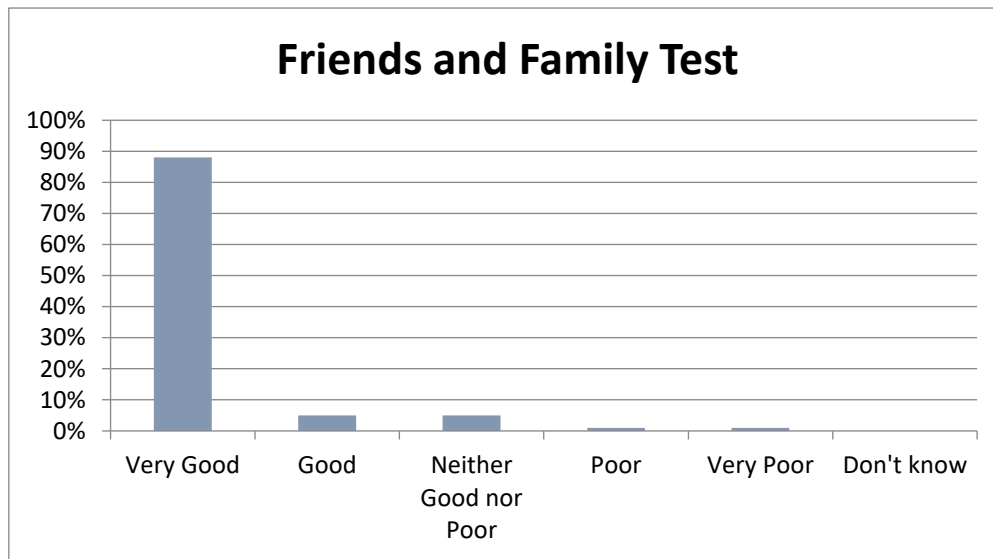


## Friends and Family Test August 2026 Summary

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

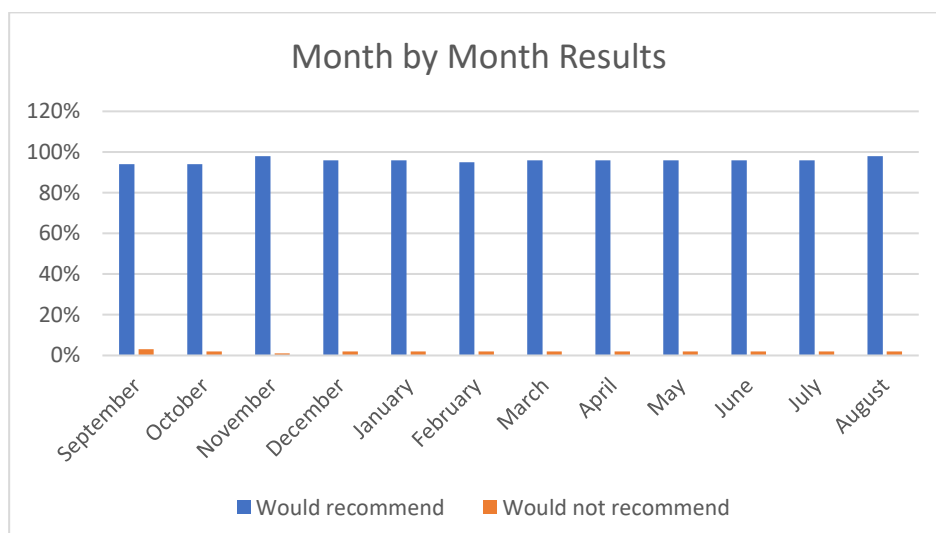
Responses from post appointment text F&F responses

| Very Good | Good | Neither Good nor Poor | Poor | Very Poor | Don't know |
|-----------|------|-----------------------|------|-----------|------------|
| 305       | 17   | 8                     | 3    | 3         | 0          |
| 88%       | 5%   | 5%                    | 1%   | 1%        | 0%         |



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

| Would Recommend | Would not Recommend |
|-----------------|---------------------|
| 322             | 6                   |
| 96%             | 2%                  |



