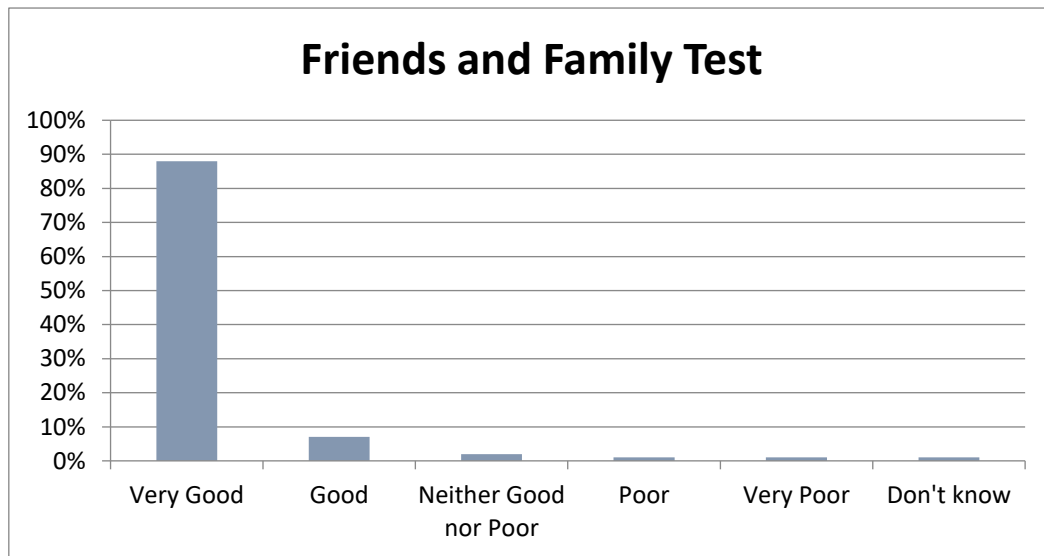


Friends and Family Test July 2026 Summary

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

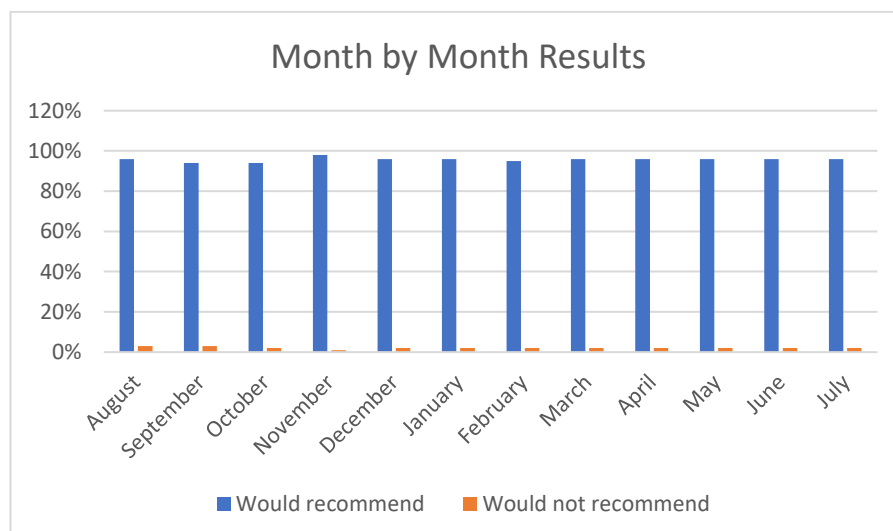
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
316	26	7	4	3	3
88%	7%	2%	1%	1%	1%



