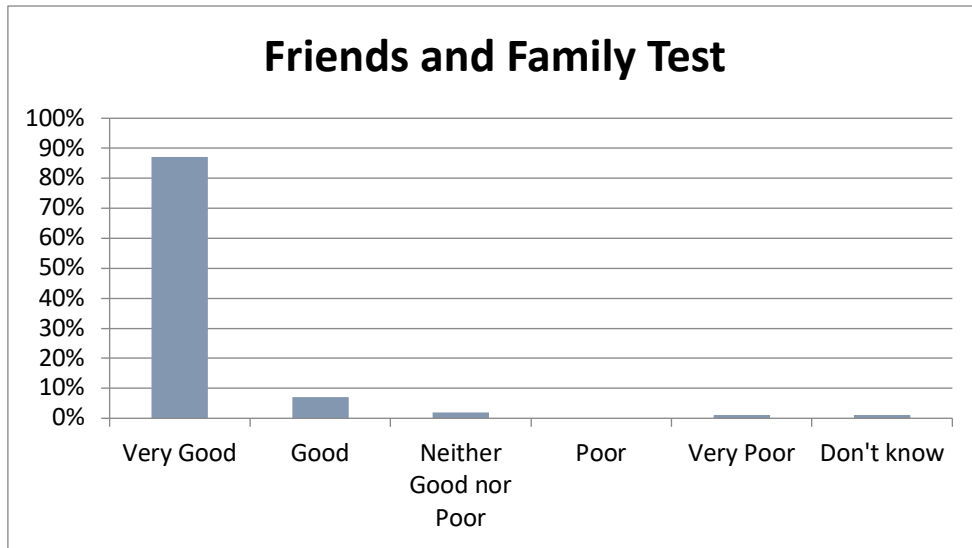


## Friends and Family Test April 2026 Summary

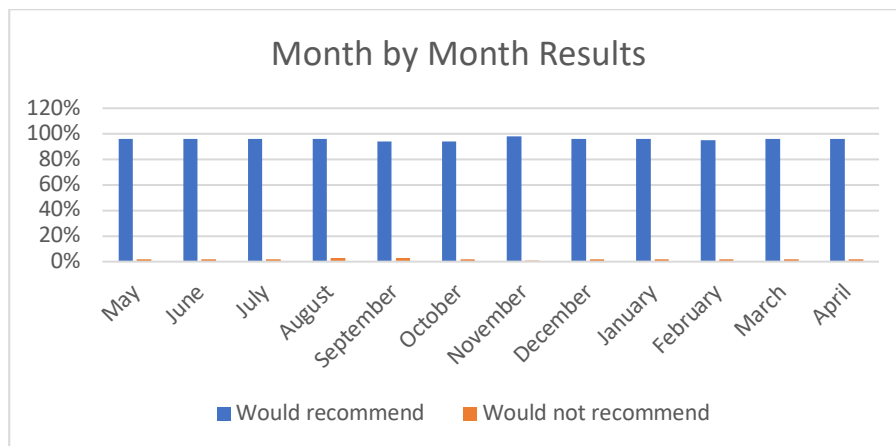
How likely are you to recommend our service to friends and family if they need similar care or treatment?

Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
288	26	6	0	4	4
88%	8%	2%	0%	1%	1%



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



Would Recommend	Would not Recommend
314	8
96%	2%

## Friends and Family Test April 2026 Summary

**April 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**

Very helpful and pleasant
On time and friendly nurse
Quick, easy, efficient
On time appointment, very efficient plus lovely staff, thank you!
Always efficient and friendly. Quick appointments. Friendly team.
Sorted things out properly thank you
Very helpful service.
First class
Nurse was friendly and helpful
Very pleasant and helpful receptionist. Minimum waiting time. Pleasant nurse who was very ept at taking blood quickly and painlessly.
The receptionist was very helpful. Also the Phlebotomist was very thorough and helpful.
Lively staff
The lady (I think her name was Julie) was very friendly made things very clear, gave me opportunity to ask questions and she didn't rush me. I get a bit stressed and tend to talk alot. I felt really comfortable talking with her.
My appointment was on time, the staff at reception and in the treatment room were friendly and efficient
On time. Lovely nurse and great improvement on my hearing. Many thanks
Felt comfortable about the appointment, explained what was happening, gave me the result
Very helpful staff and access to doctor..
Friendly and competent. Its always easy when we visit
? Because the service was very good.
The whole practice is exemplary. Communication, professionalism, courtesy, efficiency, coordination, connectivity, speed, ?.. superb in all aspects.
Arrived early and was seen before my allotted time
A good appt. The GP suggested a new medication for my son.
Thorough questioning and advice given.
My GP demonstrated respect of my health, wellbeing and dignity. I felt well understood, well cared for and understood clearly my plan of care.
On time and efficiently dealt with
Seen promptly and treated with respect

