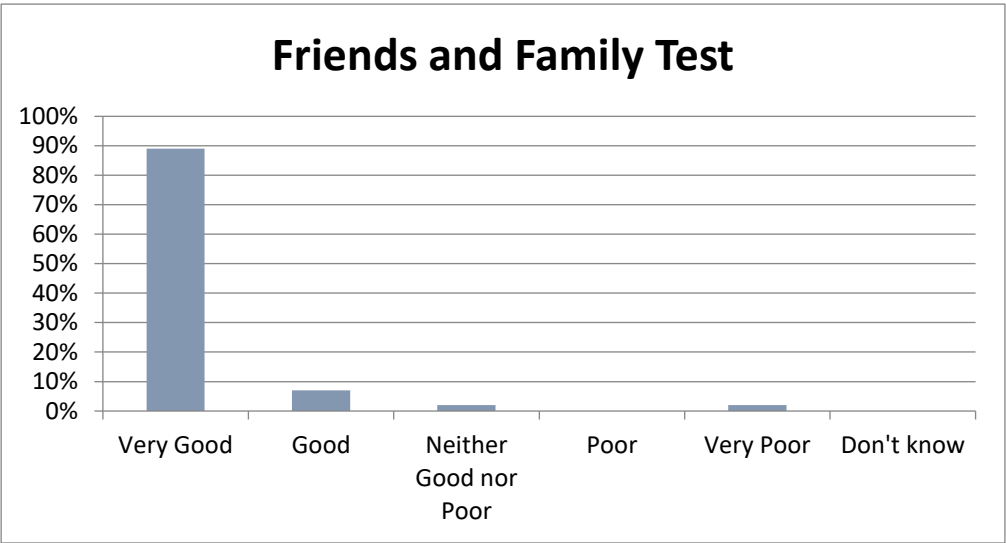


Friends and Family Test June 2026 Summary

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

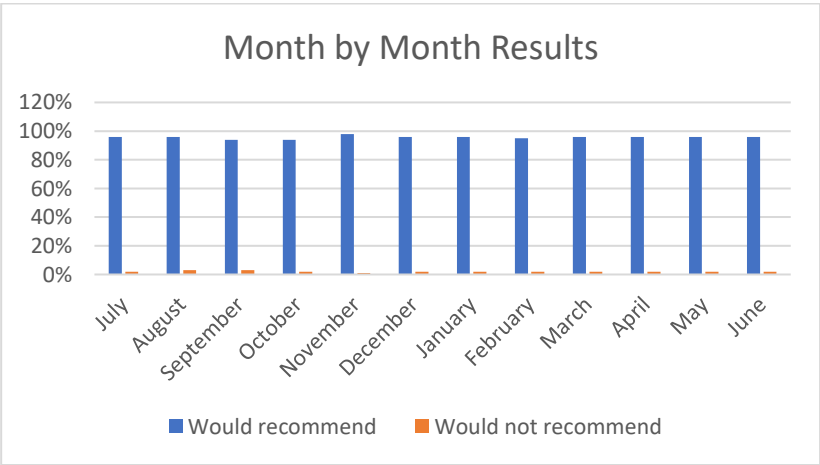
Responses from post appointment text F&F responses

Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't know
322	27	6	1	5	2
89%	7%	2%	0%	2%	0%