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

Would Recommend	Would not Recommend
342	6
96%	2%



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July 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 care I received was excellent
The nurse I spoke to was very pleasant and helpful has she always his
Promptly seen, very efficient service. And I even managed to make an appointment to see a GP!
Greeted politely, seen by efficient nurse, no negative comments to make about the experience
Experienced nurse
I was told an appointment time and was seen at that time also the person I saw was very clear on what medication were for and when the next check would be done
I was really nervous about having my smear. Wendy had the loveliest manner and really helped to put me at ease, making sure I was comfortable and giving me time to ask questions as well as being informative.
The lady at the desk was very nice the gentleman helped me with the blood pressure machine he was fantastic and the nurse explained everything that I needed and more for blood test fantastic experience thank you
Lady who took my blood friends and efficient.
Staff very helpful and understanding.
Polite nurse efficient treatment.
Doc Wright . Has been absolutely brilliant with me again today...
Got my results of ultrasound .
It was good news.
She was brilliant when I was in piece
Administered injection into my shoulder...
She has a lovely manner ! See her anytime.
Appointment on time. Lovely doctor, very professional, explained the procedure. Reassured me throughout.
Excellent service and all on time, thanks.
Appointment waiting time minimal, Doctor was very easy to talk to and explained the procedure very well. Overall very happy
Got to see a nurse on same day as ringing. Dealt with my problem efficiently with a caring manner and got doctor to check whether I needed antibiotics or not. Further visit in 4 days time to make sure all was well and no sign of infection.
Very friendly and helpful no long waiting
From receptionist and doctor excellent treatment to me
High standard professional service.
The doctor, Dr Farrow was patient with me as she always is
The nurse was pleasant and informative and made me feel at ease
Ultrasound results well explained and options discussed
Clear information given
The Doctor answered all my questions and was very professional and polite!!
Easily accessible
Lovely lady dressed my wounds very gentle .
Because I felt reassured and listened to and was able to discuss my concerns
Efficient, friendly and kind
I'm sorry as I don't like to complain, the phlebotomist I had struggled to get my blood, not only that she actually hurt as she put the needle in. Like really badly.
She called another lady in who did it straight away.

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Prompt on time appointment answered my concern without fuss and onward advice
Attended for blood sample to be taken. Claire was very efficient and well on time, friendly and very professional taking my blood with no problem. Thank you.
Friendly and efficient service
Quickly in and out, no messing around
Very thorough. Thankyou ??
The receptionist Angela was so helpful in finding me the correct doctors note I needed to prove I have had pneumonia. Thank you
Very pleasant experience as I don't like needles but the nurse was really nice and calming
Great service as always. Kind Regards
Didn't have to wait long for an appointment and went straight in on time. Very pleasant Doctor.
Was not kept waiting Blood test was painless Was expecting to have additional blood tests but this had not been ordered and the phlebotomist assisted by messaging the duty GP in this regard.
Quick, thorough and quality care.
The Dr took the time to ask how he was compared to when she seen him last. Took her time to listen to his heart again and refereed him and explained it well to me.
Efficient and seamless throughout and perfect staff.
A quick in and out having bloods done ? no waiting ?
Dr Saunders listened and was very kind and thoughtful. She gave me some great advice and information.
Receptionist was very good thanks
Very personable employee carried out my jab
The Dr that did my procedure was so efficient and Informative
The gp listened to me and was helpful
I was seen by on time. Surgery also adjusted my appt time so I could attend at a more convenient time to my work. Nurse was very professional and completed treatment quickly. Excellent experience.
Very good nurse, explained procedure in a friendly manner.
GP appointment on time expiration of procedure and after care .
It's a delight and reassuring talking with Dr Saunders .Who listens and follows up Appointments or enquiries that need to be made
Dr Cowley is great as are all the staff at the surgery
Because i went in early sorted very quick
Because I was in surgery waiting room 40 minutes plus got a text to say I had not turned up for my appointment spoke to receptionist she sorted it out straight away bless her .
A quick response was given by the doctor in a clear concise way, this made me feel at ease
Excellent communication with receptionist courteous and understanding she made an appointment for me to speak to Doctor Saunders who because of the nature of problem made an appointment with Doctor Makava who was excellent courteous superb thank you
Good service as always
Very nice doctor .very helpful
Efficient, timely treatment by a friendly member of staff - thank you Claire
Dr Saunders is amazing! Professional, caring and compassionate, respectful and highly knowledgeable. I can't thank her enough for the support she has given me. She is a credit to Willington surgery and the NHS.
Lovely and helpful doctor. Listened well and gave useful advice. Many thanks.
It was a very short conversation
Physio took full notice of my problems and gave me advice, treatment and positive reinforcement.

