

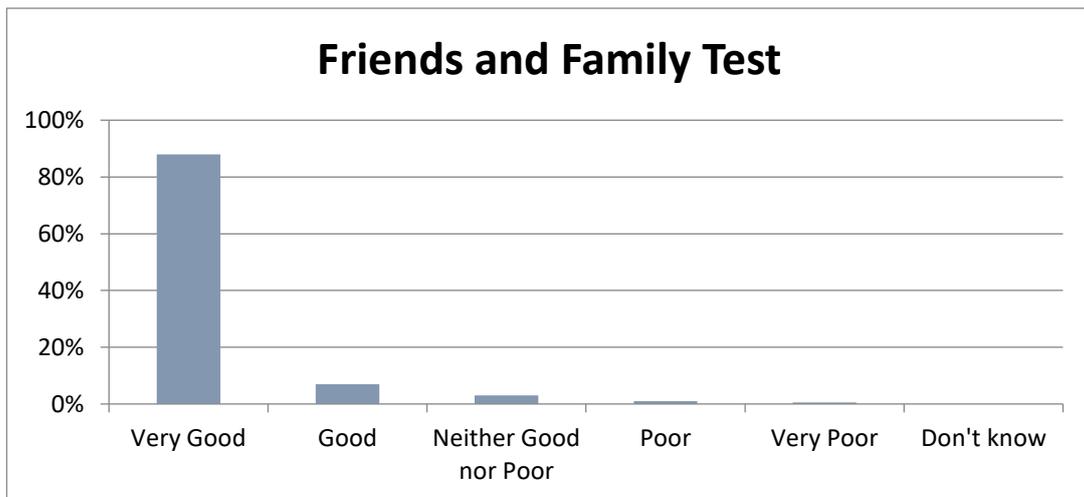
## Friends and Family Test January 2026 Summary

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

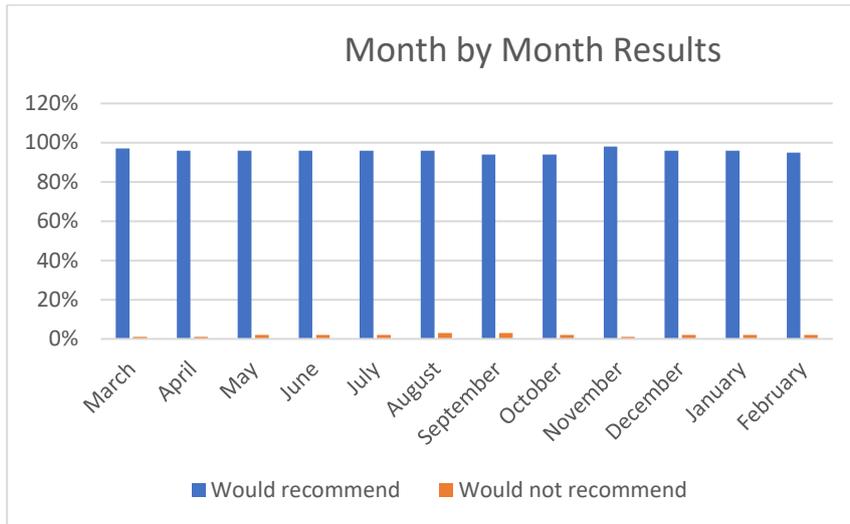
Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
305	25	9	2	3	0
88%	7%	3%	1%	1%	0%

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



Would Recommend	Would not Recommend
328	5
95%	2%

## Friends and Family Test January 2026 Summary



### February 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**

Prompt response following the online triage request and offered an appointment for the same week
Staples were removed very easily, with little to no pain with fantastic care throughout.
It was good?
The nurse was very kind and patient
Very short wait. Maulik was professional, listened to what I had to say and made adjustments to my treatment based on our discussion and was very thorough
Level of care from Dr Wright was exceptional. Called promptly. Was kind and compassionate as well and knowledgeable.
Very prompt for appointment. Dr Wright as always very attentive and helpful. 10 out of 10
Lovely doctor and very supportive and friendly. Thank you!
Receptionist was very helpful and approachable and the nurse who I saw was fantastic and explained everything clearly
I was understood and the problem explained to me.