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

Would Recommend	Would not Recommend
349	6
96%	2%



Friends and Family Test June 2026 Summary

June 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

Seen on time and the nurse was lovely
Thorough and d cheerful.
Seen on time (in fact 15 minutes early). Friendly and professional treatment. It was good to be able to book a follow up appointment with a GP at reception as I left and also to collect prescription immediately. Excellent service. Thank you.
I was seen on time the nurse syringed both ears with excellent results. I wish to thank her so much!
Prompt appointment and nurse was friendly and super-efficient. Excellent experience!
I had the best visit ever and all the help thankyou
The staff are consistent, caring and patient.
Quick and easy
Joanne - is exceptional She goes above and beyond. Attentive and v helpful
Very helpful in arranging an appointment as I was unwell, right from calling, meeting the receptionist, seeing the doctor and picking up my prescription. I was feeling quite poorly so this meant a lot. Thank you.
Brilliant to still have an ear syringing service, Claire is so good does a fab job
Very thorough, patient, caring and kind
Receptionist and phlebotomist very good but could not check in automatically and had to wait at desk. There was a queue and no one came out to help I was there 10 mins before appt but due to no help it made me look as though I was late arriving
My experience with the doctor is really good dr Saunders takes time to listen and make you feel comfortable and help achieve to resolve any medical issues I have
Because all was fine and nurse who took my blood was very friendly
All on time as usual with lovely pleasant staff
I was called in early for my appointment for blood test, only took 5 mins. Excellent service.
Efficient and polite service
Friendly, helpful staff - called in early for appointment, quick and efficient
Everything about this Surgery has been excellent and I feel privileged to have such a wonderful and caring person undertake my check up. The people in Willington are very lucky.
Appointment on time everything explained well
Friendly and informative service and appointment
Wendy was very pleasant whilst being informative. A much more edifying experience, a smile and sunny disposition goes a long way
The nurse was very kind and went at my pace explaining everything as she went along

Friends and Family Test June 2026 Summary

The doctor was great but it took me weeks to try and get an appointment either there weren't any or no one answered the phone even though I called at various times after 11am
Polite, courteous and informative.
Issue dealt with promptly
I saw the practice nurse, Julie to have stitches removed from a recent scalp minor op. She was friendly and professional and quickly put me at ease.
Appointment went well as planned Well done!
Dr was good and said what was wrong and told me what to do
Anna was very welcoming and quickly made me feel at ease it was a very thorough and helpful review
On time. Very pleasant and professional.
The pharmacist gave me some useful information
The receptionist was very helpful. Dr Katie Wood was very thorough and listened intently whilst I described my symptoms and concerns. She also spotted a second potential problem and suggested further examination.
Willington surgery cares and so do the staff - from the members who pick up the phone to the nurses to the doctors - thank you
Everything was explained and I was listened to and all my questions were responded to and didn't feel rushed.
On time. Reassuring and informative. Thank you
I managed to get a cancellation appointment at the surgery and was seen by the doctor and I was offered an appointment at a clinic for a further consultation at a later date, thank you.
The nurse was very nice and efficient
Having spoken to GP, appointment for three necessary tests made promptly, excellent service from practice nurse. All staff friendly and helpful. Thank you
In and out before the appointed time A blood sample was taken quickly and efficiently.
Staff are always caring, helpful and efficient. I don't like that the position of the BMI/weight/BP machine displays your results and that these are visible by other patients.
On time, efficient and polite.
Wendy explained the new procedure and ongoing plan for my hormone injection programme in a clear and sensitive way.
Very quick efficient and friendly.
Consultation was at the time agreed. Everything was explained to me and the doctor made sure that I understood the advice, and why it was necessary.
Very helpful. Thankyou.
Unfortunately, I was a few minutes late for my appointment but the receptionist was very understanding and arranged for me to see the nurse.

