasant
Very helpful and informative
On time. Very clear. Clearly had read my notes before hand.
Really quick & didn't have to wait at all
Pleasant call to confirm medication is working and condition under control. Answered questions I had + what to do if anything alters.
Informative and kind
Appointment on time very pleasant nurse
Very helpful
Lovely nurse. Quiet reception area. Parking easy.
Very friendly, helpful and thorough.
I got a physio appointment promptly after using the online service to send a message. The appointment advice was helpful
The caller was very clear with the information and also extremely professional
Dr Saunders was very supportive and took an immediate action with prescribing medication that will hopefully support my symptoms. A further consultation will be rearranged in the near future, to discuss medication and review symptoms again.
The doctor was polite, caring and helpful. She listened carefully to what I said, she was sympathetic to my views and offered good advice on the subjects which we discussed
Everyone I spoke to was really friendly and helpful, the appointment was on time and quickly wrapped up
Staff were polite, empathetic and friendly. Approachable and forthcoming with advice in a non-patronising manner.

## Friends and Family Test January 2026 Summary

I was not in the doctors long and got my medication sorted out straight away know trouble.
Everything ran smoothly
Excellent service as always
Very friendly and knowledgeable nurse.
I find this surgery excellent. I know everyone is busy and pushed for time but I have always felt very well cared for with time to ask questions and have a pleasant word together. The nurse on Wednesday was both kind and efficient. Thank you
It was good
It always is a good service
Speedy check in and guided by volunteer. On time appointment and friendly doctor.
The nurse who took my bloods was lovely. We had a chat about HRT together and shared some laughs. It was a pleasant, personal appointment. The surgery was running to schedule time too. Reception staff couldn't be more helpful with everything asked.
Efficient and explained my medication and gave advice
Got to the point and dealt with the issue.
The pharmacist was helpful with suggestions on best timing for taking medication. He was very thorough asking questions to confirm whether follow up tests related to medication are up to date (dexa scan and hydrochloriquine eye screening)
On time and very polite
Quick appointment. On time. Quick in and out. Friendly staff
Joanne was very helpful and gave me some good advice.
Dr was very dismissive. Extremely patronising and so rude to myself and my 10 year old son! Awful service.
Also took more than 30 minutes to speak to a receptionist to book the appointment.
Good advice given
Because my experience was good
Quick painless, and Helen such a nice lady
Doctor Wright was very thorough and knowledgeable. She was spot on with the diagnosis and quick to communicate to me that it wasn't something more sinister. She quickly referred me to hospital.
I charming lady who took time to reassure me. Thanks.
Follows up in timely manner.
Treated with kindness & respect
I received a lot of encouraging positive feedback on my efforts to improve my health over the last 12 months
My doctor listened and explained the course of treatment
Appointment on time and very good advice and suggestions from Doctor .
staff very polite and informative, doctors explained what was wrong well and gave me help and advice
Because Mariya was very nice and pleasant, explained what she thought was happening and how to do some exercises by an app. Going to check in with me in four weeks.
The Doctor I saw was very informative and I went away feeling very satisfied with his diagnosis
Met my needs promptly
Efficient and timely regarding the appointment. Helpful member of reception staff.
Kind considered help as usual.

## Friends and Family Test January 2026 Summary

I didn't feel that a full examination was carried out. I was dismissed with a link to an app, not shown what I need to do. I am pain with my hip, and the exercises I think will make it worse. Students present, which I felt pressured to consent to.
Nurse very good
Friendly and helpful
Doctor actually listened to me and was very helpful
Appointment on time and explained well. My only concern is I am B12 deficient and I understand that HbA1c results can fluctuate and not be at all accurate whilst having B12 deficiency
Appointment was on time and the nurse was very friendly
Seen promptly and the doctor explained my symptoms and explained them to me. Which put my mind at ease.
I've been a few times lately where I have had to remove clothing form the waist down, it would be good to have a blanket or cover of some sort as you do feel quite vulnerable lying partially naked.
Very polite Friendly Knowledgeable
Wait time was less than 5 minutes, doctor was concise & reassuring. I also popped to reception afterwards to make an additional appointment & was greeted with a friendly receptionist who assisted me straight away.
Very helpful and talked me through what I need to do next with treatment
Very informative and interactive session. And a very pleasant manner.
Ease of check in, appointment on time, lovely GP who is very empathetic, surgery always clean and tidy with friendly staff
Dr Cowell was excellent. On time, very personable and we devised a plan.
Appointment was on time. Review results were clearly explained. Friendly Nurse. No problems.
Dr Morange was very reassuring and relaxed. A true professional.
Dr was friendly and explained things well. Appointment on time and happy with visit
On time, no waiting, very pleasant staff as always
A horrible smear test was made more bearable by the kindness of the nurse.
Very professional.
Very friendly staff and was looked after very well
Quick and efficient.
Appointment on time pleasant staff
Because the booking process is not clear if the appointment is at the surgery or by telephone so twice now, I have gone into the surgery when it's a phone call.
Hardly any waiting time and nurse vert informative
Efficient and quick
Very informative and easy
Was seen on time. Nurse was efficient and pleasant.

## Friends and Family Test January 2026 Summary

Because you are wondering whether I am lying, why are you still wondering when the truth is what have I got to gain by knowing it. How important do I consider this information?
Professional and polite appointment with the phlebotomist
Good service
Quick and friendly. Very thorough
The Dr was very kind and helpful?
Friendly and professional
Friendly doctor who fetched me from the waiting room rather than using the TV. Also the whole experience from sending a photo of a mole to being told all was fine was exceptionally quick
The service I received from the doctor and the surgery were excellent, thank you
Everyone was friendly, professional and kind.
On time appointment.
Excellent bedside manner from Doctor Saunders and Nurse Wendy. They were Informative about my situation. I was treated with dignity and respect.
Professional and friendly
Very efficient but friendly service nowt wrong at all
I was held up in traffic but the receptionist was understanding and I kept my appointment. Then I was I. The queue to book a blood test and another member of staff asked if she could help and booked it for next week. Excellent service all round.
Everything was clear and understandable. The nurse who took the blood did it very professionally.
I went for a blood test, was in and put within a few minutes
Easily checked in, 1 minute wait. In and out job done, receptionist friendly and efficient at making the next appointment
Because it was very easy and efficient
Went in to appointment on time, everyone is very friendly and professional
On time and straightforward
Very friendly
The face-to-face appointment was very good! Not getting an appointment for two days for an 18month old not so good. He has been poorly for five days and nothing was available for him for nearly three days! 111 helped me get an appointment.
Went to see the nurse on time everything was fine thank you
Nurse kind and knowledgeable Gave help and advice on my medical situation
You are amazing! Thankyou thank you
Very understanding Dr (Dr Maronge). Didn't feel rushed and spoke about several issues.
Nurse was very knowledgeable and helpful.
Informative and helpful
Prompt appointment and the Nurse I saw was lovely and explained everything fully.
All staffs are very kind and my appointment is on time
I was seen on time and my concern for my symptoms were dealt with expertly.
I felt listened to and not judged
I didn't have to wait long, and the nurse was very polite.
Receptionist was really friendly and kind. Thank you.