## Friends and Family Test January 2026 Summary

I'm not sure I can do the exercises as they need a step and I live in a bungalow and to balance on one leg I find difficult!

I was listened to, examined and provided with medication to help resolve the issue.

I don't need to go very often, mainly for med reviews. Went this morning, dreaded getting my weight done blood pressure also.

All quite good, I'd lost 4 kg so well pleased. Receptionist was lovely too

As always excellent attention

The doctor was lovely listen to me and didn't make me feel rushed

Appointment was on time

Doctor was very caring and overall a good experience

Very thorough, speedy and professional

Spoke to a lovely person who discussed everything with me

It's good to know I am being looked after

On time and friendly

Had a long wait for my doctors appt. 20 minutes after appt time. Reception lady struggled with patient before me for 10 mins due to inexperience of computer software. No one came out to help, long q behind me.

Very efficient and friendly seen very promptly

Blood test late due to being asked to have a blood pressure check first. The phlebotomists must get delayed due to this.

I saw a different phlebotomist (Helen) for the first time. She called me for my appointment on time and was absolutely lovely.

Always excellent service with blood tests

Dr Jackson answered all my queries. I have booked an appointment for blood tests.

Very nice caring doctor Dr Jackson

The nurse was excellent. I had trouble signing in with queue at reception. She came out and sorted things. The needle was almost painless and she was very helpful and kind.

On time and efficient service. My questions answered to my satisfaction.

## Friends and Family Test January 2026 Summary

The person I saw obviously had no previous knowledge of my long standing type 2 diabetes. I would have thought she would have consulted my records. I have been a patient at Wellington for many years. I would be happy to talk to someone else.

It took more than a week to see a Doctor

Appointment on time

Doctors explained everything clearly to me and gave me a link for the information on line that I could access

Always find the phlebotomists at the surgery welcoming and the service excellent. Thank you.

Lovely, kind GP in room 3. Knew straight away what the problem was. Apparently I have a "Phenomenon". How cool is that

Staff very helpful and obliging and go the extra mile. The pharmacist has even arranged a follow-up call next week during break because he has no other appointments available. Very impressive.

On time

Friendly

Painless!

Very kind. Very understanding, Very professional and reassuring. Very lucky to have a great local surgery.

Dr Jackson was extremely helpful.

Receptionist excellent

Very helpful discussion

Excellent facilities, reception staff friendly and efficient, felt valued and enjoyed it.

Dr listened and was very understanding

Because the people here are very kind smiling and welcoming.

Because they received me at the time they told me to come,

And because they always do their best to understand what I (try to) say

Very professional service again from the whole team. Very slick service. Many thanks.

Great service and Doctor

Prompt attention

Dr was very helpful. Listened thoughtfully. Discussed my problem. Helped me choose a solution.

## Friends and Family Test January 2026 Summary

Dr Saunders was very helpful, friendly, knowledgeable and I didn't feel rushed talking to her. She was very understanding and thorough.

Lovely nurse, everything explained thoroughly and clearly, made to feel at ease.

Completely on time. Test explained very clearly and thoroughly along with the next steps.

Pleased to make an appointment by telephone.

Appointment on time

Dr. Jackson, listened to my concerns

He explained the possible outcome and put a plan in place.

Very helpful and friendly receptionist. Was able to get further advice and treatment to what was booked in. Observed staff dealing well with someone being sick in reception.

Great doctor

Dr listened to me and we managed to come to a satisfactory outcome

Problem diagnosed and antibiotics prescribed for inflamed cyst in groin - much relieved. Also checked on progress with regard to recovery area where hammer toe recently removed.

Antibiotics may well aid recovery in both areas. Thank you.

Seen on time

Physio was professional and friendly, thorough and explained things.

Gave me a plan to follow

Prompt and efficient

Phoned practice got an appointment the same morning, all staff and doctor kind and helpful

On time Confidently dealt with my medication review.

Lady was very friendly & polite. Treatment quick

Friendly and kind nurse. Thank you.

I put very good because Dr Cowley makes sure, she checks everything, which makes me feel a lot better, as opposed to worrying.

Extremely personable staff.

Prompt, pleasant, efficient as usual !

Friendly, clean, prompt, explained everything clearly & checked consent along the way.

Very quick, the nurse was very good.