## Friends and Family Test August 2026 Summary

### August 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**

|                                                                                                                                                                                                                                                            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Friendly staff, appointment time kept. Clearly explained the process and gave advice                                                                                                                                                                       |
| Extremely helpful and felt listened too                                                                                                                                                                                                                    |
| The appointment went very smoothly and on time                                                                                                                                                                                                             |
| Very friendly & efficient staff.                                                                                                                                                                                                                           |
| Text reminders, auto booking in screen, appointment on time                                                                                                                                                                                                |
| Excellent, proactive, with hopefully a positive outcome.                                                                                                                                                                                                   |
| Appointment was on time and quick                                                                                                                                                                                                                          |
| Made to feel at ease from moment I entered excellent                                                                                                                                                                                                       |
| Dr. Jackson was very helpful and informative and answered all my questions. He reassured me of my situation with the DVLA concerning the renewal of my driving licence would not be a problem. Many thanks,                                                |
| Very helpful                                                                                                                                                                                                                                               |
| I got an appointment very quickly to discuss my HRT really helpful and reassuring.                                                                                                                                                                         |
| Thank you to the kind receptionist and volunteer who got me & my baby back to my car when there was really heavy rain this morning! It's always the little things that make a big difference ??                                                            |
| Appointment on time                                                                                                                                                                                                                                        |
| Very efficient and very good and friendly staff                                                                                                                                                                                                            |
| On time and efficient as usual                                                                                                                                                                                                                             |
| Very good quick appointment and pleasant people                                                                                                                                                                                                            |
| Dr Write was very helpful and advised me what to do next.                                                                                                                                                                                                  |
| The staff are amazing.                                                                                                                                                                                                                                     |
| Wendy explained everything clearly and was very nice                                                                                                                                                                                                       |
| The doctor and receptionists were thorough, caring, helpful and patient as always.                                                                                                                                                                         |
| The appointment went really well and the nurse was amazing. but, I turned up 20 minutes before my appointment. The receptionist booked me in I was waiting nearly an hour. I went to the receptionist and then found out she haddent actually booked me in |
| Short wait for appt but doctor was professional                                                                                                                                                                                                            |
| Always kind and helpful                                                                                                                                                                                                                                    |

## Friends and Family Test August 2026 Summary

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|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Appointment was on time Dr. Maronge was very efficient, giving me advice and necessary medications                                                                                                                                                         |
| My appointment was on time and I received good advice with a solution. Dr Cowley was friendly and easy to talk to.                                                                                                                                         |
| Appointment on time. Gp listened gave advice                                                                                                                                                                                                               |
| Anna, the clinical pharmacist is a lovely person to deal with, she is very approachable, understanding and listens well. She is thorough with her research and aims to sort things as quickly as she can. I felt confident going through my prescription.  |
| The Doctor listened asked me many questions I did not feel rushed very good appointment                                                                                                                                                                    |
| Didn't have to wait too long, doctor was excellent, overall excellent ?                                                                                                                                                                                    |
| Extremely efficient and ahead of appointment time. Excellent service and friendly staff.                                                                                                                                                                   |
| Excellent knowledge. Great coverage of all issues                                                                                                                                                                                                          |
| Short telephone call with little discussion of medical situation.                                                                                                                                                                                          |
| As I'm only on 1 medication and on the lowest dose it was all sorted within 2minutes                                                                                                                                                                       |
| Phone appointment on time; friendly ; full knowledge                                                                                                                                                                                                       |
| Our query with the travel nurse addressed all our questions regarding vaccinations for our upcoming holiday                                                                                                                                                |
| The doctor I saw was very professional and very understanding.                                                                                                                                                                                             |
| No delays. Clear explanation. Pleasant staff                                                                                                                                                                                                               |
| Swift service with desired outcome                                                                                                                                                                                                                         |
| Seen on time<br>Consultation was comprehensive, clear and concise                                                                                                                                                                                          |
| Because I didn't have to wait long. I was treated with kindness and respect along with a touch of humour!                                                                                                                                                  |
| The doctor gave me the information I needed and arranged for further tests.<br>An xray and physio.<br>He was very informative.                                                                                                                             |
| Wonderful people who work at the surgery                                                                                                                                                                                                                   |
| Super response from Dr Jackson when he was unable to prescribe the Dermovate cream that I requested, he contacted my Consultant to obtain permission and as soon as he received this he rang to inform me and issued the prescription. Thank you very much |
| Dr Saunders was very kind and understanding                                                                                                                                                                                                                |
| Doctor Jackson was, and is, excellent. He listens to your concerns, discusses them thoroughly and offers advice and a way forward with the problem. First class service, thank you.                                                                        |
| The nurse explained everything well and gave me the time I needed to ask further questions                                                                                                                                                                 |
| On time, friendly, efficient service.                                                                                                                                                                                                                      |

