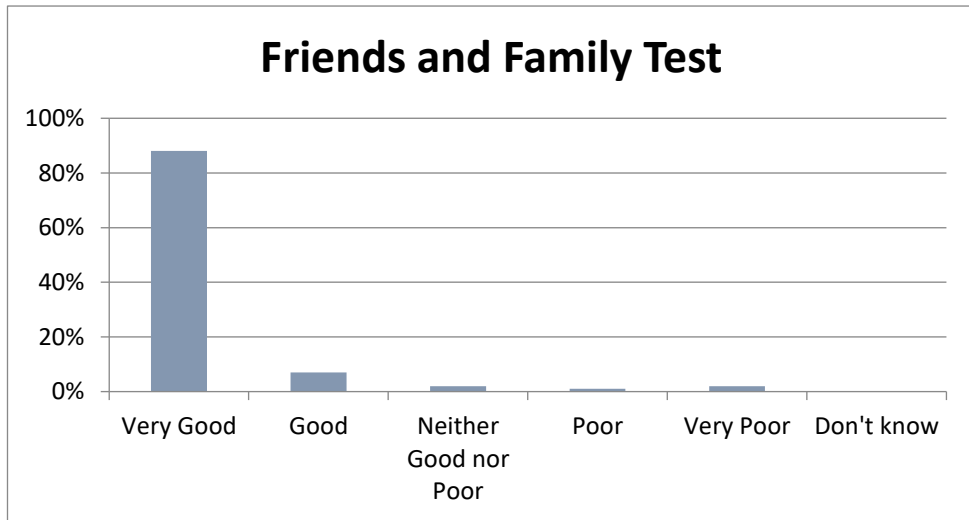


# Friends and Family Test May 2026 Summary

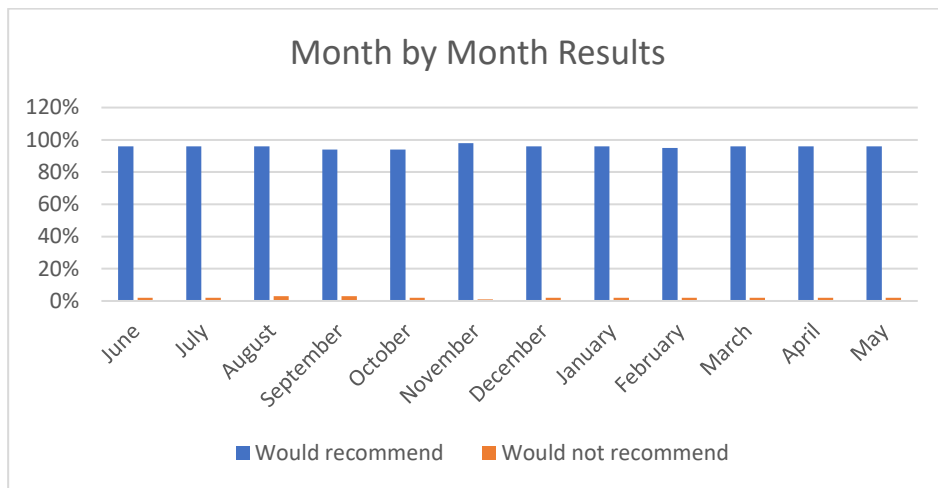
How likely are you to recommend our service to friends and family if they need similar care or treatment?

Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
269	26	4	2	5	0
88%	7%	2%	1%	2%	0%



