

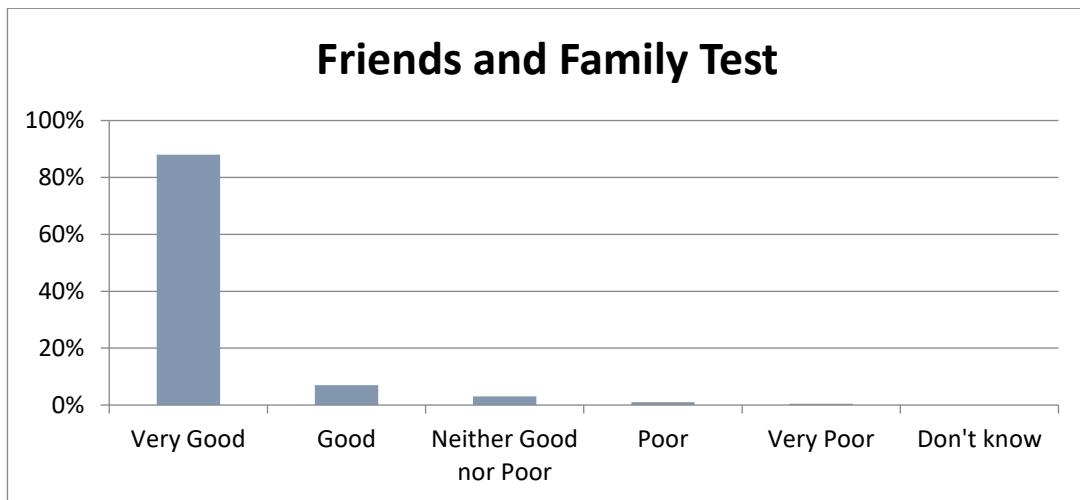
# Friends and Family Test March 2026 Summary

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

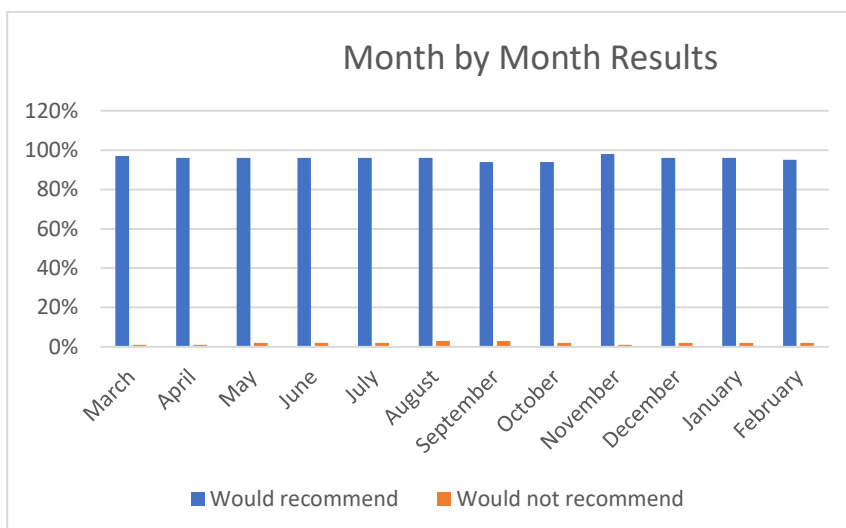
Responses from post appointment text F&F responses