## Friends and Family Test August 2026 Summary

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|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Dr, Crowley listen and explained my problem my knee and agreed that I needed an injection and she proceeded to inject a steroid much to my relief. My visit (which was my first at Willington surgery) was a reassuring experience! Thank you, |
| Had a worrying problem re- blood pressure. After speaking to reception at 1500 I got a call back with an appointment for 1534. Dr Cowley was extremely pleasant and gave me a comprehensive checkup. I left feeling completely reassured       |
| Got sorted straight away<br>Listened too<br>Didn't judge                                                                                                                                                                                       |
| Friendly and efficient.                                                                                                                                                                                                                        |
| Call for a blood test say it was my 4 monthly check which I had no knowledge or reasons why and you had asked for it.<br>I am also due a blood test for my cancer treatment in 2 weeks so could not these be completed at the same time        |
| Had a lovely catch up with my doctor who was very understanding and interested in what my experience has been with my diagnosis. She spent time to talk and I felt she was. Very easy to talk to                                               |
| Quick and punctual. Very professional.                                                                                                                                                                                                         |
| Very detailed questioning regarding my asthma condition for my annual review. I felt confident with the advice given which was provided in a friendly and informative manner.                                                                  |
| Excellent quick service. The Nurse was very knowledgeable and friendly.                                                                                                                                                                        |
| I was seen by the nurse timely and she was very professional and helpful                                                                                                                                                                       |
| Very easy to complete the process with a person to help if required. The appointment was explained and not rushed.                                                                                                                             |
| All very helpful                                                                                                                                                                                                                               |
| Excellent experience prompt service and helpful staff                                                                                                                                                                                          |
| Quick, efficient and on time. Thank you                                                                                                                                                                                                        |
| The nurse was friendly, sympathetic and efficient. I had no pain and the site didn't bruise. Reception very friendly too                                                                                                                       |
| Had a good discussion with the doctor who I saw and told me what needed doing.                                                                                                                                                                 |
| On time and polite                                                                                                                                                                                                                             |
| Seen on time & treated very professionally & sympathetically.                                                                                                                                                                                  |
| Friendly and on time.                                                                                                                                                                                                                          |
| I received a clear explanation of my test results also how to proceed with a follow up test until my next doctor appointment.                                                                                                                  |
| My call to the surgery was on 9 July, I've seen doctor was referred, saw physio dept got so stretched, went for this and finally had my details sent to a physio practise. In pain but no treatment. Can't work and have to pay myself         |
| Lovely nurse and explained everything re shingles (2nd one)                                                                                                                                                                                    |

## Friends and Family Test August 2026 Summary

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Everyone was very friendly and we didn't have to wait. There was a lovely atmosphere thank you very much.                                                                                                |
| An appointment was found for me for which I am very grateful.<br>Dr Farrow was very thorough and kind. Thank you.                                                                                        |
| The Nurse was very professional, pleasant, empathic and efficient.                                                                                                                                       |
| Arrived for blood test on time , sorted straight away with a smile . All good.                                                                                                                           |
| Quick professional friendly and chatty                                                                                                                                                                   |
| Excellent welcome from guy in reception area ( ? Volunteer)<br>Saw nurse Gregory who was so lovely<br>Explained all info to me pre vaccination and what to expect<br>Excellent service thank you so much |
| Very efficient and on time.                                                                                                                                                                              |
| Prompt appointment                                                                                                                                                                                       |
| Very quick no wait people being helpful                                                                                                                                                                  |
| Because they said I hadn't been taking a tablet since may and I have been taking it every month till mid August, had to wait for an appointment before I was allowed the tablet which was 5 days later   |
| Very good care as a patient, both from the receptionist, the volunteer, and the HCA. Also no waiting time.                                                                                               |
| Super-efficient! Appointment bang on time and lovely phlebotomist.                                                                                                                                       |
| The nurse, Wendy, was excellent both in terms of her expertise and personal interaction and Dr Maronge came in to give a second opinion on a medical matter and gave me complete confidence.             |
| Nurse was Lovely ,and understood the condition Having a B12 injection always hurts but this one was way better she took her time administrating it so hardly hurt at all.many thanks .                   |
| The nurse who saw me was excellent, very informative, helpful and friendly. She made me feel at ease.                                                                                                    |
| My first appointment. Nurse was lovely. Reception too. I also made it because of the reminders. Thank you.                                                                                               |
| Friendly and efficient staff made me feel at ease                                                                                                                                                        |
| Polite and on time                                                                                                                                                                                       |
| I was dealt with very professionally quickly.                                                                                                                                                            |
| To get to see a doctor within two hours of calling is remarkable, and seeing someone who actually cares is fantastic                                                                                     |
| The visit was very satisfactory and reliable.                                                                                                                                                            |
| Friendly and efficient                                                                                                                                                                                   |
| Friendly staff.                                                                                                                                                                                          |
| You can not get better with willington surgery .From staff to doctor they are the best                                                                                                                   |