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



Would Recommend	Would not Recommend
295	7
96%	2%

# Friends and Family Test May 2026 Summary

**May 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**

The phlebotomist is the best I have ever known
Very quick convenient appointment at short notice, and executed very efficiently
The apt with Manlik, the pharmacist was fine. But about a week ago as requested I sent a week of BP & pulse readings through the surgery email for the attention of Maulik, but he hadn't received it. He asked me to resend it, but I can't yahoo delete
Nurse very helpful but veins collapsed in both arms so I am very bruised again.
Not had Dr Wood before but she was both professional and friendly
Punctual ,polite.
Excellent service
The pharmacist is changing the make of 1 of my tablets and was very helpful and easy to understand
Friendly, effective and efficient
Quick and comfortable visit
On time appointment, informative and polite very good experience
Appointment on time and blood test performed very professionally
Nothing to fault all staff pleasant and efficient
Explanation's of the vaccination given
Dr wood was very thorough
Everything very quick and painless. Everyone very pleasant and helpful
Impressed with thorough appraisal of dr jackson
Doctor listened and advised
The surgery staff are polite, positive and patient. The surgery always feels clean and organised. The nurse was so kind and she carried out the treatment with clear explanations. We are very lucky to have this surgery!
Friendly and helpful
I was listened to and got good advice
Really considerate and thorough GP
Prompt. Caring. Friendly
Short wait and professional service
The appointment although a little late went well, Sarah Elvin was very attentive and approachable
Was seen quickly the nurse was lovely and took her time and explained everything to me giving me giving me good advice to help my scar heal.
I went in for a blood test early, was all done really quickly
GP listened and checked me over. I have two steps to take as part of further investigation. Reception were most pleasant.
Claire was very diligent, I arrived early for my appointment and she buzzed me in early. Superb job done by her. The surgery is lucky to have her !
Super-efficient. Appointment was bang on time! V pleasant phlebotomist.
Running to time, I wasn' waiting and the phlebotomist was very efficient and gentle
I was seen straight away and phlebotemist was friendly and efficient.
Telephone appointment worked well, didn't have to wait long for an appointment, my questions sorted within the phone call. Brilliant service from all concerned, thanks !

## Friends and Family Test May 2026 Summary

The practice gave me additional time to get in for my appointment as I was suffering with a migraine and run behind on timing
Dr Jackson had a kind, friendly and professional approach
Great GP who listened and discussed. Thanks.
I had an appointment Maulik Jhaveri He was kind, helpful and very professional.
I've always struggled to get an appointment at Willington and it can be quite frustrating. But both times recently I was given appointments and seen quickly, so much better
Exceptional service, as usual. Just a few days long to wait than needed. Would prefer next day or day after appointment rather than 4 days. But it wasn't urgent so I get the need to prioritise.
No waiting, straight in for a blood test Very pleasant young lady Out in five minutes ??
As I said to the receptionist, it takes longer to go through a drive-through McDonalds than to get a blood test at Willington Surgery!
I was supposed to have fasted before my blood test, but that information had never made it to me. Actual blood test was fine, just disappointing that only piece of information I needed to attend correctly never got to me despite getting 2 reminders.
Thorough work by the Dr. Appointment offered within 2 hours. This surgery is just brilliant
Got an appointment to suit me, doctor was kind and understanding
Efficient friendly understanding. Claire F is a credit to the NHS.
Receptionist was friendly, smiling and efficient. I was seen promptly, by a GP who knew my history and gave me continuing advice. Sociable and professional service by all. Thanks
Blood test excellent service by Claire Kirkpatrick
Phoned at time given? Everything explained very clearly.
Clear concise conversation Answered my questions And explained everything to me
Because I was treated with respect and friendliness.
Young DR wood. Was lovely. Listened to my worry about arthritis... That's all come on in different areas of my body at the same time. It would lovely to able to see the same doctor everytime.. continuity would be better for everyone...
Received all the answers I was looking for, progressed to the next stage With referral to a consultant.
Doctor was very pleasant and thorough listening to me and putting a solution in place, appointment bang on time
Asked for an appointment in the morning seen in the afternoon,
Apt on time, blood taken with care
We feel that you guys really care
Helpful receptionist, early availability of appointments and friendly and professional nurse to administer the blood test.
Very efficient and professional. I felt welcomed and comfortable and test was performed swiftly and calmly.
The car park. Is getting beyond a joke. Absolutely rammed with dangerous parking in the road outside, clearly a lot of the cars are nothing to do with the surgery. Forcing elderly, ill and physically impaired people to walk further.
Very thorough and pleasant chap.
The receptionist was surly and dismissive. She wasn't listening to anything I said. I dropped the blood pressure monitor back about 11.45 today.
The doctor listened to me and gave advice.