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Helpful, on time and proactive approach to healthcare. Thankyou for listening and taking action.
The doctor gave me time, listened, was knowledgeable and empathetic and offered some options. She was knowledgeable and is one of the most understanding I've dealt with in years. Organised my prescription and advised me on how to save money. Perfect
Everything about my care was explained clearly. The doctor made me feel I mattered and that has made me much more positive
Nothing to much trouble every thing explained fully
Dr Farrow was very lovely and thorough - ensured I had immediate investigations and has kept me updated re results. Very lovely receptionist and phlebotomist this morning too. Thank you
I was listened to and my questions answered. Extra advice was given.
Short wait. Friendly and efficient service.
Good experience. Dr Maronge explained, in a clear and concise manner the way forward with my problem and answered all my questions giving me an clear understanding of the various options open to me.
I felt I was listened to
Very efficient and no pain from the needle at all.
Easy to get an appointment. Doctor friendly.
Because it's always the same very pleasant and friendly willing to sit and listen
Very good his the answer
Dr Farrow gave me plenty of time, listening to my concerns. The receptionist was helpful with my vaccination requirements. Overall a very good visit.
My appointment was on time, the doctor was very thorough in dealing with my issue. Thank you very much for everything. Kind regards
Friendly & Efficient
Quick appointment at late notice due to a cancellation
Staff and service are always excellent
Seen on time. Explanation of the treatment. Pleasant and friendly practitioner.
Efficiently organised service. Didn't have to wait long. Pleasant staff.
Doctor was helpful and explained things.
This surgery is outstanding. Everyone who works there is first class. Thank you
The physio lady listened to me carefully and hopefully the exercises will help
The doctor phoned me on a different matter, I asked him a question and he got me in for the first appointment next morning brilliant . Thankyoul
Efficient and friendly.
I had a very calm and thorough analysis of my condition and poss solutions. The physiotherapist was able to give me a clear view of likely causes.and gave me relevant exercises. Thank you.
The clinical team are professional, prompt and overall appear to be happy in the practice.
Dr Jackson was very thorough. Appointment on time. Many thanks.
Happy with the interaction and advice given by the doctor
All results explained in lay man terms by Julie , she's a credit to yourselves
All good thanks
Great receptionist on the phone, got a last minute appointment for the nurse, who was also lovely and on time. Perfect
I had an appointment for 11:30. Having waited for 45 minutes and not called in. The receptionist had forgotten to check me in. This may not have happened if the self check in had allowed me to do so. No apology from either the receptionist or nurse.
Dr Maronge was following up on a previous appointment. He's been very thorough and helpful in both appointments.
Explained everything in detail

Friends and Family Test July 2026 Summary

Kim was very polite and understanding , very good communicator of the relevant facts and helped me understand what was needed
Short wait, friendly lady help at hand to use the test machine, nurse was friendly and efficient.
Made me feel at ease, ears now perfect
Appointment on time. A friendly and respectful conversation and blood test taken.
Excellent patient centred care
Dr Jackson was very pleasant and had a kind manner but unfortunately gave us the wrong advice about a referral to right to choose for an autism diagnosis for our son. He found the first appt overwhelming and will now have to go through it twice.
Phone appt. Dr. gave full explanation of scan results and treatment options available in a clear manner.
Just a blood test, which was on time, nurse was friendly, blood taken no problems at all.
Seen quickly (earlier than my appointment time) I was nervous and told the nurse, who did my vaccination quickly and efficiently whilst asking me about my day. This distracted me and the vaccination was completed very quickly. I appreciate that.
Dr Cowley was very thorough & helpful.
A lovely HCA and very gentle, and I didn't feel rushed.
Seen on time
All very good
This is my first visit to the practice since switching to it last year. I had an efficient visit and experienced a friendly clinician and helpful receptionist
I booked a call in for 7pm due to work commitments. I was available any time after 7pm. I had 2 missed calls at 6.20pm and 6.50pm at which times I was working. I waited from 7 - 8 pm and received no further phone call.
Visit went smoothly, no waiting, seen on time
Gave me the help I needed.
Dr. Took time to listen to me, investigated some options related to my problem.
Friendly understanding professional
Prompt service, pleasant and friendly staff member
The Doctor was very helpful and kind. All the staff on reception are always helpful and have a smile.
The nurse who did the blood test was amazing. I didn't feel a thing at all. Quite extraordinary. The lady at the reception was lovely.
Dr Saunders was very informative and guided me through my questions with constructive feedback and advice
Kind, gentle and informative surgery pharmacist!
Always caring and professional
As usual
Twenty minute delay
Arrived 10 mins early and went more or less straight in for blood test.
On time and very pleasant and helpful.
Brilliant quick polite professional
The doctor was lovely, I really felt listened to. I've never seen this doctor before, and on past experiences I've sometimes felt rushed and unheard when I've tried to explain my symptoms, however this doctor was amazing.
Prompt, pleasant
Wendy always makes me feel very comfortable. She also gives great advice.
Doctor was very nice and helpful
Very thorough explanation around vaccinations and requirements.
Dr Wright was very helpful and courteous in dealing with my medical problem
Prompt friendly attention
Clean and friendly environment. Professional and efficient clinician. Appointment timely thank you