## Friends and Family Test August 2026 Summary

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|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Very professional nurse with a clear and informative approach. Also easy to talk to and happy to answer my questions.<br>May I also mention the reception staff who are very good.                                                                     |
| Telephone medication review was efficient.                                                                                                                                                                                                             |
| Very helpful                                                                                                                                                                                                                                           |
| Appreciated the prompt reminder for my shingles jab and was seen almost immediately at the Surgery. All handled very professionally :)                                                                                                                 |
| Self Check in seen 15mins before time.<br>Very Good                                                                                                                                                                                                    |
| Easy check in , very friendly and efficient staff                                                                                                                                                                                                      |
| Felt understood, things were made clear, all good.                                                                                                                                                                                                     |
| Doctor Jackson was very honest and straight forward and very easy to talk to, he explained things in an easy to understand way and explained the path I'll be taking to receive treatment for my knee.                                                 |
| As I always say this is a great surgery I have no complaints.                                                                                                                                                                                          |
| Came to get ear wax removed, unfortunately it's been too long since my last visit, the nurse told me to try more olive oil, but warm this time. She did try to remove it, but couldn't.                                                                |
| Appointment was on time and I was dealt with in a friendly and professional manner. Nothing not to like! Thank you                                                                                                                                     |
| 2 consecutive appointments, which the surgery arranged for my convenience.<br>Each one was really good. Friendly and professional.                                                                                                                     |
| Always a pleasure to see Dr Jackson he is very nice .                                                                                                                                                                                                  |
| Covered aspects of medication in depth arranged gp appointment to follow up                                                                                                                                                                            |
| Easy check in                                                                                                                                                                                                                                          |
| Seen very quickly. Nurse Julie Harrington was lovely, had a calming persona and very reassuring and made it a very efficient and lovely appointment.                                                                                                   |
| Nurse explained everything in detail and got rid of my fears<br>No rush and a friendly appointment                                                                                                                                                     |
| Julie is fantastic at her job, so skilled and professional, she deserves lots of praise.<br>Thank you Julie                                                                                                                                            |
| Excellent professional service                                                                                                                                                                                                                         |
| Seen quickly and efficiently.                                                                                                                                                                                                                          |
| Because my MRSA started after surgery in Lithuania, we could be dealing with an imported, multi-drug resistant hospital strain. Treating this with continuous, isolated cycles of community antibiotics is dangerous and failing. I require a referral |
| Routine appointments are well organised from initial notification to appropriate reminders. The appointment itself is quick and efficient causing minimal distress and delay.                                                                          |
| The doctor was empathetic, described things clearly and in a pleasant manner, at no time patronising.                                                                                                                                                  |

