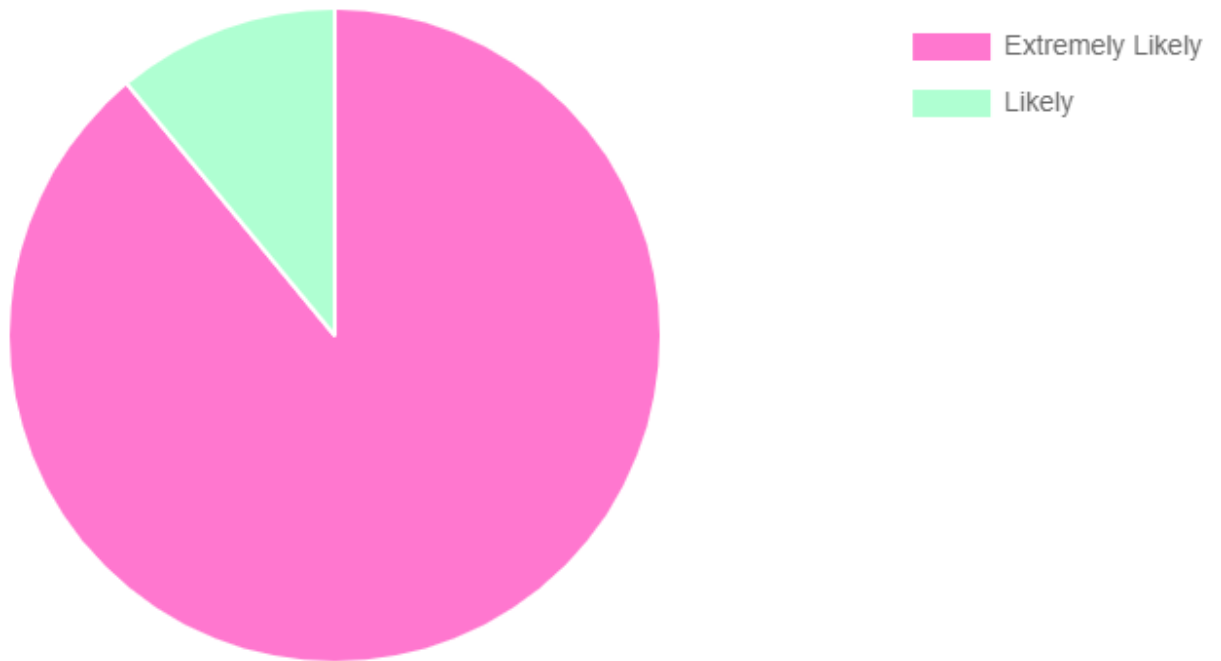


Hartington Surgery Friends and Family Test Survey Results

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



ANSWERS	RESPONSES	
Extremely Likely	89%	8
Likely	11%	1

9 Answered

0 Skipped

Please tell us the main reason for your choice

ANSWERS	DATE
Whilst I appreciate reception have a job to do, sometimes it is not what they say but how they say it. When you call for help and feel unwell they can sometimes make you feel a burden .	30 June 2023 12:47
Always a very kind and friendly welcome here from the reception. Extremely caring Doctors and Nurses.	29 June 2023 14:45
Excellent service and staff	29 June 2023 14:42
Nothing os ever too much and at the time of your life when you put your life in their hands to the extent of mental health, they are incredible. I'm still struggling to this day and see them every couple of weeks. I put this practice at the centre of why I'm still here.	29 June 2023 08:51
Excellent GP surgery and pharmacy.	28 June 2023 11:54
Quick access to see Dr. Excellent consultation, never feel rushed.	27 June 2023 16:26
Availability of appointment and seen straight away.	27 June 2023 16:20
Extremely fast and friendly service. I joined the surgery as a patient in the morning and was seen by a doctor in the afternoon.	27 June 2023 16:14
Helpful reception staff and pharmacy staff. Doctors listen and seem interested in your problems and want to help.	7 June 2023 09:04

9 Answered

0 Skipped

What impressed you today and why?