Friends and Family Test July 2026 Summary

Professional, kind and informative nurse.
Quick and positive
I felt like I got the support to improve my well being
Dr Wood is very kind and understanding. Very reassuring. A real asset to the surgery.
All very good and professional
Didn't think Dr understood the stress I was feeling.
My appointment was on time and the service was excellent.
Everyone at the surgery is helpful and polite and it is a lovely environment to be in.
Staff are polite and good.
Quick, precise, just all it needed.
Seen before my appointment time.
Reception very helpful, confidence restored in having my blood taken at the surgery again.
On time appointment and doc got my condition sorted and referred to specialist .
Friendly and helpful staff. Actually called in early for appointment!
Minimal wait, plus Nurse took my blood efficiently and painlessly. Very happy with experience
Very fast
Dr Jackson was very understanding and didn't rush the appointment
Seen before my appointment time.
All of the practice staff are friendly and helpful making me feel relaxed and confident
The nurse was very helpful and pleasant and very quick considering my small veins.
Great Surgery, thank you
Short wait to see Dr Wood who came out of room to invite me in. As usual a detailed appt with her, she is an excellent doctor.
Informative & very helpful
Anna the pharmacist was very thorough and informative. She listened to me and gave good advice.
Comprehensive advice given on health matters before travelling abroad.
Had 2 appointments 1 hr apart, receptionist Mrs Williamson kindly arranged, so I didn't have to wait too long, between the 2 appointments. Thankyou very much for that kind deed.
Sarah was brilliant at taking my blood. Hardly knew she'd done it. She was very kind as are all the staff. First time I'd been to her? will definitely go again!! ?
Very very helpful and explained it all very clearly
Doctor was on time with my appointment. He helped me with my problems. Very good with his explanations.
Seen on time, in and out in minutes, nurse very pleasant
Seen before my appointment time, with friendly polite service.
Dr Jackson was very helpful and chatty.
However, his hands were tied regarding my prescription due to punitive NHS prescribing policies.
It seems that working all your life and paying ones taxes amounts nothing - I should go on benefits instead.
Not really
Usual excellent service
Lady who i saw was so understanding and gave me really good advice
The staff were extremely helpful and caring.
Great service as always
Doctor was helpful, patient and resolved my request.
Rapid appt. Great doctor. Quick referral to 2nd care
The doctor was very helpful and explained my condition
Julie is Excellent Nurse friendly and polite explaining.
The staff I spoke to were polite well informed and professional
Thank you.