## Friends and Family Test May 2026 Summary

The doctor was very professional and treated me with empathy, dignity and respect.
I was seen nearly on time, and was dealt with by the doctor very well.
Doctor is very good and explained everything well, she always listens. I just sometimes get frustrated that I can't talk about more than one thing, I have chronic illnesses that one thing could be the reason for something else
Very informative and helpful.
Dr Saunders takes time to listen, answers questions and addresses any concerns. Explains everything clearly and is kind too.
On time very professional service
It was a very intent meeting. With a lot of questions, however the nurse was very helpful, and fully explained to me what is all about.
Door was propped open, I was sharing personal information and felt uneasy. Otherwise, it would have been great.
Dr Makava very kind and understanding with my daughter's problem
The lady was very helpful
Greeted well doctor very good
On time, very pleasant, efficient staff keen to help.
Easy to check in and appointment on time
Good service all round.
Reception staff were friendly and helpful. The nurse was professional and skilful in performing her duties.
I was seen on time. The doctor explained everything thoroughly and the procedure was carried out quickly and pain free.
I had a prearranged phone call with Dr Saunders to discuss my illness and to have a sick note for work. Thank you for your time and attention to detail, it's very much appreciated.
The Dr was brilliant
The chap phoned on time, spoke clearly and was honest with his answers to my questions and gave positive feedback, so I was left feeling listened to & calm in myself, please thank him for me
Appointment on time, dr was very thorough and reassuring.
Dr Saunders was very helpful as always, very understanding too.
Joanne was very helpful, knowledgeable & lifted my afternoon!
Appointment was on time, Very affable technician Quick but thorough
I was very happy with my consultation today and feel much more relaxed.
Information received was good all be it not what I wanted to hear.
I was a bit anxious about my GP appointment today as I have had a lot going on with my health since March with a lengthy hospital stay and two not very welcome diagnosis. However, Dr Farrow was so nice and understanding that I needn't have worried!
Dr Saunders was brilliant as always. Knowledgeable, kind and compassionate and helpful
The nurse who treated me was wonderful, engaging, made me feel comfortable
Nurse was friendly and helpful
Very supportive and professional
Had a blood test all went well
I had a very helpful discussion with Dr Maronge this morning and I came away happy in the knowledge that if and when required more help is available.
Because I seen Wendy the nurse and she is si lovely and gentle.
Doctor quickly understood my needs and acted appropriately
I'm ever so sorry, I completely forgot to come today. I did get the reminder the other day but for some reason I completely forgot today, but did want to attend.

## Friends and Family Test May 2026 Summary

I was treated very well , punctual and understanding and kind
Dr Maronge was very helpful and listened to my concerns offering relevant advice and had obviously read my notes previously
The physio is most friendly and easy to chat with. She listens to my explanation, of what I see, has caused the issue, and after examining me, makes good suggestions and sends me exercises to complete on a daily basis.
Quick and efficient
Arrived for my appointment, no delay, straight in and dealt with, straight out.
All staff excellent in manner and professional. However, needed to bring a urine sample and was not told.
Squeezed me in for a face to face last minute
Was straight in and out. Nurse was friendly and professional..
Always perfect care given.
I felt listened to and we have a plan moving forward to address a few concerns.
All friendly
Helpful Reassuring Full respect
Hardly felt a thing having the blood taken
Because the consultation was exemplary
My appointment was on time and without any problems my tests were done in a professional manner.
I have had a lot of bloods taken over the years and have never had one so painful. I have been told many times that I have excellent veins so there was no need for it to hurt. I have even taken a photo and was contemplating sending it to the surgery.
Very good service reassuring referred to gp for further investigations etc .
Doctor listened , spent time and actioned matters.
Dr Maronge was very empathetic and explained the procedure and after listening to the answer to his question about my shoulder decided further investigation required so referral for ultrasound made.
Dr Wright was fantastic with me today. I could not have wished for any better service than I received. Kind regards.
Able to get an appointment on the same day. Doctor listened carefully and was very reassuring.
I was listened to.
All good thanks you
A quick response from the Asthma nurse.
I felt at ease, the information I was given was precise and informative.
Seen promptly The nurse I saw was very friendly and welcoming Also efficient Thank you
It is the best surgery that I've ever been to and I the people that I have met on the fewer than half a dozen times that I have been there have been lovely.
Dr Wright has been very supportive and takes time to listen and understand you as a person.
Just very helpful from the minute I arrived. Shown what to do. The tests were explained to me. So very good
J8
Seen on time, procedure explained thoroughly and delivered well.
The nurse made me feel comfortable and prepared for my test.
Very thorough and polite
I was called in early, and service was friendly and efficient
Gentleman very polite helpful spoke clearly
Excellent service