## Friends and Family Test April 2026 Summary

Staff polite and respectful
The doctor was very kind and understanding
Very attentive, good examination and conclusion, very nice concerning attitude with an extremely pleasant manner very professional.
Appointment close to time. Good clear discussion with a forward plan.
Because it was ok
On time. Reassuring
Because the doctor listens and was really kind and advised me about my health and explained everything to me.
On time. Dealt with in a friendly understanding way
Prompt call, gave useful advice
Seen on time and nurse was very informative and friendly
Kind, caring and always feel listened to by Dr Macava. Very skilled and knowledgeable. We are lucky to have a brilliant Gp.
Very helpful
Prompt, polite, helpful, understanding
Accommodated me when I turned up slightly late due to traffic, listened to my needs and gave me a good recommended next steps. Thanks.
Pleasant and helpful staff in each department.
I couldn't log onto the app and wasn't sure of my appointment time as I thought it was at 4:30 so I had missed it
Called on time very pleasant and thorough nurse
The appointment was on time The doctor was very helpful and thorough.
Very pleased with the time spent with the Dr, I didn't feel rushed and the whole process has been explained in plain English.
Answered all my questions, explained the options and offered further advice if required.
Great doctor
I felt listened to, heard and spoken to with care and kindness. Couldn't ask for anything more.
Achieved what I wanted from the appointment
Because,e veryone is friendly and helpful.
Great service
Everyone who works in this surgery are absolutely amazing. Lovely people, kind and helpful. Thank you so much
No further explanation
Sarah Elvin went above and beyond. The template I should have received from the hospital is somewhere in the postal system. She did her very best to deal with the situation. I am very grateful.
The physio told me I was too young to have arthritis (aged 32). This is factually incorrect.
I had to make alternate arrangements. I was seen at the Kings Treatment Centre instead.

## Friends and Family Test April 2026 Summary

<p>The appointment was about five minutes late but the nurse was very pleasant and efficient. I have no complaints.</p>
<p>Excellent Service, time to discuss issues resulting from condition under treatment. Thank you.</p>
<p>Fast, friendly and professional service as always</p>
<p>I rang and cancelled my appointment and it's being rearranged when I call next Tuesday. However never had a bad experience at the surgery</p>
<p>The dr was very thorough and explained the problem to me in an understandable way and gave me some good advice</p>
<p>Very good service today and on time</p>
<p>Efficient and pleasant treatment though very busy.</p>
<p>Dr Maronge, as always, was very polite and efficient.</p>
<p>I had a telephone appointment with Doctor Wright. She as always was most helpful and professional. We are truly blessed to have her on Willington's books.</p>
<p>Dr made us feel at ease and that there was a clear plan of the issue doesn't resolve or gets worse.</p>
<p>Polite and efficient. Punctual.</p>
<p>My questions were answered and I understand how to move forward.</p>
<p>Call received promptly and comprehensive review took place with action plan for the next couple of months. Very professional, helpful, and friendly member of staff.</p>
<p>I was a few minutes late due to traffic and had phoned ahead but it was no problem. Dr had time for me and was thorough and listened.</p>
<p>Always receive the very best care from all the staff at the surgery. Always very helpful and treated with dignity and care. Dr Wright was brilliant, I do feel like I was listened to and heard. Thank you</p>
<p>Helen the phlebotomist was very pleasant, efficient and did a great job! All on time too. Thank you</p>
<p>Always polite n not too long waiting</p>
<p>Nurse excellent - reception queue slightly long - was prepared to do the online sign in but rather bizarrely would not accept because I had to have my blood pressure readings!</p>
<p>Very informative advice given.</p>
<p>Always so kind, caring and helpful</p>
<p>Nurse was very polite and reassuring</p>
<p>on time Good nurse</p>
<p>Seen on time. Treated with care and courtesy.</p>
<p>Maulik was very knowledgeable and helpful</p>
<p>Rushed appointment, I asked to check something else for myself not mentioned in the initial appointment briefing and was refused the care due to being too busy, bearing in mind it would of taken 2 minutes to check. Disappointing the lack of empathy.</p>