## Friends and Family Test January 2026 Summary

Dr Cowley was very professional, sensitive, empathetic and really listened to my needs. She asked good questions and suggested practical ways forward.

Gentlemen was really Excellent explaining me about My Gout problem.  
Thanks ?

Lady at reception was very helpful  
Arrived early but was seen after only a few minutes, phlebotomist was lovely, really good and took bloods painlessly

Short wait to see the doctor but consultation unhurried and thorough.

The automated blood pressure machine at reception is a constant nuisance, maybe it saves time, maybe it saves money either way it seldom works properly and causes stress for sick patients.

The doctor listened to what I had to say, and helped. Also arranged a blood test straight away

Responded quickly and matter dealt with swiftly

Good professional care

Dr John listened to what I glad to say and was very patient. I felt I had been listened to for the first time in years!

All staff friendly and welcoming, Sarah who conducted my appointment was kind and approachable. She went above and beyond to support my request for an additional test and was a pleasure to speak with. A credit to your service.

Went in ahead of time, friendly polite phlebotomist. Efficient service.

My appointment would be 10/10. The doctor was exceedingly emphatic and helped me enormously with my problem. It was not easy to discuss but the doctor was very supportive-listened to my problem and acted accordingly. He was great. Follow up given.

No waiting time. Friendly people

I had a comprehensive discussion with the doctor regarding my current medication and the available treatment options. The information provided, including the associated risks and benefits, enabled me to make an informed decision.

Good outcome with GP.

Receptionist excellent customer care & very professional

Everything went smoothly

Extremely helpful & informative with my ongoing issue

## Friends and Family Test January 2026 Summary

Great service as usual, many thanks for all you do.

Lovely staff so helpful thank you

The appointment was easy to make. I only waited few minutes then I saw Dr Farrow for the first time. She was very pleasant, courteous and understanding. She listened and gave me valuable advice.

All in all very positive experience.

I had a telephone consultation with the physio, who was very helpful. She said I should continue with the exercises she had given me, which were helping, until she gets the results of my ultrasound scan. She will then arrange to see me. Thanks

Managed to get an appointment, which was a miracle. Parking was atrocious though.

Professional and on time. No issues in extracting blood. Success first time.

John has a lovely manner and was very nice. Listened and answered my questions and explained everything to me.

Pleasant reception staff and on time blood test, professional staff

Very quickly seen and professional

No pain relief given which is the main issue I'm suffering with

Very efficient, and a very kind lady helped me with the blood pressure machine by the desk

Dr John was very thorough and listened attentively. He clearly advised next steps to be taken

Nurse on time and friendly and helpful.

Prompt and professional blood test

Super friendly and professional service. Very happy with the doctor acting appropriately, sensitively and taking my concerns seriously.

Having had several in person reviews over the last few years with your pharmacist I decided to go with the telephone review this time as I am well known to her. We were able to discuss all my medications just as easily as if I was in person.

Annual Dementia Review with Dr Cowley. Lots of opportunity to share information and ask questions.

On time, very pleasant nurse who explained everything about the procedure.

## Friends and Family Test January 2026 Summary

I gave my answer because it was the usual, easy access, quick response, caring empathetic appointment with professional and decisiveness advice by a lovely GP.

Thank you everyone especially Dr Makarva!!

Extremely quick service for blood test

Doctor staff always treat you with respect

On arrival i registered at the reception and had my blood test completed within 5 mins. Absolutely brilliant ?? .

Kind, understanding GP

I was given an appointment quickly and Dr Cowley did thorough tests and made me feel very confident that we will get to the bottom of the issue.

Appointment on time; felt listened to and not hurried

The Entire service is empathetic to my needs, go over and beyond to ensure I gain the see most appropriate support and the doctors and pharmacist have been incredibly helpful. The receptionists work extremely hard to ensure I get access to a medic.

Friendly, knowledgeable and relevant questions and advice

My asthma assessment was thorough and reassuring.

Received the call I requested

Lady on reception was very lovely - nurse giving me the ECG was professional and very kind

As always, the care I receive is exceptional.

I arrived a few minutes early, was able to self check in, called in for my appointment two minutes ahead of time. Wendy, the phlebotomist was friendly, cheerful, efficient and professional, as always. I was out 2 minutes after my appointment time.