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 March 2026 Summary

**March 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**

Good service
Sent a text message for advice quick response with on offer of an appointment quite quickly.
Always a very good visit treated with care and respect with a special mention to Kay who was outstanding in sorting a pharmacy problem out for me.
I felt listened to
I was at the surgery early and I got in to see Claire (I think) early which suited me really well. Claire took my blood and I didn't even feel the usual ?scratch? sensation! 10/10 from me.
Doctor very understanding and helpful. I was given treatment options and possible timelines for treatment.
On time friendly and efficient
Highly professional lady on reception and blood test that went very smoothly, thank you
Welcomed by the lady on reception with a smile. She listened to me. Sorted me out with my medication & explained about the Willington app to reorder meds which will be in June. Also made an appointment for a blood test which was required. Thank you
Absolutely thorough review, nurse was lovely and very helpful
Called on time was very thorough with med review and I cared about my health
As usual, the staff are always more than helpful. ?
Polite, timely, approachable
Always good there
Always Excellent
Professional & friendly advice received
The doctor was brilliant. Very reassuring and knowledgeable
Someone was there to support taking blood pressure reading - very helpful. Receptionist was very organised. Immediately a follow up appointment made. Blood sample was taken efficiently. Everyone in the surgery working together as a team. Seen prompt
I telephoned this morning to ask for a call back from a dr but was offered a face-to-face app with a dr this afternoon. I was really impressed with the service
Seen on time. Symptoms taken seriously and action taken. Follow up telephone call. Special recommendation Dr Makava and Dr Crowley.
Pharmacist advised that my cholesterol level was so high that any modifications to my diet, exercise and possible supplements would not warrant a repeat of my bloods. He would only do so if I took his advice and started statins or alternative
Honest, precise, stranded I one day from phone call, through submission of photos to being phoned with an app t and then seen!!
New urine sample method improved. Blood extraction perfect. On time. Got parked in carpark.

## Friends and Family Test March 2026 Summary

<p>The nurse was very professional and reassuring giving all the information about the injection. Explaining when I would need the next injection.</p>
<p>Doctors and nurses listen and help you through the medical issues and have and help offer resolutions to get better</p>
<p>Friendly nurse and helpful receptionist made it a pleasant experience.</p>
<p>Lovely nurse, pleasant and efficient making you feel at ease and relaxed.</p>
<p>For my first smear test, nurse Wendy made me feel so comfortable. She fully explained the procedure, gave me chance to ask questions and put me at ease. The appointment couldn't have gone any better. Thank you Nurse Wendy, a credit to your profession</p>
<p>My blood sample was taken without any fuss and it was done professionally thanks</p>
<p>The nurse was very supportive. She was easy to talk to and understood my problem. The nurse also resolved this problem for me - she is a wonderful addition to your team at Wellington surgery. ?</p>
<p>Such a simple and efficient friendly service. Thanks</p>
<p>Brilliant nurse, on time, did a smear test quickly and put me at ease</p>
<p>Appointment on time and doctor pleasant and helpful</p>
<p>As soon as I explained the problem he wrote a letter to the hospital department that afternoon</p>
<p>I just went for a blood test. Very easy self-check in, seem almost immediately by an excellent professional nurse.</p>
<p>Nurse very good at what she did</p>
<p>Reception staff very helpful? GP gave explanation of procedure to have</p>
<p>My visit to Wellington surgery today to receive a travel vaccination was at 1440. The treatment I received was delivered in a friendly courteous efficient way</p>
<p>Usually really quick getting blood test.</p>
<p>I was seen on time by my doctor who was very helpful and understanding</p>
<p>Appointment on time; nurse explained everything in detailed manner</p>
<p>I arrived early and was called in the plibotiniist who did my blood test was very friendly and efficient which i thought was excellent</p>
<p>Appointment was 30 mins late. Thought dialogue was ok, but at times dismissive. Quote: 'Oh the NICE guidelines, they're out of date. We don't follow those?.'</p>
<p>On time, dealt with in a professional friendly manner.</p>
<p>I was happy with my chat with the GP today</p>
<p>Discussed my MRI results with me and let me know next course of action</p>
<p>I gave this answer because I'm relatively new to this surgery and I can honestly say that all the staff including receptionists nurses and doctors are nothing but helpful and friendly so I would like to say thank you .</p>
<p>Fabulous reception doctor a nurse felt at ease</p>
<p>Very friendly and reassuring</p>
<p>On time appointment &amp; appointment went well, all explained.</p>
<p>Dr Farrow was extremely, polite, professional in her attitude in explaining my condition and the ways of dealing with it.</p>
<p>Professional and cheerful as usual.</p>