## Friends and Family Test August 2026 Summary

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Seen straight away by the Nurse excellent service                                                                                                                                                                          |
| Dr Maonge was very professional and kind                                                                                                                                                                                   |
| Prompt friendly staff. Doctot excellent. All very courteous and professional.                                                                                                                                              |
| Booking was fine when I saw the doctor I didn't like the way he came across would it be possible to put on my records that I do not want to be seen by this doctor please                                                  |
| GP was thorough in addressing all of my concerns and I feel heard and understood. I've had a rough few years of ill health that I feel I'm now getting on top of rather than it getting on top of me. Thank you.           |
| Nice pleasant reception                                                                                                                                                                                                    |
| Needed an appointment. On my explanation on was immediately offered the same morning. Consultation followed with immediate referral for scan. All very efficient and carried out with courtesy and professionalism.        |
| Efficient and no waiting                                                                                                                                                                                                   |
| Was not waiting long to be called in. Appointment was on time.                                                                                                                                                             |
| 25 mins waiting                                                                                                                                                                                                            |
| On time and a very helpful nurse                                                                                                                                                                                           |
| Amiable and useful                                                                                                                                                                                                         |
| I called to get an appointment for the following week but after a short chat with the receptionist was able to get a same day appointment! Dr Wood was very good & was able to prescribe the necessary medication quickly. |
| Friendly, polite and professional service                                                                                                                                                                                  |
| The surgery made my appointment for 11.10 on Friday 14th August which I understood was face to face apparently not I didn't even know who I was seeing. I was told I had missed my appointment but I was there for 11 am   |
| Both Julie and the physio lady were excellent. Very professional , helpful and practical . A breath of fresh air thank you                                                                                                 |
| I felt I was listened to and we had a good discussion about my situation and a solution and I felt confident and relieved when I left                                                                                      |
| Warm, friendly and professional approach conducted with skill and concern for my welfare. Excellent!                                                                                                                       |
| Always a professional and thorough appt with Dr Wright. Onward referral made following assessment and discussion. Thank you.                                                                                               |
| Very helpful GP.                                                                                                                                                                                                           |
| Electronic sign in was not working after a sort wait receptionist registered arrival a few minutes wait into see doctor.<br>Excellent service as usual.                                                                    |
| The information was clearly provided and accurate. I was made to feel at ease and listened to.                                                                                                                             |
| Fantastic service always taking care of my health and my family<br>We are great full                                                                                                                                       |

## Friends and Family Test August 2026 Summary

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|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| All staff very very pleasant and helpful a pleasant atmosphere all round many thanks                                                                                                                                                                       |
| App late                                                                                                                                                                                                                                                   |
| One time and procedure well carried out.                                                                                                                                                                                                                   |
| Efficient friendly nurse. Injection quickly done and risks explained                                                                                                                                                                                       |
| As usual, appointment reasonably on time. Doctor gave me what I wanted. Now to ring and book an x-ray.                                                                                                                                                     |
| I was seen on time by a very friendly and approachable nurse                                                                                                                                                                                               |
| Because the nurse that saw me was as usual most pleasant , made me feel comfortable , and took my bllo with no problem , Thank you W/S .                                                                                                                   |
| Steroid injection given by Dr Wright. We are blessed with having such a great Doctor on our books.                                                                                                                                                         |
| Easy to check in, receptionist very helpful and the Nurse (Wendy) made me feel at ease and was very informative for my first appointment at the surgery.                                                                                                   |
| I sent a photograph through the NHS app. I had a response with 3 hours and was able to make an appointment later in the week. I saw the doctor who prescribed what I needed. Very approachable doctor.                                                     |
| The blood letting was pain free and the person doing the medicining was easy to talk to, friendly and professional all in one.                                                                                                                             |
| dr Wright swiftly sent me into hospital had CT scan followed by immediately after that surgery to repair bowel in hernia thanks to her am beyond happy thank you very much                                                                                 |
| Appointment on time, phlebotomist was very efficient                                                                                                                                                                                                       |
| Nurse on top of her job                                                                                                                                                                                                                                    |
| Easy to check in, lovely nurse giving the vaccinations who explained all about them                                                                                                                                                                        |
| I arrived at 10:55 for my 11:15 appointment - I was called in straightaway and left the surgery at 11:00!!                                                                                                                                                 |
| The doctor listened to my concerns & gave me a prescription for the swollen foot/ankle. Hopefully that will solve the problem.<br>Also the appoint. was a follow up of a test I had taken & she was willing to listen to me & my husband also in the room. |
| Very helpful                                                                                                                                                                                                                                               |
| Friendly , professional & explained everything well.                                                                                                                                                                                                       |
| Friendly and professional                                                                                                                                                                                                                                  |
| The Dr seemed to know what he was talking about and listened to what I had to say.                                                                                                                                                                         |
| Pleasant staff. I arrived about 10 mins early and was seen within 5 minutes.                                                                                                                                                                               |
| Telephone appointment, on time                                                                                                                                                                                                                             |
| Discussions around medications relevant and to the point. Call on time.                                                                                                                                                                                    |
| It was an appointment for a blood test and everything went to plan. Thank you.                                                                                                                                                                             |