Dr very understanding and listens to issues. Then a discussion between us to resolve the problem. Wonderful GP surgery

Dr Cowley was very thorough and she put me at ease.

Very fast to get back

Julie the nurse was lovely and very kind to my Mum. She was very friendly and explained everything well.

Very friendly, professional and efficient nurse.

Caring and kind staff. Appointment on time.

## Friends and Family Test January 2026 Summary

Doctor was most helpful and explained condition to my satisfaction

The appointment was on time and the Dr was very good explaining the way forward for me. Thank you.

Brilliant service and the nurse was lovely

Really kind and caring doctor who talked me through different options. Everyone at the surgery is always so polite and kind.

On time, efficient and friendly

As usual, no waiting and a friendly, helpful doctor

My appointment was on time and the doctor was very nice and explained things to me. She listened to my symptoms then prescribed antibiotics

Very efficient no waiting around.

The doctor I saw was very helpful

About on time, lovely nurse. I was well taken care of.

A good consultation with everything explained really well.

Staff are pleasant and helpful

Seen promptly and friendly

Friendly professional nurse

Everything was just fine as always

The service was very helpful and informative.

Thankyou

Kind Regards

Reptionist lovely doctor listen with intent at many question I ask him

Lovely people

Dr was very good

Fabulous nurses as per usual?

Appointments blood

Test and injection were prompt and both nurses was excellent

Everyone so friendly and helpful a pleasure to go to my appointment many thanks

## Friends and Family Test January 2026 Summary

Good informative chat about future medication

Strait in and no wait for blood test was perfect

Because it was.

Very polite, friendly, made me feel at ease. Brilliant

Appointment proceeded as scheduled.

Too bad the receptionist informed me that the surgery is unable to let me know about my cardiology referral, which has delayed my operation by two years.

Appointment ran to time. Nurse was both friendly and professional.

Helpful initial consultation. Time will tell if it's effective.

Receptionist was very polite and professional and called back as agreed, appointment was set and issues covered.

Appointment ran on time and GP listened to my concerns and followed up with tests which is what I was hoping for and advice to try to manage in short term.

Quick and efficient as usual, thank you?

Very quick appointment and great service

The nurse was on time the nurse was very pleasant. She was very efficient very professional did everything she needed to do reassured me and I was in and out in the allotted time. Being a working person this was very helpful.

Because it was on time and no messing around waiting for the phone to ring

Quick and easy process, both from nurse and receptionist

The staff are so helpful and supportive and even helped me back to my car today. I would highly recommend them.

Didn't have to wait too long

Caring and thoughtful nurse

The nurse looked after me very well, was kind and friendly throughout and my appointment was on time and quickly sorted.

Very efficient service, all staff very helpful and friendly, it was the first time I had been to the surgery as a patient.

Dr Maronge was very helpful and reassuring, I feel that I'm being well looked after.

Thank you!

## Friends and Family Test January 2026 Summary

GP listened and understood me
Once again a very caring supportive service from every staff member especially Dr Iain Maronge
Thorough examination, very attentive and I felt was determined to try to help me.
Friendly quick treatment
The nurse was very good?
Nurse was very nice.
Was seen by the nurse, was prompt
The receptionist was very nice and friendly, Gp was quick to offer me the medication needed and helpful with advice if not successful
I like the service i receive that is why I gave that rating
A friendly greeting and a blood sample taken efficiently.
This was an easy answer as the doctor I saw was excellent and helped me with my problems tremendously
Checking in was easy. I didn't have to wait very long before I was seen and the nurse was excellent. She gave me information about my vaccination, was professional, reassuring and friendly.
Great conversation on time with professional who know what they were doing
Kim as always was professional, attentive, supportive and provides clarity and relevant information.
In and out very quickly nice staff
Kind and respectful
GP called on time -reception/admin staff very kind and helpful
Dr Maronge and the practice nurse were so lovely
Arrived for my smear test and after a conversation reference my HRT medications was advised that my test could not be carried out due to the oestrogen pessaries I use. The reception had not informed me that I needed to withhold those before test.
Dr Saunders is just a lovely caring GP
Dr Saunders was very efficient and kind, an agreed treatment plan was put in place.
Dr Saunders is always helpful and feels like she really cares and listens

## Friends and Family Test January 2026 Summary

I saw the doctor earlier than my appointment time. He understood my problem, explained it to and prescribed medication. He said I should come back in a month to check progress  
I left reassured and content with the treatment plan

Telephone appointment on time.