## Friends and Family Test April 2026 Summary

My appointment was on time and the phlebotomist was gentle taking blood and a lovely lady.
Very quick and professional
Receptionist very welcoming and helpful. Waiting area pleasant and spacious. Doctor listened and talked with me about my concerns. Examined and suggested ways that may help. I felt relaxed and confident that my appointment went very well .
On time, painless test and a pleasant attitude from the Health Worker.
Lovely and friendly nurse who showed genuine interest in my health journey.
Managed to book a non urgent appointment within a reasonable timeframe and didn't wait long in the waiting room, which was clean and tidy. The doctor was approachable.
Everyone with the practice is both welcoming, friendly and professional. I can't fault the experience I have had and would like to say thank you.
Staff are really accommodating and nice.
Very understanding and positive response. Gave me a list of exercises to carry on with, I have to report back after a week.
No waiting
Had over 15 minutes wait to be seen, not sure where the nurse was (think it was yea break time)
Very friendly and no waiting!
Seen promptly this time for blood tests
Excellent service from booking to blood test
Put at ease and carried out task well.
Nurse was very helpful
Cheerful and so prompt I was home before my appointment time.
Was seen on time. Nurse was very good and pleasant to speak to.
Face to face meeting with Maulik gave me helpful advice.
The doctor was caring & kind and listened to all my concerns.
Everything explained to me by Dr grateful thanks
Signing in machine was working , Receptionist ignoring people as usual, No waiting time today and nurse taking blood tests was very pleasant.
The reason for the visit was addressed and the staff were amazing. Really friendly and informative. No complaints.
Felt I got the information and help I needed
The clinician was very good but I had understood that I was to go to the Surgery . I was outside it when he phoned me.
Claire carried out the injection with efficiency. Friendly too
The doctor was really nice and very professional and nothing was no trouble

## Friends and Family Test April 2026 Summary

Because the staff were very friendly but smear test is not a nice procedure
I have sent a report to the surgery and if not sorted I will send higher.
Excellent from my first phone call with the receptionist to seeing the doctor who was very good, appointment time was also spot on.
I was treated with care and compassion.
Felt heard and now have a plan moving forward . Thank you !
I said what was going on and really felt heard and the call wasn't rushed. All options reviewed with pros and cons and treatment agreed
Because I actually got an appointment, it was on time and the GP was brilliant.
Professional and on time
Fantastic service from booking the appointment with the very helpful receptionist to the Doctors appointment itself, very straightforward thank you. Fantastic doctor- Dr Cowley was very thorough and clear. Thank you.
On time and very informative
Calm friendly thorough explanation made unpleasant smear appt very copeable. Booking was easy through the app and all ran on time.
Prompt call to see the Dr. Excellent consultation with Dr and was told I could self refer for physiotherapy for another issue not relating to the one I was speaking to the Dr about.
Dr very nice ,and organised bloods to be done
Friendly helpful staff. Appointment on time. Thorough examination Referral made.
The receptionist was efficient & pleasant. The nurse was extremely efficient & a lovely friendly lady. Thanks for looking after me, very much appreciated.
Easy to check in and finish my appointment timely
My appointment went well, but asking for my medication as I last picked up my last lot was the 23rd March, it said that I could order them online on the 13th, but still can't get my medication,I have ran out of 17th ,not good
Very responsive and easy process to get an appointment. Wendy the nurse was lovely.
Appointment on time friendly
The receptionist is absolutely amazing Love her hair colouring The Dr was very supportive and helpful
A very understanding physiotherapist with detailed knowledge.
Seen promptly. All staff from reception to Gp very friendly Clear explanation and plan Felt very reassured thank you
Dr Merange explained everything about my shoulder to me and the various treatment options available. He took care when giving the Steroid injection. I am very reassured.