## Friends and Family Test March 2026 Summary

All ways good with me
Caring and professional
I got an appt quickly and the physio explained really well to me .
Rang when he said, asked a lot of questions and listened
Happy receptionist, great doctor, no waiting, all good
Because they are always friendly and helpful
Saw the nurse earlier than my appointment. Receptionist was very helpful.
A fantastic service. Friendly, polite and respectful
Very helpful telephone consultation
There is always room for improvement. The receptionist was very good at her job thank you.
I attended at the wrong time for my appointment but I was still seen and not kept waiting The phlebotomist was friendly and professional
Sound advice and questions answered, good discussion covering past illnesses and remedy. Solution reached involving checks on the probable cause of my complaint and also medication prescribed.
Extremely professional, polite, courteous, listened, reconfirmed replies/said subject and provided relevant information where necessary.
The person was very professional
Joanne was as helpful and sympathetic as ever. She's a great asset to the surgery in my opinion.
Appointment on time, doctor listening fully and set up a plan. I felt satisfied with the outcome and encouraged to resolve my problem completely. Thank you Dr Makava.
Excellent service as usual at Willington
Very thorough and listened to
Because your young Lady was very nice , checked she was ok with her medication etc , checked her records , made sure she was generally happy ,bloods were ok , came away happy with service as usual , Anna always explains matters so well?
Great experience all round. Dr Farrow is a really compassionate and reassuring GP. Make sure you keep her.
Comfortable welcoming. Care during procedure.
Doctor was very thorough and listened to my concerns.
I was listened to, and got all the answers I needed, and the injection the doctor gave me has helped already
Appointment was on time and easy to arrange
Great service as usual.
Because as usual again i had a very friendly appointment
A telephone appointment saved me a trip to the surgery when I didn't need a face to face appointment.
Because Dr Crowley explained everything I have and put mind at ease and very caring. 10/10 Thankyou for seeing me
Care and attention both excellent

## Friends and Family Test March 2026 Summary

On time appointment, friendly and informative GP.
The nurse took care of me and she was very efficient with my treatment.
The nurse was very careful, helpful and clearly explained how treatments would proceed for me. First class.
Polite & professional as always
As always all of the Dr's, nurses, receptionists are fantastic, I couldn't wish to be with a better Dr's surgery ??????????
Felt listened to and dr Saunders suggested more follow up investigations above and beyond what I'd expected. Reassuring. Thank you
GP put me at ease, listened and hopefully prescribed medication, also gave me literature to help me.
It was my first visit to the surgery and everyone was very helpful and friendly.
Waiting time minimum
No problems didn't wait long and very nice pharmacist
Reception staff had helped me get an appt All went well and pleased with the result
Very polite. Did not wait only minutes before i was called Very welcoming and caring. Explained about vaccination. A very good experience at the surgery.
Lovely friendly and welcoming nurse, gave thorough and clear explanations, an asset to her profession
Lovely service - very thorough and don't feel rushed. Thank you.
Arrived on time for appointment, checked in at reception desk. Waited 30 minutes, asked at reception, was told I was next, I wasn't next, phlebotomist told me I hadn't been registered as arrived until called in. Waited 45 minutes in total for bloods!
Very good service thanks always very helpful?
Very helpful and reassuring consultation.
Prompt and quick.
Dr Wright was kind, calm, profession, thorough and reassuring
Nurse helpful, kind, considerate competent and knowledgable
Pleasant lady took my blood painlessly
Was given answers to all my questions by the nurse that I saw, didn't feel rushed during my appointment
Expecting medication review and told was only blood test. Now med review in a few weeks despite symptoms .Gent helping on Bp machine annoying when you know how to use. Phlebotomist DID NOT check name and dob !!!!!
Listen carefully to my request and asked me lots of questions.
It was just a check up, I was in good time, the receptionist helped me with using machine for BP etc and then I saw nurse who took blood. All smooth and straight forward. Thank you.
The doctor and receptionist were friendly and professional made me feel at ease
My appointment was quick and information I got was very helpful
Efficient and friendly
Doctor was very efficient and the out one was the one I wanted Very friendly and explained everything