Dr told me about his thoughts on my problem, why he was altering meds and a plan and another appointment in another month to check on progress and a way forward if necessary, happy with app

Pharmacist very polite and ensured I'd got no problems with medication

I was feeling ill so getting a Dr app really did the trick

Easy and ahead of time!

The appointment was very prompt the nurse was very nice and pleasant

My phone appointment was on time.

The person I spoke was very polite and explained the reason for the review of my medication. They listen to my question and answer them clearly.

Always very friendly and professional

On time with appt. Clean surgery. Friendly and professional clinician thank you

They are good even not my booking they do it

Helpful, friendly and empathetic

GP visit, where he listened, and responded quickly and positively. Collected items from pharmacy before leaving. Couldn't ask for better service.

Very prompt and efficient, was seen on time, very polite and helpful ?

Friendly staff, prompt and efficient service.

Excellent Phlebotomist Thank you

Dr Morange was kind and thorough.

I have found it easier to get an appointment, the receptionists are usually kind and helpful. Like using the NHS App too, it is convenient and relatively easy to use. The health professionals at the surgery are caring and supportive. Thanks.

No problem with having shingles vaccination.

Prompt and efficient.

## Friends and Family Test January 2026 Summary

The nurse took time to explain everything and was wonderful.

Swift services. Blood Sample collection was smooth - she is wonderful!

I'm new to the surgery and wasn't told my appointment could be upto an hour earlier or late. I missed the call 30 mins later and can't get another appointment for over a week.

I was due a telephone appointment at 5pm and never received it.

Easy to book appointment. The nurse taking blood was very polite, professional and good at her job.

Good advice given after listening to us regarding the countries we will be visiting on a cruise. Appropriate vaccines were administered with care.

Quick response and request acted on promptly

Lovely, understanding doctor

Thank you always very professional?

The appointment was on time, and Helen the Phlebotomist was very pleasant and I didn't feel a thing.

Efficient, speedy & appropriate action taken.

Firstly, I was able to get an appointment. No waiting time in waiting area. Dr was pretty thorough and I didn't feel rushed. A pleasant experience.

They were very efficient receptionist helped with the machine the nurse was very good

Pleasant, helpful - never have any problems coming to the surgery all the staff I've seen have never caused me any issues.

Is there any chance a can have the container that I had my sample in back if I come back down to collect?

Seen on time, treated with respect and courtesy. Couldn't want more.

Prompt

Good service

The surgery and are always responsive and helpful thank you.

Seen on time.

Consultation / discussion carried out in a way that I was given time to explain my issues and felt I was being listened too.

## Friends and Family Test January 2026 Summary

Next steps explained in a manner that I understood.

All-round positive experience.

Usual high standard

Don't really have any further answers into my issues other than self management

The doctor was lovely and understanding

A professional and caring review given by Joanne. Many thanks.

Prompt appointment and friendly staff.

Good discussion and treatment

Could not understand what the lady was saying on the last bit of the call

On time and painless

Because it was...very good....Dr Makava listened to everything I had to say as I described my problem and I got a satisfactory outcome with my antibiotic non steroid cream for my amputation

On time and valued discussion with Dr Jackson

I was seen on time and everything was done very quickly and pleasantly

Excellent support and service at short notice. Much appreciated. Thank you.

I didn't make an appointment so unsure of why I got the message. Rang Dr's and they weren't aware of an appointment either.

The nurse was very informative and made me feel very comfortable

The physiotherapist said she would call and did on the correct day. She had originally sent me a link to try some exercises; these have been very useful

The member of staff who took my blood sample was very efficient and pleasant.

I am extremely satisfied with the NHS UK services, especially Wellington Surgery. Their service is excellent, with timely responses and a strong sense of responsibility that truly has no match. My experience has been remained outstanding. No stress

Quick and efficient

## Friends and Family Test January 2026 Summary

Nurse Sarah Elvin was very kind and helpful. Sarah has followed up with a blood pressure recording app and another appointment date which I have now had to cancel, but. I hope we can rearrange the appointment.