## Friends and Family Test May 2026 Summary

Wendy is so lovely and warm and puts you at ease
I was seen on time. Had a blood test, and the nurse was friendly, gentle and efficient. Thank you.
Welcoming and pleasant staff. My appointment was on time. Helped by a lovely lady to get BP etc readings. Receptionist super.
Both of my appointments started on time. All of the team seemed lovely and helpful.
Dressing changed on my wound from pacemaker operation, and good advice given to me, thanks
Friendly, helpful, informative staff.
Very informative advice regarding HRT dosage.
My results were explained thoroughly by Dr Morange . I never feel a nuisance or feel dismissed at his appointments. He always listens.
The physiotherapist examined me to confirm sciatica and has since sent me 5 targeted exercises. She also answered other questions concerning weight loss, lymphatic drainage.
Very friendly and efficient
Very prompt, all staff were friendly and put you at ease
Great advice and support from the doctor. Friendly staff as always
Claire was very efficient, jabs were painless and she took great care. I wasn't waiting long and was delighted. I hope I can have her next time I need jabs
Quite a long and detailed discussion of my problem and some potential solutions.
On time and efficient
Amazing care and support today
As usual excellent Can't write more got a bad hand.
Didn't tell me that telephone call could be up to an hour after the given time
Informative and forward looking
Doctor listens to what I said and was very helpful
The Doctor was great, thorough, explained everything very well and empathetic. The lady in the pharmacy, not so much. It was a busy time of day but regardless I found her to be rude, short and not friendly in the slightest.
I didn't have to wait very long, and was seen very quickly.
Dr John was very kind and patient. Thank you for your care
The appointment was handled in a very efficient manner and I did not have to wait at all. Thank you!
The session took place punctually and was conducted in a warm, professional manner. Great attention was given to my needs and I left feeling great. I cannot thank Clare enough.
Keep answering this but won't let me send had answers to my test results also to my questions all satisfactory
Nurse Joanne was lovely professional and is an expert at the procedure.
Great service again
Gave a good explanation for symptoms
Everything was straightforward. Appointment on time. Professional service provided
Appointment was on time and the consultation was a good 2 way conversation, with clear next steps
Superb support wonderful staff too.
Very helpful
My phone call appointment came on the time they booked Nice pharmacist or Nurse who talked about my medication
Everything when smoothly
Excellent discussion about what I needed. I felt supported and known!
Appointment was on time and Claire was efficient and pleasant
DR MAKAVA was very patient and understanding. She listened to me which I needed.

## Friends and Family Test May 2026 Summary

As usual the telephone appointment went very well. The nurse was very helpful, brought me up to date with my latest blood tests and answered a couple of my queried. It was very professional but really friendly. As is usually the case, excellent.
Doctor was very thorough and has dealt with concern satisfactorily
The Dr was very nice and gave me good advice
Very caring professional doctor.
Interview with nurse was very thorough.
Julie always been Excellent for testing my Blood every few Weeks.?
Friendly and efficient service.
Efficient timing, was in and out within five minutes. The process of blood taking was pain free and no bruising. I felt patronised by the volunteer who insisted on putting the token in the machine for me, even after I'd said I'd done it many times.
Quickly seen and helpful advice. Sent me for a referral
Service at Willington is always excellent and this was no exception....very thorough
Caring time to listen very helpful
Dr Farrow listened to all my concerns. She was sympathetic and thorough as always, thank you.
The doctor was very understanding. And couldn't help me enough.. I'm finding it very hard at the moment with my physical health ..and my mental health. I am struggling ?
Everyone is always very caring and professional, I am always made to feel welcome.
Telephone consultation. All the right questions asked, all the right answers given. Polite conversation had about the pros and cons of my meds, one or two concerns addressed very professionally. Thank you.
This was a telephone call from the nurse following my well man check up. My blood pressure was slightly raised and will check again in approx. three months to see if medication might be necessary.
From the moment I walked in I felt so much better! A calm environment, lovely staff and proactive treatment from the doctor. Thank you
The usual excellent service, no complaints
Prompt and very informative.
Easy access to an appointment. Very helpful doctor. Very pleasant reception staff
Not kept waiting and very pleasant phlebotomist. Receptionist really helpful.
Lovely physio very polite and helpful. All good. Thank you
My visit with the nurse today to discuss my annual review results was excellent, she explained everything very well, and was very helpful and polite
The nurses are caring, thoughtful and patient. I'm quite new to the surgery so I have been pleasantly surprised with the service. I must admit I'm not impressed with the attitude in the pharmacy.
In and out very quickly - no waiting around
Appointment was early and was called to the room by Julie Harrington, she was very cheerful and friendly gave me my injection and made me feel very comfortable . First class appointment
Because it was Very good
The nurse who I saw was friendly & made me feel at ease.
Very nice nurse, efficient and kind.
Always as always, I received kindness and help
The doctor was sympathetic & has tried to help me, despite my symptoms apparently being largely age-related.
Professional on time and quick.
On time and pleasant staff
Fast and friendly

