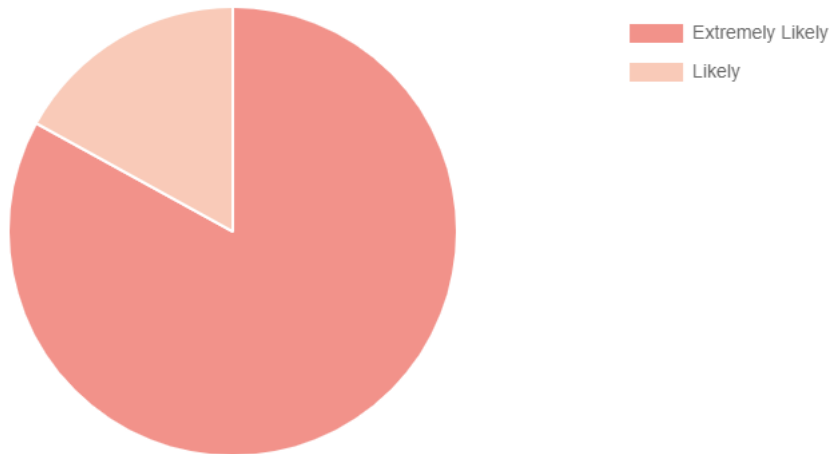


Hartington Surgery FFT Results: January 2023

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



ANSWERS	RESPONSES	
Extremely Likely	83%	10
Likely	17%	2

12 Answered

0 Skipped

Please tell us the main reason for your choice

ANSWERS	DATE
The staff are so helpful and appointments are arranged quickly	17 January 2023 15:05
The whole assessment and review was carried out in an efficient and yet friendly manner.	17 January 2023 13:52
Prompt appointments helpfull staff.	11 January 2023 10:24
Very efficient and friendly. They show they care for their patients	10 January 2023 20:52
Very quick making an appointment.	10 January 2023 17:03
Very efficient and friendly surgett	10 January 2023 15:05
Made to feel at ease.	5 January 2023 15:59
Offered a prompt service	5 January 2023 12:29
Got a appointment quickly	5 January 2023 12:11
Laura was friendly and clear with her information and sorted my blood pressure test quickly	5 January 2023 09:43

10 Answered

2 Skipped

What impressed you today and why?

ANSWERS	DATE
Debbie understood how I felt and empathised with me and prescribed me with antibiotics and steroids and I started to improve quite quickly	17 January 2023 15:05
The Nurse/Clinicians approach.	17 January 2023 13:52
On time, friendly nurse.	11 January 2023 10:24
The professionalism and friendliness	10 January 2023 20:52
Didn't have to wait, nurse was very polite and prescription ready in 5 mins.	10 January 2023 17:03
I was seen on time	10 January 2023 15:05
Being so helpful and friendly.	5 January 2023 15:59
Debbie Peach offers an exceptional service and always gives you a friendly and warm welcome I feel I can approach her with concerns and they will be acted upon promptly A real asset to the surgery	5 January 2023 12:29
Doctor and staff very good	5 January 2023 12:11
Just a great service thank you	5 January 2023 09:43

10 Answered

2 Skipped

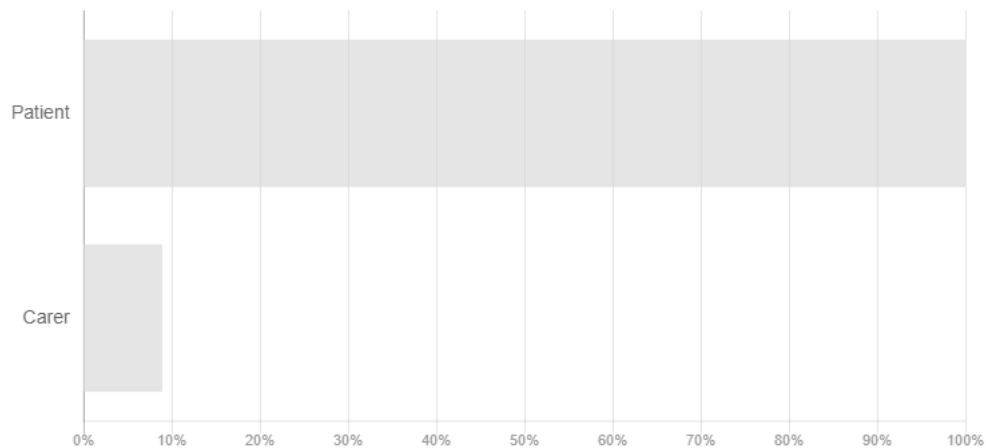
If you could change one thing about the Surgery, what would it be?

ANSWERS	DATE
That they didn't constantly change brands I would rather buy the ones that work for me	17 January 2023 15:05
Nothing	17 January 2023 13:52
Remove pre telephone advice	11 January 2023 10:24
Nothing it run very well	10 January 2023 20:52
If blood results are normal, it would be nice to still know the results	10 January 2023 15:05
I would like to be able to message the surgery directly and have more access to my records as appropriate as at the moment my patient access says the surgery does not authorise this	5 January 2023 12:29
Nothing	5 January 2023 12:11
Nothing it's all very good	5 January 2023 09:43

8 Answered

4 Skipped

Please let us know if you are a Patient or a Carer or both

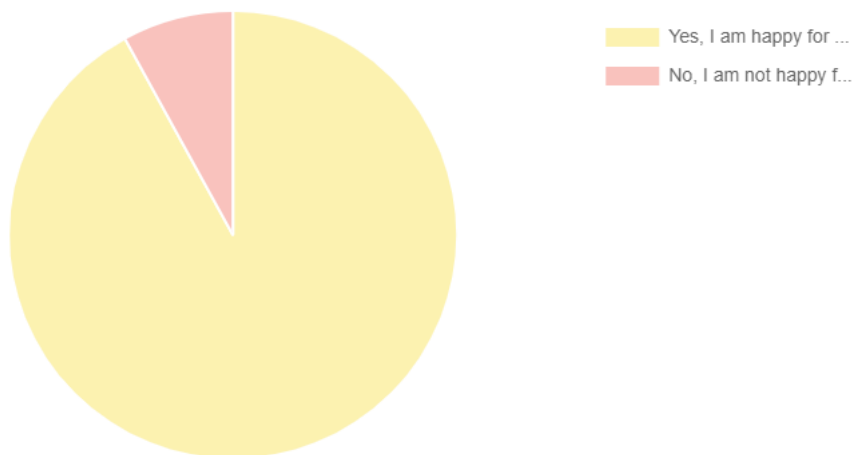


ANSWERS	RESPONSES	
Patient	100%	11
Carer	9%	1

11 Answered

1 Skipped

Please let us know if you are happy for us to publish your comments



ANSWERS	RESPONSES	
Yes, I am happy for you to publish my comments	92%	11
No, I am not happy for you to publish my comments	8%	1

12 Answered

0 Skipped