Friends and Family Test June 2026 Summary

Everyone seems friendly and the practice is clean. Only had to wait 10 minutes.
Test fine promptly and efficiently Friendly staff.
A professional who made me feel completely relaxed and took a blood sample without any after effects at all. Hardly a mark.
Went in before appointment. Time, friendly staff
Excellent service as always
Very polite and helpful
Ian Maronge exceptional.
I needed a fit note for work but I wasn't given one because my foot was no longer bruised when the doctor finally saw me, but the appointment date was far out and then got rescheduled to an even later date. now I am in trouble at work
The doctor read my history, listened to me, asked pertinent questions and then reassured me and sent me for appropriate further tests.
I went to the pharmacy and they had a look at it and referred me to the Doctor's I got an appointment for the same day and gave me some medication hopefully this will clear this infection up. Thanks.
I felt I was treated with empathy
Prompt, professional and friendly service.
The GP I saw was very approachable. He listened to my issue and discussed my options. We agreed the next step together. Just what you want as a patient.
Dr was attentive, listened, examined concern and reassured.
Prompt and efficient and very helpful
Excellent phone review very friendly and professional A really good experience
I saw my nurse on time for my blood test so it was a quick visit
Appointment on time, very efficient and professional blood test etc
People were friendly, answered my questions and provided help as required. I was seen earlier than my appointment
Dr Saunders is brilliant, she listens & gives excellent advice/information.
Fast, efficient service thank you
Felt listened to and my concerns addressed. Discussion around symptoms being part of several conditions. Suggestions around medication alternatives. Clear direction of timeframes & follow up appointment. Contact if further help is needed sooner.
Very professional
Appointment before said time. Efficient and pleasant.
Anna was considerate and reassuring. Very professional.
Self-check in machine wasn't working, had to queue with 8 other people until a second receptionist arrived and then reset the self check in
The Doctor I've seen today was polite and pleasant and very understanding Thankyou

Friends and Family Test June 2026 Summary

A really nice doctor who was very understanding and thorough
Met all my needs
I got an appointment on the day that it was needed. The doctor was patient, caring and supportive. I felt listened to and supported. I have a follow up for bloods this week.
Doctor was lovely, digital sign in process was smooth, everything running on time
Everyone friendly, and professional
Because the call was a pleasant? And to the point, conversation?
Very kind GP who acted in a professional and supportive way. Thank you
Quick and straightforward. Wendy very pleasant and friendly.
Excellent chat and informative Dr listened and helped today was definitely a five =service.
Because the member of staff was very caring and friendly. Excellent phone call.
Really great service from Dr M and the nurse who took the blood. Thanks for fast tracking my sons blood test
From making my appointment to seeing my Dr. the process was smooth and efficient. My doctor was friendly, reassuring and explained everything she was thinking. I felt better before I even started my meds!
Great service
My telephone call from the physiotherapist was good
Pleasant staff. Gp very helpful
Always excellent
Caring dr, good communication, respectful and supportive
Nurse kind and efficient and knowledgeable Appointment on time
On time, to the point and truly professional
A very thorough review by 3 drs in 2 days
Struggled to find vein and therefore suffered significant bruising.
On time and good service
Because it was good. Pleasantly done and explained carefully and fully about a change in my medication.
Straightforward, friendly and on time
Dr Makava was thorough and efficient. Never having met her before I found her easy to talk to and respectful of my needs. A good listener, she took decisive action.
Very welcoming and professional in approach. Procedure was conducted with efficiency and I felt totally comfortable. I received a lot of additional help and advice, delivered in a friendly and caring manner. Excellent!
Telephone consultation, had difficulty hearing, I do wear hearing aids.
I was given sufficient time with the doctor, who took my concerns seriously. I also saw the nurse for a dressing, which was an additional accident. All staff in the surgery were supportive, kind and professional