## Friends and Family Test March 2026 Summary

Welcoming, pleasant well informed, helpful nurse. Very helpful at reception.
Always a great service at the Willington Surgery. Everyone was very helpful, I was given help using the blood pressure monitor, then straight into my assessment. The nurse was very helpful and explained what I was having done. Excellent all round.
Prompt and the lady taking my blood sample was lovely
First time having a blood test at this surgery. Claire was brilliant as I'm usually very difficult to get blood from. She was very quick!
Appointment on time. Efficient friendly service
It's was just a review and everything was ok
Really helpful and understanding
Nice friendly staff ?
The Doctor rang on time and was able to resolve my issue quickly
Quick and efficient appointment
Receptionist and nurse were very helpful
Perfect service
Phone call was on time, didn't feel hurried and very informative.
Very efficient and friendly
Appointment on time. Friendly staff. Blood taken effortlessly. No discomfort
Lovely staff and professional service
Nurse was friendly and efficient
I was only having my final shingles vaccination. As always the nurse was pleasant and professional.
Dr Saunders has been supporting me with my HRT for many years now. She is very supportive and listens to my concerns with sympathy. She works with me, and my symptoms, to tailor the best treatment and this is crucially important to me.
Very efficient, pleasant appointment Happy
Discussed my issues and advised me what was going to happen
I was called in before I sat down! The nurse was very professional and efficient. I did take the opportunity to speak with two helpers on hand today to advise that on a previous visit there was a considerable queue for Reception and 1 receptionist
Consultation was very helpful and the Doctor was able to answer all my queries. Where she was unsure she said she would find out and get back to me, and she did the same day.
My telephone came right on time and Dr Saunders was so lovely and kind, listened to what I said and helped me with everything I asked about, every question I had and gave me advice and helped me with the problem that I had made my appointment about.
Nurse was pleasant and answered all my Questions
Everything great although the lady on reception seemed a little overwhelmed with patients. Maybe could do with some assistance at busy times.
Very efficient always very pleasant. Appointment was on time .....
Was wonderful left with more checks to be done felt listened to and was happy with the consultation
Friendly staff appointment on time helpful volunteers

## Friends and Family Test March 2026 Summary

I felt that I was listened too and understood.
Healthcare professional attending me was very kind and knowledgeable
GP listened and offered the advice I was after in a pleasant, patient manner.
Didn't wait long. In and out quickly.
Very professional
Because, as always, the whole Willington surgery experience was exemplary.
My appointment was on time and I found Dr. Cowley very responsive and easy to talk to, it's so nice when someone is prepared to listen to what the patient has to say, so thank you
I had 2 appointments which were about 40 mins apart, but on arrival the staff very kindly adjusted my appointments to run concurrently.
I really wanted to see a Doctor as I have been worried about my blood pressure, feeling faint and my family history of death through heart attacks has not been great( Dad 40 brother 48 ) both died . Why couldn't I just see a Do tor reception ?
On time and efficient. Phlebotomist reassuring and polite.
Excellent service & care
I feel listened too and referred to the right place, I am very happy with the care I received today ?
A lovely friendly approachable doctor
On time and doctor gave me the information I needed
Dr Macava is very thorough, listens and explains things clearly. Thank you.
I think the locum dr was named Dr Cavanagh and he was absolutely excellent! I felt very listened to and his answer was evidenced referencing guidelines and recommendations and he also showed compassion. Please keep him at the surgery!
As usual very professional and friendly service from checking in to seeing the nurse.
Had to talk to receptionist who was very helpful and courteous. She was very helpful.
Everyone is so helpful and kind.
Excellent, thank you!
Telephone appt with Doctor to discuss PSA test. Friendly and professional conversation. Phone call followed from surgery to book the test. THANK YOU.
Excellent blood test. Didn't feel a thing.
Prompt ,polite and efficient
Time was taken to answer all of my concerns and all my questions were answered and explained clearly
Listened to what my symtoms were and checked them out and sent me for further tests to resolve the problem
Dr Cowley was so incredibly understanding and made me feel heard.
It went well. Thanking you
On time
The Dr has been excellent. Listened to my concerns and took timely action. Follow up appointment made when able.
On time- Nurse knowledgeable about issues Was able to have vaccines at same appointment Friendly and calm