## Friends and Family Test August 2026 Summary

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|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The physio listened to my problem , did a thorough investigation, listened to my questions and comments and gave me complete answers. She then explained what the problem was and how it could be helped with exercises. I left feeling assured |
| Dr Saunders was so kind and gave me plenty of time to talk                                                                                                                                                                                      |
| Very quick and efficient. All staff are lovely ?                                                                                                                                                                                                |
| Very helpful thanks                                                                                                                                                                                                                             |
| Appointment prompt.<br>Staff pleasant and helpful.                                                                                                                                                                                              |
| The call back system is excellent! I was able to get an appointment in good time - cystitis waits for no-one! - I was able to go home and do a sample and get it back in plenty of time to be sent to the lab. Thank you.                       |
| The Doctor was really nice and listened to what I was saying and my systems.                                                                                                                                                                    |
| The appointment ran to precise time, the doctor had time for me and appreciated my requirements. I was sent a link to book my x-ray immediately with an appointment the next day.                                                               |
| Very helpful staff and very efficient                                                                                                                                                                                                           |
| Friendly receptionist quick response to phone call,<br><br>Appointment within three hours of ringing surgery.                                                                                                                                   |
| It always has been excellent for me                                                                                                                                                                                                             |
| On time appointment, friendly staff.                                                                                                                                                                                                            |
| Because of the GP, had to wait too long to get an appointment with a chosen GP but an excellent service thereafter                                                                                                                              |
| Quick service, steroid injection straight away.<br>Referral discussed for knee.                                                                                                                                                                 |
| My needs were dealt with                                                                                                                                                                                                                        |
| The telephone appointment was for a medicines review.<br>The pharmacist had not read my notes and was unaware of my medical situation, nor changes to my medication.                                                                            |
| On time,very informative appointment                                                                                                                                                                                                            |
| Prompted and afficant service no time wasting ?                                                                                                                                                                                                 |
| I honestly believe Willington surgery is superb, friendly people, I've not had to go to the doctors for years but recently had a couple of appointments- thank you!                                                                             |
| Joanne the nurse very nice puts you at ease great person                                                                                                                                                                                        |
| Very clear explanations and reasoning as to why I should change medication. Also asked my opinion on changing                                                                                                                                   |
| Overall positive experience                                                                                                                                                                                                                     |
| Efficient and on time                                                                                                                                                                                                                           |

## Friends and Family Test August 2026 Summary

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|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| I was in and out within 15 minutes. The nurse and receptionist were friendly and helpful                                                                                                                                                          |
| Dr Saunders is always so patient with me.<br>Helps me to understand my health conditions.<br>I appreciate all that Dr Saunders and willington surgery do.<br>Many thanks                                                                          |
| Understanding                                                                                                                                                                                                                                     |
| Alleviated fears. Helped answer questions, get appropriate medication, and understand next steps                                                                                                                                                  |
| Lovely polite and professional visit                                                                                                                                                                                                              |
| Excellent friendly and efficient staff. Clean environment                                                                                                                                                                                         |
| Because you keep a eye on my copd and helpful on what to do if I need help thank you                                                                                                                                                              |
| Fast efficient treatment                                                                                                                                                                                                                          |
| Nurse took me in early, efficient and very friendly. Lovely practice to be a part of.                                                                                                                                                             |
| Listened to my concerns and a very helpful consultation                                                                                                                                                                                           |
| Receptionist and HCA were both friendly and helpful.                                                                                                                                                                                              |
| Went in early and was seen early didnt have to wsit long                                                                                                                                                                                          |
| Doctor listened to my case and agreed to write a letter on my behalf to housing Jigsaw                                                                                                                                                            |
| The appointment was for my meds review and I had some concerns with my age and continuing with her.<br>She was most helpful and suggested several options that would be beneficial to me, one of which I will be trying.                          |
| No waiting and very efficient service                                                                                                                                                                                                             |
| Appointment on-time<br>With Courtesy and an air of friendly professionalism                                                                                                                                                                       |
| Very efficient and friendly staff. Seen on time.                                                                                                                                                                                                  |
| Very good appointment. Lady was lovely                                                                                                                                                                                                            |
| Amazing Claire is excellent, at taking my blood.                                                                                                                                                                                                  |
| Didn't have to wait long nurse was lovely and warm and gave me all the info I needed before having the injection , lovely visit                                                                                                                   |
| Straight into surgery no problems aftercare explained very well                                                                                                                                                                                   |
| I got phone appointment on time and help that I wanted very good                                                                                                                                                                                  |
| The doctor was lovely and thorough but she told me to speak to the receptionist about booking a blood test. The receptionist told me to book it myself online. I went online but the next appointment is 5 weeks away!! That is too long to wait! |
| Anna was very good                                                                                                                                                                                                                                |
| This morning it was easy to arrange a same day appointment. The doctor was very patient and helpful with me and made a quick diagnosis .thank you                                                                                                 |