Friends and Family Test June 2026 Summary

I was very nervous about the consultation as I have had some troubling diagnoses recently. Dr Vivien Makava was attentive, reassuring and very calming. She was everything you would want and hope a good and ideal GP would be.
I had an appointment regarding my medication for hypertension, thyroid and reflux meds. The pharmacist has helped find suitable alternatives to drugs I was taking before which caused reflux. My reflux has improved thanks to change of drugs.
Dr Heidi was very supportive and caring re my condition
The Dr was very good. Took his time to explain everything and answer questions. However he gave me a link to a self-management app that is no longer available for South Derbyshire.
All of the questions I asked about were answered very well and I was pleased with the actions that are being taken to help resolve the issues found.
Katie was very calm very thorough with my twins
The nurse explained the rsv vaccine to me in detail and was very kind. Thank you.
Was seen at the agreed appointment time and all very professional.
Once you have an appointment all is good the surgery could and should be have less waiting time for an appointment
I came away without much positive help
Appt ran to time. Doctor listened and explained management plan. Able to then organise follow up tests efficiently
Fast and efficient
Appointment on time and good service
On time, easy to access, very pleasant phlebotomist
I expressed that I was getting no relief from my inhalers, to be told to use them religiously for 6 weeks. No oxygen check or anything. Hours later I was blue lighted to Derby Royal with pneumonia and Pleurisy. Why were no checks done?
On time and friendly and considerate. Thank you, Helen,
The Staff at Willington surgery are very helpful.
I received a very good and measured diagnosis .. The solutions for treatment were very well received by myself too. This lady appeared genuinely interested in trying to resolve my predicament. Lovely manner....Thank you
Always been there for me.. can't fault this surgery. And the doctors and staff that Run.. many thanks
I felt very comfortable and the Nurse couldn't have been more helpful.
First rate and professional service.
Once checked in with receptionist (took bp before as queue was long and self-check-in failed) everything moved smoothly and speedily. Got all the help I needed.
Went in on time. Dr listened. Got a blood test quickly/same time at the surgery which saved me going into Derby on the bus. All round good
Telephone consultation was on time and friendly. I felt supported.
Got a telephone appointment very quickly. The Doctor was helpful and prescribed what was needed.

Friends and Family Test June 2026 Summary

My review was conducted in a very professional way. thank you
First time for me to have such a phone consultation. Seemed a bit pointless - something I could have replied to as a text or message on this portal.
Always excellent
I appreciate that the Drs has taken time from her busy schedule to check up on my welk being at this very difficult time.
Lovely manner and very professional
Doctor Saunders listened to me, and provided me with a prescription
The nurse who dealt with my situation was very nice and very understanding. Helpful and really was happy to help me with a few things I wasn't sure about.. I think her name was Joanne Gregory..
Dr was brilliant? diagnosed Evie with problem and even call me back to send her for blood test so we are covering all angles.
Very good and prompt service !
Dr Jackson listened to me, asked relevant questions and gave thorough and helpful advice. Thank you ??
Excellent telephone call everything explained well and followed up with an email
On time appointment and speedy service Thankyou
Great to have help from Gillian on patient participation group on how to use the BP machine
As always very quick and efficient.
It was a telephone consultation to discuss xray results. Dr Saunders explained it all well, and discussed available options Thank you
The clinician I saw (Claire) did an excellent job and even saved the surgery time by doing an additional test after spotting an issue. Thank you
Superb service as always and great staff who are friendly approachable and so helpful
Willington Surgery is open and airy with a calm atmosphere. I absolutely love seeing my doctor as she's kind, understanding and honest. The only reason this isn't a very good is because of the long lead time for routine appointments.
Felt listened to and appropriate management plan put into place
I was in for a steroid injection; I was very well informed of what was to happen and what could happen. If it works I will be back in for the other shoulder.
Nurse called me very quickly excellent service good chat lovely
Excellent service
The doctor was extremely polite and reassuring he went above and beyond to explain and sent further information an excellent patient interaction
Professional consultation
I was seen on time by a very caring member of staff Who explained everything to me
Over 2 hours since appointment time and still waiting for the doctor to phone