It was a blood sample taken professionally

Phone call 20 minutes late and lost connection so never rang back. Now I need another appointment

Because they were

Everything when very smoothly.

Excellent visit

Dr listened to what I had to say, was sympathetic and extremely understanding

Thank you

Friendly, prompt and queries well discussed and diagnosed

I arrived early and was seen right away. Staff very efficient and friendly.

Receptionist explained everything clearly and I was seen quickly

Very professional

Excellent app for me today as usual, quick and efficient for my annual bloods.

Thankyou

Kind regards

Appointment was on time. Waiting room clean, comfortable and with lots of information and a community book stall.

I was listened to examined and was given antibiotics and also have a follow up appointment with the same doctor

Very efficient, deff first impressions of joining the surgery has been really positive.

No waiting. Able to see Dr Maronge as requested.

Very lucky to have found this excellent practice.

Always pleasant and helpful, friendly receptionists.

Dr Maronge is great; thorough, caring, conscientious with a lovely manner.

I was seen promptly and everything was completed quickly and competently.

Quick and efficient treatment

## Friends and Family Test January 2026 Summary

I came in seeking help as I am in a state of constant anxiety, which is effecting my relationships and ability to work. I was told waiting lists were. 7 years long and I had to go and choose someone to help me by myself. I was offered no help.

Appointment on Time.

Very thorough, friendly and advised me well.

Everyone from reception, pharmacy, doctors have been amazing at helping me with prescriptions, helping me get through my cluster headache bout.

Amazing practise

Joanna was so lovely and explained everything very clearly. Perfect!

I was seen at the appointed time.

Felt listened to. Good advice given. Seen on time

Thank you

I spoke to Anna. She is very helpful, knowledgeable and listens to me.

The Dr was sensitive and clear about my situation. I required a referral to the hospital. That referral has been prompt and well communicated.

Appointment was on time and helpful

Very professional, quick and on time.

Well done and thank you.

Very informative, went through everything clearly and thoroughly. Very friendly and professional

No waiting, very quick and easy.

Brilliant knowledge and customer service

Such a lovely friendly informative and kind lady

Understanding and brilliant patient care.

A thorough examination by the doctor and useful advice for further tests.

Always excellent glad I am registered with them!

My appointment was prompt

I was able to explain my problems to a vey calm and sympathetic Dr. I had a comprehensive check felt happy with the outcome. A follow up was encouraged and full meds prescribed. In spite of my pain I left the surgery happie

Visit to Denise (Health and wellbeing) was a very positive experience

## Friends and Family Test January 2026 Summary

Because it was very good

No waiting and HCA was very efficient at venrpuncture.

Very understanding and helpful thank you

Very prompt and dealt with my issues thoroughly.

Good treatment and advice. My only concern was the machine in the reception area which recorded the wrong height!

Had to wait a while, but then appointment was all good and efficient. Everything was explained very well to me.

Unfortunately, I was asked to come in for blood results however the blood tests were not complete so it was a wasted visit! I called the day before to check it was a face to face appointment. The pharmacist was most pleasent and did talk about HRT

Good knowledgeable interaction.

Wait time just over 15 minutes but l do understand some people need longer than allotted time

It was ok, Miluak was very helpful.

The Dr told me the info I needed

The pharmacist was able to explain how the prescribed medications worked and so how and when to use it to maximise its effects.

This was a follow up, about my problems with vaginal atrophy. The GP who specialises in this area wasn't available but the GP I saw was sympathetic & helpful and arranged for a telephone appointment soon after with the other GP.

The pharmacist was friendly and informative. Helped answer my questions.

The doctor took time to listen and is arranging tests

I struggled to understand the young ladies accent although she was very nice

Good service except for slight overrun on time

Having to have a X-ray before I get my results

All matters discussed and explained fully.

Usual good service.

Happy enough

Helpful telephone consultation conducted on time

## Friends and Family Test January 2026 Summary

I have yet to tell if it helps

Although I was a little late seeing the doctor the wait was not long. The appointment was very satisfactory and the doctor listened to my concerns and was very helpful with her advice.

Very professional, covered all my medication requirements