Friends and Family Test July 2026 Summary

Was supposed to have medication review with pharmacist - call came at different time to booked time so missed call and as it is from a no caller ID no answer message left and there is no way of returning the call.
Good information very informative, and prompt ring back.
The appointment concentrated on the topic and was explained very precisely.
Made apt through NHS111, all easy at the surgery, seen on time.
Very fast, nice staff.
The doctor I saw explained my results very clearly and didn't rush me , I felt valued and treated with respect
No waiting, straight in for my appointment Very pleasant chat with the nurse Professional visit all round
Prompt and cheerful
No pain whatsoever with the blood test.
The doctor genuinely heard my concern and was very supportive. I am very grateful.
Friendly staff, quick and easy.
Dr Wright dealt with my health problems with compassion and efficiency.
Friendly and efficient as usual
On time, pleasant staff
The pharmacist was great. The confirmation text said the appointment was at the surgery. I went to the surgery at the stated time - the surgery was closed. I was not expecting this to be a phone appt, I missed the first call, but she did call back
I came for my smear and the nurse was lovely, so friendly, made sure I understood everything and why I was having one. It was all done and dusted in no time. Thank you.
Arrived early and had all BP and height/weight checks done before being called straight through for blood test
A really useful catch up with Ann. Extremely professional and informative Great service as always 10/10.
Good communication with your nurse
No waiting for the appointment. Professional and personable. Explained process clearly and ongoing care.
Very pleasant medical staff and very short waiting time
Very patient, helpful and knowledgeable. Thank you
Short wait time
The nurse was very pleasant and efficient.
The support & level of care I receive from the Surgery is second to none.
Very friendly and efficient
I was greeted with courtesy, seen on time and my blood was taken expertly
Very efficient and helpful well done keep up the great work
Seen on time, privacy respected and follow up appointment made during visit.
Doctor & Nurse kind, considerate & explained everything very clearly.
Very helpful and felt relaxed.
We saw a lovely GP who listened to our concerns and gave some advice.
Timely appointment, sympathetic doctor.
The nurse was very cheerful and efficient
Efficient and friendly
You care
Felt very disparaged, and didn't feel like my issues were listened to
Best doctors in derby, quick at making appointments and very caring doctors
Appointment ran on time, easy self check in process.

Friends and Family Test July 2026 Summary

The staff and volunteers at Willington make you feel welcome and not an inconvenience. Working as a reenablement worker for DCC I hear many accounts about the shortcomings of surgeries around South Derbyshire. I feel we are very lucky Thank you
The appointment was on time & the person who dealt with me was very friendly. I couldn't of asked for better service
Everything asked for was sorted out and dealt with efficiently. Staff excellent and thorough. First class service.
Seen before my appointment time as I arrived early. Friendly and professional staff.
Easy check in, I went in on my appointment time, lovely nurse took blood for my tests.
Very informative and relevant questions asked.
Very clear instructions for taking medication
Call back in timely manner and appointment scheduled in shortly after. Actual appointment gave me confidence.
Dr Jackson always seems to involve himself with the patient, not all Dr do that, an empathetic and sometimes amusing consultation Great surgery overall.
Dr Jackson treated me with respect and humoured - very reassuring ?
Dr Makarva was really good. Surgery did the bloods she ordered before I left. Everyone was lovely. Kind and efficient. All in all a good experience.
Excellent Doctor, and very thorough.
I'm assuming this was the appt for 2nd Shingles Jab. If so Nurse Joanne excellent and supportive as ever.
Made me feel relaxed and was very informative and kind
I felt very at ease in the waiting area and my doctor was so friendly and easy to talk to. Thankyou.
Everything went to plan but I don't get the results for another week
Lovely doctor, very approachable
The friendly and professional approach I've come to expect at Willington Surgery.
Listened to my worries and was very understanding. Friendly and helpful
I was given good advice what to do with work and how I'm feeling.
Very helpful staff
Waited week for appointment only to be told contact ENT your self
Appointment was on time. Dr Cowley spent time listening to what I had to say and to my concerns about my health. She wants to see me again in about 6 was. Very happy with the service I receive from Willington surgery.
Because of the excellent professionalism displayed by the reception staff and the caring treatment given by the doctor .
Appointment on time. Friendly nurse.
The gp was sympathetic and gave alternative treatment options to discuss. It is good to feel listened to and involved in my treatment.
Seen promptly. Listened to Left feeling my issue had been addressed
I'm always pleased how the surgery deals with items sent by the hospital to the surgery. Everything that has happened in last month as moved on really quickly with letters being explained and what happens next.
Always excellent
It was a telephone call. Between 12 - 1. Called at 12.20. Dr was very nice to talk to.
Fast efficient friendly helpful and well informed
The person I spoke with listened and gave good advice on what I actually said.
Because all the staff receptionists nurses doctors are always friendly and professional
My appointment was on time and I was looked after well
No-one likes having a smear, your wonderful makes you feel so at ease! As always top class surgery with amazing staff keep up the good work!