## Friends and Family Test August 2026 Summary

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The doctor was very very helpful                                                                                                                                                                                                                         |
| Seen 10 mins before my appointment and the nurse (sorry didn't catch her name) was very proficient.                                                                                                                                                      |
| Kim was very helpful and understanding I was very pleased                                                                                                                                                                                                |
| The nurse is always lovely and pleasant which I am thankful I get so nervous every time I have appointments but she makes me not to felt uneasy by keep talking to me and distracting me so I appreciate my nurse who help me with my appointment today. |
| Appointment was punctual. Dr had time to listen and talk about my appointment.<br>Unfortunately she was supposed to send me a link which never came                                                                                                      |
| Appointment was on time.<br>The nurse was lovely.                                                                                                                                                                                                        |
| Today the service was particularly painless and very relaxing                                                                                                                                                                                            |
| Welcoming Quick smooth process                                                                                                                                                                                                                           |
| Efficient and quick                                                                                                                                                                                                                                      |
| Quick action friendly understanding doctor                                                                                                                                                                                                               |
| Very efficient                                                                                                                                                                                                                                           |
| Doctor rang as agrred & we went through my case, ongoing issues but sorted my prescription needs & listened to my concerns. Many thanks                                                                                                                  |
| The gentleman that helped my with the BP machine was brilliant! I was done in 2 minutes                                                                                                                                                                  |
| Minimal wait, seen and happy with the results.                                                                                                                                                                                                           |
| Kind and positive responses to my medical circumstances. Able to arrange outstanding blood test whilst on the phone                                                                                                                                      |
| Helen was very punctual which makes a nice change for Willington surgery. She's always very polite, pleasant and professional                                                                                                                            |
| You responded well to the message i sent you on the Surgery web site, and the pharmacist was fully prepared to discuss the issue when he rang me. We have agreed a way forward which we hope will be beneficial.                                         |
| Gave quite a bit of time with me explaining how to deal with my feet. And very caring.                                                                                                                                                                   |
| So helpful and caring, lovely to speak to.                                                                                                                                                                                                               |
| Painless lovely attitude, very quick and efficient                                                                                                                                                                                                       |
| Clean , and to the point , knowledgeable                                                                                                                                                                                                                 |
| Always very helpful and caring                                                                                                                                                                                                                           |
| Very thorough approach to my problem                                                                                                                                                                                                                     |
| Appointment on time, and staff professional.                                                                                                                                                                                                             |
| Message on this app said appointment was at 12.10 but was actually not scheduled until 12.40                                                                                                                                                             |
| Prompt polite with a smile                                                                                                                                                                                                                               |
| Because Clare is the only nurse that can get my bloods first go, and painless ?                                                                                                                                                                          |

## Friends and Family Test August 2026 Summary

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Brilliant!                                                                                                                                                                                                                                   |
| Doctor rang when arranged very helpful                                                                                                                                                                                                       |
| Felt comfortable                                                                                                                                                                                                                             |
| Nice discussion with a Doctor                                                                                                                                                                                                                |
| As usual, Dr Maronge was efficient, compassionate and kind. I very much appreciate the continuity of care I am able to have with him.                                                                                                        |
| I was in and out in under 10 minutes                                                                                                                                                                                                         |
| Went in earlier than my appointment time , happy smiley nurse ?                                                                                                                                                                              |
| Prompt and helpful care                                                                                                                                                                                                                      |
| Appointment was at half 5 and I didn't get a call until 6pm. Basic questions, person was not interested in responses and the call lasted 2 minutes. Very pointless.                                                                          |
| Seamless visit                                                                                                                                                                                                                               |
| Seamless visit                                                                                                                                                                                                                               |
| I got a quick appointment and it was on time.                                                                                                                                                                                                |
| Pleasant member of staff and appointment time as requested.                                                                                                                                                                                  |
| As usual the plebotomist was great. I didn't feel a thing. She was very pleasant as well                                                                                                                                                     |
| Quick and efficient visit as usual, thank you ?                                                                                                                                                                                              |
| Usual friendly staff. Always made to feel like an individual not just a number. All the staff members are very professional but equally very caring. Always looked after when I need to visit. Thank you.                                    |
| There was a problem with the sample bottle it leaked everywhere in my car When I explained and showed it to the lady on reception and also the nurse they were very helpful pleasant and apologised But told them that it wasn't there fault |
| Succinct. Helpful. Good sense of humour                                                                                                                                                                                                      |
| Really efficient receptionists and excellent doctors.                                                                                                                                                                                        |
| Friendly, very quick and calm                                                                                                                                                                                                                |
| Staff was nice, helpful and punctual                                                                                                                                                                                                         |
| Seen by GP promptly and all questions answered fully                                                                                                                                                                                         |
| Prompt and efficient.                                                                                                                                                                                                                        |
| He listened, examined me, and explained things to me with a timescale to return should symptoms persist.                                                                                                                                     |
| The nurse was very calm, not rushed, had a little chat and answered my questions.                                                                                                                                                            |
| Timely, thorough, professional and welcoming                                                                                                                                                                                                 |
| The receptionist checked me in quickly and the clinical nurse was very pleasant and efficient.                                                                                                                                               |
| Clear and precise information                                                                                                                                                                                                                |
| The best surgery by far!                                                                                                                                                                                                                     |