## Friends and Family Test March 2026 Summary

Dr Wright was her usual professional self. We are lucky to have her.
My appointments with phlebotomist Sarah and Nurse Julie were on time and seamless. They were both very kind and friendly and really helped put me at ease. It made the whole experience much more comfortable and I'm very grateful for their care.
On time. Caring nurse Julie. Didn't hurt, but will probably get a sore arm as usual!!
I dropped a sample off & had a phone call the same day with treatment. Very quick & helpful. Very grateful for the help early before symptoms progressed.
Reception were able to help me with two unrelated issues. My time with the GP was very reassuring. Very pleasant waiting area. I appreciated the calm clean environment.
Anna is so personable and thorough. Yes understands real life and wants simply to help you find the best solution to your problem.
Doc barley looked at me let alone examined me, asked for a referral for the park and sent me a NHS one.
So helpful all the time
Dr Maronge always listens and gives me the assurance I expect from a GP
It was poor due to the doctor not even being on the phone with me for 4 minutes then telling me I'd get a text message during office hours and have received nothing
Lovely nurse. On time.
Always so helpful and friendly.
Seen on time. Very efficient treatment
This is my third visit to see a doctor over the course of 4 weeks with pain and loss of hearing in my right ear, informed this time get them syringed and let us know if it doesn't improve
Punctual friendly staff
Doctor listened attentively and was very reassuring.
Would have been Very good but no greeting on arrival.
Heidi has really listened to my concerns and been helping me over a few months, she has been great.
Anna was very friendly and explained everything to me and gave me the option of letting her know what I wanted to do about the statins.
Seen quickly and dealt with efficiently
Seen on time. Dr John was attentive and helpful. Thank you . Reception staff always pleasant.
I was in and out of my appointment before my appointment time, Claire was so nice as always .
Good discussion of options with doctor
Easy check-in, lovely GP who gave diagnosis & ongoing advice.
I was seen on time and was a quick process
Clear information, instructions and guidance
Very efficient.
Nurse very helpful and never felt anything when taking blood the best I've had yet
Prompt appointment and friendly staff.
Very professional service received from start to finish?
Fast and efficient, good time keeping, and very friendly nursing staff. Excellent service as always!
Always a pleasant experience, friendly staff and nothing too much trouble. Thank you for our service!
The staff are very good.

## Friends and Family Test March 2026 Summary

The doctor actually listened and provided medication to support Naomi.
Appointment on time
I was listened too However, I didn't agree with what was said by the Dr yet I am prepared to try things N wait for other things
Friendly, efficient care, quick automated check-in. All good
Excellent service, professional and friendly
Extremely knowledgeable and caring doctor. Great continuity of care.
Appointment was bang on time. Nurse was very professional taking blood sample. Absolutely painless, thank you ?
Welcoming efficient
I was seen on time pleasant welcome no rush good helped with my problem
Quick friendly painless.
Appointment was on time and procedure was delivered with excellent professionalism and care. Thank you
Couldn't ask for more! Helpful and friendly
Kind nurse. Very caring ?
The doctor was very helpful and went above and beyond to help with my request.
Dr magiver was very thorough
The Dr was very helpful, listened to my recount of all of my symptoms, discussed each in detail, arrived at a conclusion of a number of tests that <u>will be</u> performed and referrals. I felt heard.
Very quick and excellent service
Was seen on time very lovely nurse Claire
Pleasure to visit my new doctors surgery & doctor
Because I didn't have to wait long and phlebotomist was friendly and efficient
I was dealt with in a professional and friendly manner
Appointment was only 5 mins late, but all good with that. Dr listened and came up with a possible diagnosis but blood test needed. This was arranged within 24hrs. Great service Wellington
I asked questions and I got answers
The service I received from the Surgery is always first class from the staff when I walk in to the team on reception to the doctors and themselves my latest appointment with Dr Saunders was excellent as I anticipated it would be .
Routine matter dealt with and questions answered
Quick, friendly staff
Appointment on time and friendly staff
In out at a very quick rate. Phlebotomist was good, no discomfort at all.
Appt on time no waiting
Dr knew what he was on about
Great service as always. Doctor listened to me, examined me, reassured me. Sorted out blood test and prescriptions. This is the best surgery! Receptionists are great very helpful. Can get an appt when needed. Excellent.