## Friends and Family Test April 2026 Summary

I have every confidence in Dr Morange
The consultation was careful and thorough and I felt looked after. Reception staff patient and very helpful.
I was asked why I hadn't provided a urine sample on arrival?.you didnt tell me I had to until arrival
Brilliant doctor she is interested in my problems, friendly and quite prompt.
I arrived too early but was fitted in almost immediately and was home about the time of my appointment!
I arrived on time and was seen within 5 minutes of my arrival
First impressions of the surgery were very good ,plenty of parking,clean ,tidy. Staff very helpful and polite, lots of seating,very quickly seen. Everything explained going through my appointment, made at ease.
Efficient as always
Dr wright is so kind and listens to my worries. She is a credit to the gp practice.
Informative, relaxed and assured my worries.
On time, friendly and efficient
Did not have to wait too long and the nurse was very efficient and friendly.
Understood problem and reacted accordingly
I was seen promptly and the procedure was carried out professionally.
Quick over the phone
Receptionist was lovely and made us feel welcome. Dr Wright was too. She was very thorough and we came away feeling everything that could be looked into is being looked into. Extremely happy. So pleased we moved to willington doctors.
I felt like the doctor was quite dismissive and very disinterested with what I was trying to put forward
The nurse was very good she is very nice and efficient.
Staff were very useful with advice as to how to get an appointment, the doctor was very helpful with my questions and I was very pleased with the outcome
DC Wright . Was so understanding and sympathetic. Really helped me today. Gave me the time I needed..
Because the service was very good. Nothing really to comment on - all went smoothly.
Dr Farrow was personable and efficient, putting me at ease
Knowledgeable conversation and decision to move things on
Appointment on time. Professional, efficient and friendly service.
Anna is always very friendly and easy to talk to, as well as being very professional
Because it was efficient, pleasant and prompt
The man who dealt with Mum's tablet review was very good and was knowledgeable.
My appointment was on time. The Nurse was very friendly and put me at ease for having my first blood test.
All on time friendly and efficient.

## Friends and Family Test April 2026 Summary

Prompt and helpful service by doctor and nurse
I was seen on time and the dr Was very nice
Staff were friendly and efficient, because I needed it, I was seen same day, very impressed.
I rang the surgery and the receptionist was very efficient. Dr Saunders was everything you could ask for from a doctor Caring, attentive, and thorough.
A very pleasant and friendly Phlebotomist nurse who went out of her way to be helpful.
The doctor explained everything very well and it was helpful
The doctor listened to what I said, she didn't rush me, asked appropriate questions and referred me to the hospital for x-ray, had call from the hospital the same day and appointment made. The doctor was very approachable and put me at ease.
Nurse explained results very well and I was seen 15 mins before my appointment time
Quick and efficient
Appt on time and informative and answered all my questions.
I've never had any issues in getting through, making an appointment or being listened too and for that I'm very grateful
The staff where very friendly and understand and was able to accommodate my needs in the surgery
On time, responsive and efficient
Perfect
I was contacted by telephone by both reception and the doctor, both showed understanding, good listening skills, explaining what next steps would be following through with the appropriate appointments.
Very efficient service, no complaints
Listened to. Reassuring. Sensible guidance given.
Clare, the health care assistant was lovely, very friendly and had a very caring manner. First time having this procedure and she was very reassuring.
Prompt and very helpful call. As always!
Appointment on time. Friendly.
Quick and efficient with nice staff. Is was only for a shingles jab but good all the same.
Excellent visit, as usual. Well explained, and executed, in a friendly professional manner.
Doctor was very understanding and explain things thoroughly and listened to me
On time
Very convenient, efficient and the clinician is very well knowledgeable and anticipate my needs as a patient.
Thorough & informative phone call
Professional, on time, very calming and informative. Lovely nurse.
Very friendly professional lady very thorough with questions regarding the details of the procedure. The injection was given I did not feel a thing. Excellent.