Friends and Family Test June 2026 Summary

Kim called me exactly at the appointment time and understood completely my inability to tolerate the higher dose statin and has arranged to have my prescription returned to 5 m. It was very pleasant, friendly and as always professional. Thank you.
Friendly and informative, answered all my questions.
Lovely doctor. Listened to what I said agreed I needed another course of steroids and antibiotics & also gave me a rescue pack for if it happened again in the future. As I get older I can't seem to shake off colds without them going on my chest
Polite quick appointment. Appointment on time. Great service. Well Done to all at Willington Surgery.
Really supportive
The nurse very quickly and skillfully entered the vein and took blood for analysis. She was polite and very friendly. I am grateful.
Willington Surgery is always amazing... efficient, friendly and professional
Helpful volunteer on the weight/Blood pressure machine. Blood appointment punctual and quick.
Really helpful appointment with Dr Wright. Gave clear and helpful guidance despite multiple issues discussed on various health concerns and ongoing pain management. Thank you.
Friendly on time and no issues parking
Good visit to see Dr Kate Wood. She was only running 5 mins late and was extremely professional, courteous, and helpful. She will be a great addition to the surgery.
I felt listened to and all avenues were covered
Prompt on time, and a very good and understanding conversation afterwards. Thank you.
Telephone appointment on time & helpful
Prompt appointment given to see physiotherapist
Quick in quick out for blood test
Knowledgeable and helpful advice given.
I give the answer Because the doctor, listened and advised me, and gave me the prescription I needed.
Dr listened to what I said and done something about my problems.
Very prompt and helpful
Friendly and efficient
Very thorough talk and feeling confident with the advice I received
Blood test - v quick, no delays, no pain!!
Wasn't happy with the gentleman explaining the blood pressure machine, I am quite happy to do it for myself, I know he had a work experience, it's the way he spoke to me, I did not like.
Got in at a good time and I had to wait for 4 days but got in it the first time so good thank you
I saw Dr Katie Wood who was very kind & understanding. This was my first appointment after changing surgeries after many years with my previous one.
Very caring.

Friends and Family Test June 2026 Summary

Receptionist very friendly & dealt with my new appointments promptly. My appointment was very thorough & I came out feeling somewhat relaxed.
Very efficient
Excellent
I called the doctor to make a appointment and I got a lovely lady who was very helpful and made me a appointment to get the doctor to call me and within 20 minutes they made me an appointment for later today and they were very helpful and lovely .
Appointment arranged in 24 hours.
Excellent response and same day appointment. Very polite receptionist and very helpful doctor
Dr Farrow was clear and friendly.
Kind, efficient and on time
Friendly, but professional. Informative and constructive advice.
Went in on time and the nurse who did my blood test was lovely
Got in same day
Dr Jackson was very thorough and compassionate. He explained things to me as he went along. Very professional and thorough doctor that made me feel at ease and gave me much needed reassurance.
Always helpful staff
I would like to thank Dr. Roslyn J Farrow for being so thorough and attentive. One of my blood test results came back abnormal and instead of simply dismissing it, she arranged repeat testing and continued to follow it up. It is very rare these days
Well Kim is a very nice knowledgeable lady who has looked after my diabetes for quite a time.I trust her and the rest of the doctors and team to give me the best advice and treatments. Everyone at Willington so pleasant and helpful
Extremely efficient & professional
On time and good phlebotomist
Not seen this Doctor before Dean Jackson helpful and honest.
I was seen to straight away no messing about
Straight in and out.
Doctor is knowledgeable, gives advice I feel confident with, and he's very personable.
Usual excellent service, I expect
Efficient service
Very nice , caring and answered all my questions
Waiting time at reception, felt sorry for the one person having to cope with queue. Not convinced that THE machine truly reflects bp in such a stressful situation.
Very helpful
No waiting around straight in and out nurse was very polite
Always s very good supportive care.
Very caring and professional
Efficiently done and was in and out quickly.
Usual excellent care from all concerned