## Friends and Family Test August 2026 Summary

|                                                                                                                                                                                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Was helped with the bp machine on arrival and the nurse was very helpful and gave me all the info I needed                                                                                                                                              |
| Only a 3 min wait, nurse was lovely, over and done in just a few minutes                                                                                                                                                                                |
| It was on time and Claire was very nice                                                                                                                                                                                                                 |
| I was processed professionally and on time. Thank you.                                                                                                                                                                                                  |
| The Doctor listened to my on-going problem and sorted it for me at once and also answered all my questions                                                                                                                                              |
| Couldn't rate my experience any higher. Thank you for the support whilst navigating the menopause. Truly appreciate the understanding, care, professionalism and knowledge. Feel very lucky to have this service at our surgery. Hugest thank you again |
| Very precise and professional advice                                                                                                                                                                                                                    |
| Receptionist was very nice when I made the appointment, and Dr Cowley was pleasant and efficient                                                                                                                                                        |
| Staff were very friendly, out in and out in no time at all and didn't have to wait. There was a person waiting to show me how to use the blood pressure machine in reception. Which I thought was a great idea.                                         |
| The service was very good and handled very well                                                                                                                                                                                                         |
| Very understanding Dr Crowley                                                                                                                                                                                                                           |
| Kim was so precise                                                                                                                                                                                                                                      |
| The staff is lovely and I think they are doing an amazing job. Always easy to get an appointment.                                                                                                                                                       |
| Jo Gregory was brilliant.                                                                                                                                                                                                                               |
| All went well but a little late                                                                                                                                                                                                                         |
| Just because you delivered what was expected, good and helpful.                                                                                                                                                                                         |
| All staff from reception, nurses & Dr, are excellent                                                                                                                                                                                                    |
| Very professional and welcoming                                                                                                                                                                                                                         |
| Having just lost my husband, my doctor was very kind and compassionate                                                                                                                                                                                  |
| All the staff Doctors, Nurses clerical and other health care providers are all amazing. I feel my needs and care are always treated with dignity and kindness. They are all amazing.                                                                    |
| Claire was professional and polite as per usual, always makes me feel at ease                                                                                                                                                                           |
| Dr Cowley is easy to talk too and helped in what I went to see her for.                                                                                                                                                                                 |
| Because of the care I have received over the last few months, it's not about this one meeting                                                                                                                                                           |
| Appointment on time and all my questions answered.                                                                                                                                                                                                      |
| Denise Austin was a good listener and gave some very good advice. I was also offered help (chair exercises at Melbourne on Thursdays).                                                                                                                  |
| Very thoughtful, methodical and thorough doctor. Kind and personable and didn't make me feel rushed. Many thanks.                                                                                                                                       |
| Quick. And efficient cheerful staff                                                                                                                                                                                                                     |

## Friends and Family Test August 2026 Summary

Receptionist was pleasant and helpful . Offered an appointment promptly . Seen on time and GP understood my problem and advised me appropriately

I got an appointment when I really needed it and got listened to. Received the relevant tests and treatment from my GP.

The doctor was v pleasant. She questioned me and examined my chest and back very thoroughly. She recommended treatment and medication and also prescribed ointment for my nose rash. I had forgotten that! In all a very pleasant experience. Successful re

Dr Makava is everything you would ask for in a GP. Kind, a good listener and thorough. Thank you.

I appreciate the time Dr Maronge made for me to discuss how my undiagnosed neurodiversity affects my presentation during consultations. Plus, I feel listened to and supported with my daughter's health issue. Thank you!