## Friends and Family Test April 2026 Summary

Realistic options were given and back up plan
I was impressed that the practice called me for a followup appointment following a recent hospital admission. The GP i saw was lovely , non judgemental and very pleasant. He had read my notes beforehand which i appreciated. Thankyou for being so kind
As always, Joanne was professional and caring. No surprise there!
Appointment was on time. And the lady who gave me a Rsv jab was very pleasant and I didn't feel a thing!
All on time and friendly staff
Because it was okay
Friendly, professional and communicative.
Super fast and efficient- thank you
Swift response to online form, appointment booked, excellent Doctor, very empathic, listened to my issue and provided a positive result
Appointment on time, friendly professional staff.
Doctor very considerate
Everything went smoothly and I was in and out in just a few minutes. I was there for blood tests
The doctor was very helpful and made me feel at ease
On time and efficient
At first I was told no face to face appointments available, only a telephone appointment. Then she tried to tell me to use the pharmacy, even after me telling her that I had a chesty cough. suddenly a cancellation appeared. The Dr was very nice.
Dr Saunders is extremely knowledgeable, friendly and polite and was genuinely interested in helping me. Thank you.
In and out Fantastic
Loving locum Doctor Very understanding and listened
Dr Wright was very friendly and helpful. She listened to me, and arranged tests as needed. An extra bonus was that she recommended an appointment with physio, who was available straight away! She was also very helpful. Thank you.
Booked appointment in advance. The whole team very helpful from phone to front desk Doctor had all the time to listen to me. Felt like he cared and left feeling hopefully that the medication would resolve the issue doctor amazing thank you
Staff always accomodating, they go out there way to find you appointments
Appointment on time Very helpful staff Good advise on my health Appointments made for next 2 visits Thank you

## Friends and Family Test April 2026 Summary

<p>Although there was a bit of a wait to see the doctor, I was very reassured by my appointment with her. Also the receptionist was able to help me with another query.</p>
<p>It's always a nice experience coming to the surgery kind staff and lovely doctors and nurses</p>
<p>I felt not listened to and as though I wasn't understood. I haven't actually seen a doctor to get a diagnosis of what is actually wrong with my thumb.</p>
<p>Very quick and efficient.</p>
<p>Today's appointment was triaged by the practitioner with respect, dignity and having patient centered approach relation to my health concern. I felt that I was listened to and happy with the outcome.</p>
<p>Same day Service by Nurse to review wound left following cancer treatment to L leg. Only partial meds available from Prime Pharmacy at Derby Hospital. Concerned due to Lymphedema and the nurse confirmed ongoing treatment required.</p>
<p>Everything explained clearly understood it all thanks</p>
<p>Was seen prior to appointment time. The phlebotomy Nurse was efficient and caused no pain.?</p>
<p>Pleasant and polite staff, seen on time and efficiency.</p>
<p>Managed to get a call back which resulted into an appointment.</p>
<p>GP was thorough. Asked lots of questions. Listened! Sending me for a scan. Gave advice.</p>
<p>Dr Wright listened very patiently to me and was very thorough in her investigations to helping me move forward with a solution to my hrt and arthritis problems.</p>
<p>Because you are always efficient and treat me with a smile</p>
<p>Listened to my problem, talked it over and came up with a plan going forward. Very understanding.</p>
<p>Great and friendly service as always.</p>
<p>Lovely staff!</p>
<p>As usual very good! No complaints!!</p>
<p>As usual the appointment was conducted by a very professional nurse, but she also made me feel welcome, was lovely and we exchanged a short conversation, all in all a very pleasant visit, all the staff are always kind, helpful and very professional</p>
<p>Dr Maronge was outstanding and made me feel welcome and at ease. I really like his approach.</p>
<p>After seeing the GP a blood test was required and the receptionist said it can be done with 10 mins wait. Prescription was ready to pick up too! Excellent service all round with great staff !</p>
<p>The GP listened to what I was saying, and was thorough in addressing the issues.</p>
<p>Appointment was on time and Dr was approachable in his manner and explained a process moving forward with my concerns</p>

## Friends and Family Test April 2026 Summary

Doctor made sure I was ok to wait as she was running late, she still took time to listen to me and go through stuff
Ahead of scheduled time, very pleasant phlebotomist, blood sample very straightforward
As this day I got an appointment the next day Also it's really helpful that you can get your bloods done at the surgery.
Sahra was excellent at taking my blood and sociable during my visit to distract me while doing so. Can't recommend enough. Wish all phlebotomists were trained to the same standard. Many thanks.
Brilliant
I felt really listened to and had enough time to explain my problem. Dr Farrow was very kind and understanding. I appreciated the time and care she gave me today.
Quick and efficient!
Great service all areas.
I was called in before I sat down, the nurse was lovely and chatted and I was out within 5 minutes
Helpful and informative
Came for a blood test went home without one, computer did not sign me in
Dr John and nurse Claire were both very friendly and professional. I felt very comfortable and listened to. Thank you.
The nurse was very informative and had a pleasant gentle manner.
Dr Farrow was excellent listened was very helpful couldn't ask for better
The doctor listened and was thorough in her examination.
First time here but wonderful service from start to finish
Took time to listen and answer questions. Knowledgeable and empathetic
Always on time, no messing about.
Very friendly and helpful
Great GP surgery all round.
Listened to everything I said and asked appropriate questions. Gave good advice.
Friendly and helpful
The doctor listened to all my symptoms and explained everything to me.
Listened intently to what I said and told me clearly what she thought and what to do.
The surgery is a calming place. Staff are helpful and although I had to wait 30mins my consultation was full and unhurried.
Very quick
Straight and straight out, no delays
The nurse was really friendly and put me at ease
The Dr was very informative and helpful
Very understanding helpful and supportive