## Friends and Family Test May 2026 Summary

Really helpful, knowledgeable and put me at ease.
Timely professional and caring.
Efficient and professional
I was not very impressed by the questions and the judgement conclusions that staff had made about me.
The nurse I saw was extremely professional and was on time
Friendly staff. Very efficient but felt I was spoken to as a human being. Things were explained to me clearly. I felt confidence in the procedure and the people involved.
Receptionist was very good and helpful also the doctor,
My first visit to Willington Surgery everyone was helpful and my visit quick
The people are very friendly and professional.
It was exceptional
Thorough discussion and examination
Appointment on time, quick & efficient.
Automatic check in didn't work. Why? previously excuse was need to check I had brought a urine sample. Not required for this appt.
Treat patients as adults not children Receptionist too chatty with queue
Quick and efficient
Staff helpful and friendly as usual at this practice. Always doing their best to ensure all goes well with your visit.
Only problem was trying to access Kingfisher lane and then nowhere to park
On time and no issues
Quick professional service. In time.
Excellent service from initial booking through to my consultation thank you.
Problem correctly diagnosed and treated successfully
I was really impressed to receive a follow up post tests 4 weeks ago that were all fine but just to check and see how I was doing.
Doctor kind, helpful and knowledgeable
The doctor could not have been more helpful.
On time, informative, engaging
On time with no waiting. Brilliant staff.
Dr Morange was welcoming, friendly and efficient as always.
Service was very friendly & staff very efficient.
Impressed by the technology in this surgery as my first visit.
Because you said you'll get in touch at a time and you did.
Didn't wait too long after appointment time. Nurse was quick, pleasant.
I got a quick appointment the GP checked me and referred me to a specialist.
I went in for my blood test at least 5 minutes before my appt time.
The nurse was friendly and efficient
Very efficient
On time, pleasant staff. Clear information.
Answered all of my questions, put my worries to rest.
Booking my blood test appointment directly through the notification message was very quick & easy. However, I would prefer to have been informed at that point what the repeat test was about. The receptionist couldn't find out when she looked it up.
Because I don't hear from you when you don't ring me on my phone to speak to me you always ring me sister up to speak to her why don't you ring me on this phone please ring me up on my mobile phone
Seen on time. Professional and courteous HCA appt. Followed protocol for immune suppressed patient. Swift appointment.
On time, fast and efficient. Very nice nurse
Was seen 10 mins before my appt time for blood test - didn't feel a thing

## Friends and Family Test May 2026 Summary

Very professional lady did my bloods. No problem at all excellent as always at Willington surgery
Professional and caring
I waited for 40 minutes when a man came in and the doctor I was waiting to see called him in straight away. I had obviously been missed so I left
Seen promptly
the receptionist was friendly and welcoming, the nurse was quick and efficient, the here to help volunteer was helpful when I had trouble with the blood pressure machine
Bloods taken this morning and very comfortable as a smaller needle used. No trace of bruising - much appreciated.
Good communication
Excellent service. Dr Raj very thorough and informative for the reason of my visit.
Only been with you 1 week politeness not a fault very well looked after will pass on the word thanks
Very good the Dr was very understanding and patient and addressed all my concerns.
Friendly, efficient service, as always
The whole process was very efficient.
I was contacted to make this appt. I was expecting to attend for blood tests. I queried the GP appt and was told I was to see GP. On attending I was told this appt was a waste of time as I needed blood tests.
Easy check in, good experience with GP.
The Nurse lead consultation was very informative. Nurse was very understanding, reassuring and very knowledgeable.
Efficient and friendly
The physio who I saw was very good with a lovely personality.
Had to wait about 20 minutes which is why it's not an excellent rating. Dr Rodrigues was affable, listened, gave great advice and then followed up about a referral very quickly afterwards.
I appreciate straightforward information and answers and the duty of care that I have received from this surgery. Everyone is very helpful.
Very understanding
The staff and nurse, Wendy was fantastic. So helpful and friendly. They always go above and beyond to look after me and make sure I am seen by the appropriate person. Thankyou ?
The doctor examined me and gave me advice to cope with my condition