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The doctor I saw was very thorough with the information he gave me and referred me for the MRI but my Chiropractor request requested. Even though the Nhs referral system was down, he was still able to print off a letter for me
Quick and pleasant experience
Very helpful at reception. And nurse very friendly.
Because seeing Jewelry our nurse , she did all she could , arranged for appointment on monday with a dr , to assess the situation , Nice one Jewelry , (bet i spelt it wrong ?,) Thank You our Drs.
Easy to check in on the machine. Seen on time and Dr Crowley was lovely. Gave me very clear indication of what would happen next and the time scale.
Straight in and looked after by all who delt with me
Appointment was just about on time which was great.
I had missed my appointment for a blood test by 10 minutes (alarm didn't ring) but they were able to fit me in. Plus able to ask for medication at last minute
Medication request and referral
Willington surgery is a great practice to belong to. All the staff always treat me with care, kindness and dignity. They always have the patient's best interests at heart. I really appreciate everything they do.
On time appointment, friendly & courteous staff
Prompt professional Polite.
All professional and easy
Didn't answer quick enough and tried to call back but couldn't get through. Please try calling me again if you can
Excellent service
I went in to my appointment early, which is always a positive
In out on time
Friendly staff Pleasant surroundings Appointment on time Task completed professionally
Every helpful
It was a smooth and comprehensive experience
Caring not helpful
As usual, very efficient and brilliant care.
Doctor very nice and helpful, and explained things clearly
Friendly and on-time!
Quick no nonsense check.
Early in blood test, Wendy was chatty and we exchanged breakfast venues, no pain with blood test ,can't fault the experience
Appointment on time and nurse very polite and professional .
Positive results on blood tests The person I saw was very pleasant and understanding Thank you?
Appointment was not at Willington surgery!
Fantastic appointment. Just like visiting the doctor ! Great informative information about tweaking my drugs and lots of useful info regarding things that could improve my health. Very thorough blood pressure taken etc. a great asset to the surgery.
East to check in, friendly and efficient service and nurse that gave me regular injection was friendly and efficient. Great job as always!
Staff are very friendly and helpful
The staff are always helpful

Friends and Family Test July 2026 Summary

Good and on time ...0
The BP monitor was too stressful for me, I suffer white coat when BP is taken by someone new, but performed in uncomfortable surroundings on an uncomfortable machine stressed me out especially when I witnessed the farcical efforts of another patient
I didn't get my phone call appointment. I was by my phone and no one rang
Appointment was on time . The nurse was very personable, had a professional approach and carried out the procedure efficiently.
Staff are very friendly and helpful.
Prompt, courteous, efficient.
Nurse considerate and understanding with a nervous patient.
Good
The nurse was very thorough but why is the time slot between 1 and 5pm?
Had to wait a few minutes later than appointment time.
Appointment a little late but other than that, good.
The front-line medical staff are on the whole, very good.
The NHS systems is getting more and more automated and I think that can be a waste of time and money for both the NHS and the patients.
The NHS doesn't feel very personal anymore.
Helpful
The Doctor was lovely, but I am confused. I thought the estradiol pessaries were meant to reduce discharge, but the Doctor said they were for vaginally dryness, which I have never suffered from. Also, the Doctor suggested I should reduce the strength
Early appointment, easy but felt gave little understanding of health etc as part of the wellbeing check
Phlebotomist was pleasant and efficient
The physio was very knowledgeable and explained things well.
Prompt, efficient and helpful service
Seen on time. Was given enough time with the pharmacist to discuss everything in detail and given suggestions. He needs to speak with a Dr re adding another medication but I'm ok with that.
Polite and well mannered
Quick easy blood test. But having difficulty making an appointment for follow up with doctor otherwise it would be "Very Good" as I like this surgery and this is the 1st time I've had a problem booking.
Today's visit to the GP was good, until he informed me that the sample i sent in was rejected due to a lack of paperwork. I informed the receptionist that it needed this before she accepted it and obviously didn't do it. I sent another sample today.
Managed to get an appointment within a week. Appointment was on time. Professional and friendly consultation.
I didn't have to wait long.
The call was ahead of schedule which was appreciated. The pharmacist was polite.
Very helpful phone conversation, although the pharmacist rang 30 minutes before the appointed time (this was not a problem).
Got an appointment promptly to be seen by GP
Efficient service, follow up organised and very prompt appointment.