Friends and Family Test June 2026 Summary

Very polite
Helpful
Excellent customer service skills
I was seen promptly, the doctor was absolutely lovely and my concern was fully addressed.
Mid GCSE's my daughter was unwell. Managed to get a same appt with Dr Morange. He prescribed antibiotics and a throat spray which helped her get through the exams.
On time. Achieved exactly what was needed! Friendly .
Speedy response
Every member of the team at Willington delivers an over and above patient service this practice should be used as a model of excellence to show other surgeries who they should deliver their NHS contracts
Friendliness by all staff who were efficient and helpful.
On time, informative. Felt able to ask questions.
Mix up with two appointments, but all sorted in the end.
My actual appointment was excellent. Discussion and reason for visit was excellent too. Booking in was not so good. Electronic appointment system was not active, hence a queue at reception. Great doctors surgery. Thank you.
Dr Saunders was very supportive and understanding of my needs.
Lovely phlebotomist who was very good and pleasant.
I felt I was actually being listened to
I really enjoyed my conversation to the pharmacologist I spoke with. I was able to discuss other issues and impact of medicines to treat them.
The advice given by the receptionist when I arrived in the morning was incorrect, however the appointment with the doctor was very helpful and then saw a different receptionist who was extremely helpful
Given an appointment on the same day as I rang, which I wasn't expecting, and the doctor spent a lot of time listening to and reassuring me.
Dr Saunders always listens with kindness and compassion and always does her best to help
Clean and bright surgery, wonderful staff. Thank you all.
Prompt and excellent service.
I am very sorry I missed my telephone appointment regarding a reduction of meds plan.
Quick and efficient in every aspect
Was able to park , went in earlier for my appointment ??
I received the call back I had requested and got the advice I needed.
Lovely doctor. Called on time. Friendly and informative. Really appreciated her time. First experience of the practice, as a newly registered patient. Thank you
The Doctor was kind, companionate, listened to my worries & has got the ball rolling with support & tests
My medication was reviewed
Very polite and clear

Friends and Family Test June 2026 Summary

Unable to keep my appointment, but managed to give me a new appointment a little later. Very pleasant staff.and nurse.
My blood test appointment was on time and I never felt a thing when Helen took the sample. 10 out of 10
Disappointed my appointment was changed to a telephone call as I would have preferred face to face as it would have been more benifial to me
Dr Morange and Nurse Julie were amazing. They listened, took my lithium toxicity concerns seriously, and went above and beyond to get me seen quickly. Efficient, friendly, caring and reassuring. I'm so grateful for their support. Thank you :)
Did not provide the information I required. (I wanted to understand/more info on thyroid/ blood tests) Call was late (should have been 16.15) received at 16.46 when it was difficult to take the call.
You cancelled it on the day and still sent a satisfaction survey
Doctor was very good but appointment was 30 minutes late. Not complaining about it - doctors are very busy and have many demands on their time - but obviously need to reflect the fact it was late in the rating
Dr wood really listened to our concerns and made a good plan for my son
Very efficient and caring as always, thank you.
Had a phone call. Phoned on time and asked all appropriate questions. Very happy with the service.
Heard concerns and provided a prescription to see if it help soothe the rash and said they would follow up with paediatrics allergy referral
Very polite and understanding of my problem. Made immediate proposal for further investigation and gave me reassurance. Lovely Doctors bed side manner.
Plenty of parking available on site, quick check in procedure with the touchscreen, clean and tidy waiting room and seen within 10 minutes of my appointment time.
Appointment held on time
Excellent care as always
Joanne was, as always, brilliant. She never fails to bring a personal side into her care. I have been at Willington Doctors my whole life and my mum was there for 25. Joanne never once fails to remember my mum and that means more than I can say.
Great communication, staff welcoming, surgery well organised and managed. Medical staff approachable and very professional.
I came for a blood test and as soon as I signed in my appointment was swift and friendly. Very good and thank you Willington Surgery
Instant help
Lady who did my bloods was lovely and friendly
The response to my problem has been excellent and the chat and help from the doctor really helpful ,a referral has been made. The doctor was really concerned about my health and spoke to me as a person and not over the top of me.
Dr Saunders is extremely knowledgeable within the area I required to discuss. She was so kind, reassuring and empathetic. Thank you, I am very grateful.