## Friends and Family Test April 2026 Summary

My Doctor is excellent. Dr Saunders listens, is understanding and knowledgeable and offers several options of treatment. Dr Saunders explains things in a non patronising way, using easy to understand language.

Friendly conversation with the doctor.  
Felt at ease.

Asked months ago what jabs she'd need and made every effort to arrange during Easter to avoid gcse disruption but was now told today that she also needs rabies & cholera which now means she?' l be getting jabbed during her exams. Wasn't happy.

Lovely friendly staff

Got seen on time and the nurse was very good

Very professionally handled. Always a pleasure to talk too

Very nice doctor very polite listened to my problem

Comfortable waiting room, seen more or less on time, good consultation.

Very happy with my appointment. Didn't' have to wait long to see the doctor, reception staff helpful as always. Rewarding visit

Great support and very supportive and accommodating

Appointment on time and nurse quickly took my blood in and out in 6 minutes.  
Brilliant surgery experience as always .  
Thankyou

Stand in GP Dr Rodriguez was thorough and understanding. Went to reception and the receptionist said I could have my blood test today, within 1 minute my bloods were taken!  
Great service, best blood test I've ever had too!

Very good care

Very helpful thanks

GP was on time, attentive, professional, interested, gave me the information I needed. All good!

I have had a number of procedures recently but almost no feedback which has concerned me but the doctor I saw today set my mind at rest and move things forward with the Hospital I'm attending

On time...actually a few mins early.

Informed me what was happening and did a pain free blood sample! All very good

Joanne Gregory is always without fail such a nice, friendly and helpful person.

Very understanding doctor felt listened to.

Very quick. Easy to get an appointment. Lovely staff. Thank you.

On time, No problems, Quick and slick

Friendly staff at reception, clean and good layout with clear signage.  
Appointment was on time, friendly service, engaging, relatable, chatty and efficient.  
Excellent service all round!

Nurse was effective and friendly

## Friends and Family Test April 2026 Summary

Telephone appointment was 12.10 had call at 12.15 which I answered and phone went dead, rang reception, unable to get a reply, kept ringing out then cut me off. Was eventually called by physio lady at 12.40. Would have scored vg otherwise.
My mum is 92 years old and has been in a lot of pain with her hip, when I phoned to make an appointment for her to be referred for an xray I was told by the receptionist that this was not an emergency and they were happy for her to wait over a week
Super efficient
Dr Saunders was very caring and listened to my concerns she put me at ease straight away...
Nurse was so lovey and welcoming and reassuring too
Good appt with visiting doctor. Just what we needed: physical examination, advice on symptoms and reassurance. We are extremely grateful for home visit and understand why these are v rare but it did feel v stressful getting agreement for this.
Very helpful and caring GP Felt supported and am very grateful lovely reception staff member too Thank you
Claire (who I hadn't met before) was on time, friendly, professional, and efficient. Blood test was virtually painless and I walked out 2 minutes after my appointment time.
Doctor was professional, reassuring and, equally importantly, engaging. Receptionist in the morning was helpful and conversational. Not so good - there is no option for a discreet conversation between receptionist and patient.
Appointment on time. Dr Maronge was polite, thorough and efficient. I felt heard and have confidence the plan put in place will solve my current health issue.
Got an appointment to suit me and my timings, staff are always very pleasant. They followed up quickly on a call back. My Doctor is very understanding and sympathetic cannot fault the surgery.
Appointment on time and nurse very pleasant
On time, efficient, and pleasant approach.