## Friends and Family Test March 2026 Summary

Came for blood test my appointment went well soon done. Nurse made me feel at ease. Receptionist at desk very good and welcoming.
Didn't really give me an answer to why I have pain in my hips and sometimes other joints.
Everyone I dealt with was efficient & helpful
Easy to use the machine, in and out if the surgery. Reminder sent as well
The Doctor was fantastic with trying to put my young Daughter at ease
Appointment was at scheduled time. Sound and competent advice given.
Did not have to wait long
Very friendly, polite and very efficient.
Welcoming staff, helpful volunteer for blood pressure no appointment on time and the blood test was painless with a nurse who was friendly and kind .
Seen on time. Friendly staff
Good nurse, was in the surgery 5 minutes and left
Always professional
Disappointed that I had not been contacted by the surgery to arrange an appointment for me having had a letter from my optician to say I had a blood clot behind my eye. I was told that would happen. Once I contacted the surgery it all went smoothly.
It's fine
Dr Vivian was clear, concise and efficient in options, excellent
On time and simple procedure administered efficiently.
Never seen this Dr before he was very thorough and helpful I felt comfortable and confident that he was looking into every detail and made another appointment for next visit thank you
They are all very helpful at this practice nothing is too much trouble
Test completed as planned.
Proficient
Most pleasant good listener also explained things clearly x
GP Receptionists by and large receive very negative press. Yours are always pleasant, accommodating and very helpful and always do their best to get you an appointment with a GP as soon as possible.
Fast, efficient, helpful
Informative . Thanks
Bang on time , pleasant clinician. 2 minutes only.
Because it was good.
I was extremely impressed by the online consult system. I was contacted quickly by a member of the team to organise an appointment with a GP. The GP I saw was kind, empathetic and after examination gave lots of good advice, along with medication.
Didn't have to wait long to be seen & someone there to help with the blood pressure m/c
They did not resolve my problem
Very satisfied with my appointment and the advice and treatment given.
Easy and quick to make the appointment. Someone there to help on arrival and took no time at all
No delay. Good doctor

## Friends and Family Test March 2026 Summary

Doctor was attentive, informative & reassuring.
Friendly and informative thank you
Dr Jackson was good at explaining why I was asked to make an appointment.
Very professional and understanding
Friendly receptionist, Claire Fitzpatrick very good, took blood test, everyone was explained well.
Appointment for 9.40am, booked in at 9.30am and only waited a couple of minutes before I was called in for a blood test which took about 2 minutes. I was in and out and walking down Kingfisher lane before 9.40am. Excellent service.
Got an appointment same day and dr was very caring
Very careful explanation of vaccine being administered.
Over a week for an appointment to get a "sick/fit" note... When surely a review of my case notes should have sufficed... On the plus Dr was great.
Quick easy & simple
Both the receptionist and Sarah Elvin were kind helpful and lovely.
Always excellent service
Very efficient in and out in great time thanks
Usual excellent service
Dealt with the items that were important. And was satisfied.
Excellent service lovely staff
I didn't have to wait and the nurse was very professional ,overall 11out of 10
Excellent phlebotomist, as always!
First class treatment as always
All the staff I spoke to (receptionists and nurse) were very friendly and helpful
Appointment on time, caring and professional service
Ease of getting weighed /BP done by the machine and timely and helpful appointment with Anna. Thanks
I suffer with an allergy to strong fragrances. On entering the nurses room for a blood test I was hit by an overwhelming smell of what I believe was perfume and or disinfectant. This causes my airways to collapse and a serve cough.
I Think Dr Saunders understands me, and is so helpful
Phoned on time and was very reassuring
Lovely service as always
Dr Saunders listened to my issues and helped me come to a decision. Always positive and helpful
Quick, efficient and friendly
Was 15 mins late. Told to make appt for blood test, couldn't get one for 9 days.
Prompt and friendly staff
Appointment on time .Nurse Julie lovely as always .Booked in for next appointment all very efficient . Thankyou
I felt listened to and options for treatment offered
On time, Professional, efficient and helpful appointment with nurse. She went out of her way to answer my questions and arrange follow up.
Was able to discuss problem and options available
Running to time, very efficient
Doctor listened to me. Clear way forward
I felt totally listened to and that the Dr had read my previous notes and was completely aware of my medical issues.
Both conversations were excellent...i felt totally cared for.

## Friends and Family Test March 2026 Summary

Lovely staff and GP, as always
Achieved my request.
Excellent reception team and doctor very patient and I did not feel rushed even though my appointment was a little bit late