Friends and Family Test June 2026 Summary

Up to usual excellent standard
Very supportive and understanding and helpful all at the same time
Lovely lady, felt at ease with her. She gave some good advice & options. My appointment didn't feel rushed & I felt listened too. Thank you.
Friend and professional, helpful service. Put me at my ease and provided helpful advice.
Dr walker is a very calm and welcoming doctor - her sense of humour and warm manner puts you at ease and she doesn't rush you out or not answer questions! Best appointment I've had. She is valued!!
In on time smooth visits.
Everything went smoothly and as expected. The appointment was not rushed with plenty of time to discuss things in detail.
The doctor listened, asked questions and examined my son. She gave good advice.
I was happy with the way that the doctor spoke to me and how he explained what my problem was
Helpful, practical advice, delivered in a friendly and empathic manner
On time appointment and really helpful reception staff
Simple?excellent surgery with top quality staff, nurses and doctors.
Because it was quick and efficient
Really disappointed for the first time. A very cold hearted, rushed call from the nurse despite the severity of the news given to me. Short and a little sarcastic. Made me feel quite small and unimportant and didn't get the reassurance I needed.
I had to remind the Doctor of things that weren't mentioned by the reception. To this she will follow-up.
The doctor was very kind, and understanding of my daughter's discomfort.
Because I have rang Parkinson nurse many times and they said they would get back to me but never have also I haven't see a consultant for months so the dr is taking it in hand so hopefully will have some results
Was seen immediately for blood test today
On time and pleasant staff
Doctor very helpful and precise
In 24 hours, saw gp, had scan, got results and follow up appointment booked. Am so impressed.
Friendly welcome makes you feel at ease. Dr Saunders is just so lovely and reassures you when you have concerns. Always try's to offer other solutions if something isn't working well for you - very pleased with the service at willington surgery ??
The nurse was very polite and knew what she was talking about about
Was seen promptly.
Nurse very friendly, reassuring and polite.
Found it a very caring and supportive visit
Very nice Dr and very helpful thank you
Quick, efficient and painless, as usual - thank you ?
Arrived went in on time

Friends and Family Test June 2026 Summary

Efficient service
Dr Saunders explained everything clearly and answered all the questions I had. She did this in a kind and patient manner.
A great Gp listening to me and my health concerns and highly supportive as always. Been prescribed medication and a blood test booked. Great service and felt supported as always.
I feel I need more information regarding my blood tests.
Brilliant doctors. You can't find such a good doctors.
Arrived a few minutes early? Seen a few minutes early. Painless shingles jab. Can't say I felt so good a few hours later though.?
Very happy with the advice I got from telephone appointment.
On time. Friendly, helpful service
Friendly Staff, I was seen on time by Dr Cowley who took the time to explain what my problem was & possible treatments should it get worse. I was also offered advice on how to manage it.
Son has regular blood tests due to the medication he takes for ulcerative colitis. He saw Claire today. She always chats to him. Most importantly is quick with the blood test itself. Never any problems and for son who is autistic this is perfect.
I was seen straightaway, no waiting at all and obviously dealt with immediately.
Very professional and on time
Excellent appointment with the clinical pharmacist. Genuinely listened and spent time understanding my situation. Some great advice received and feel genuinely supported with my medication needs.
Dr Makava is so professional, polite and able to explain complex issues in a way that is clear and concise. A pleasure to deal with
Appointment made by pharmacist and see in time prompt reassurance by dr
Clare was excellent. I am not the easiest person to get blood from.
Very efficient & on time.
On time, friendly.
Excellent service and care, thank you
Very prompt attention and the doctor was very helpful. He was sympathetic, made suggestions how my injury could be resolved
I was offered this appointment last week when I was away on holiday. Then the appointment today was very satisfactory
The years I've been coming to your Surgery, I have always been looked after well....Thank you
We saw Dr Cowley , and as usual the Lady was a pleasure to see. Always so nice and kind and addressed my wifes issues in her well being , and introduced her to Angela in case we needed any further help, Our surgery always try's there best to help us
The Doctor listened to my problems and has tried to help me . Always very understanding. Thankyou