ANSWERS	DATE
When I eventually got seen by Debbie and Jill they were extremely helpful and caring	30 June 2023 12:47
It's just a lovely atmosphere, they all do everything they can to help you.	29 June 2023 14:45
Friendly and thorough	29 June 2023 14:42
I called in an emergency. Struggling after trauma but unable to approach crisis teams after a poor experience. Reassurance, kindness, patience and action with wise advice was all forthcoming. I feel reassured that I can get the help I need with the support of a GP who frankly deserves a medal.	29 June 2023 08:51

ANSWERS	DATE
Professionalism and compassion of Dr Dawson and Mrs Dawson.	28 June 2023 11:54
Laura was very efficient and personable. Reception extremely helpful. Doctor, nurses, reception, pharmacy all work as a team. I feel very confident in the practice.	27 June 2023 16:26
No waiting, in and out quickly. Friendly nurse.	27 June 2023 16:20
Speed and friendliness of everyone, reception staff pharmacy staff and the appointment with the doctor was very thorough	27 June 2023 16:14
Doctor was clued up on treatments rather than just dishing out medication.	7 June 2023 09:04

9 Answered

0 Skipped

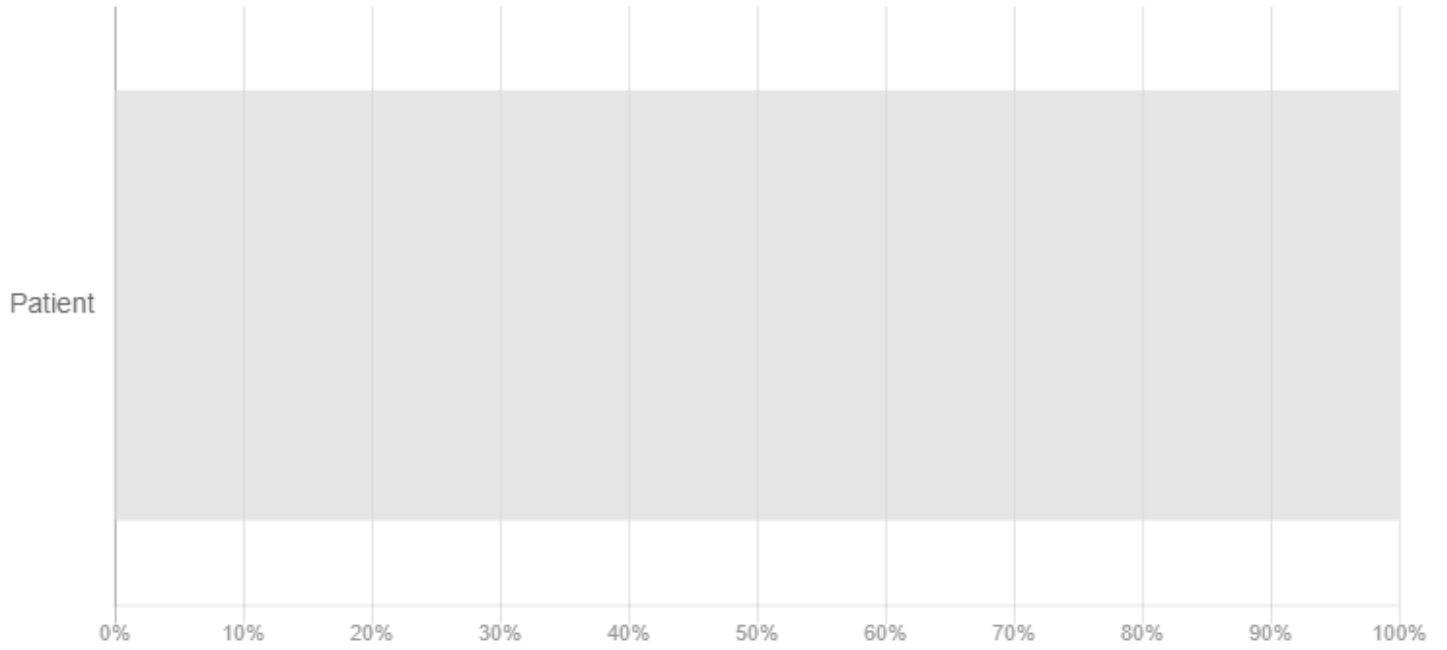
If you could change one thing about the Surgery, what would it be?

ANSWERS	DATE
Some of the reception team need to have a little bit more compassion	30 June 2023 12:47
Can't think of anything!	29 June 2023 14:45
Nothing	29 June 2023 14:42
Ability to know how long a delay was. However I understand equally that this is in part due to nobody being rushed and I value this so much. As a result they try and book me later in the day when it's quieter.	29 June 2023 08:51
I don't think there is anything that needs changing.	28 June 2023 11:54
Possibly a water dispenser in waiting room?	27 June 2023 16:26
Nothing	27 June 2023 16:14
Nothing	7 June 2023 09:04

8 Answered

1 Skipped

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

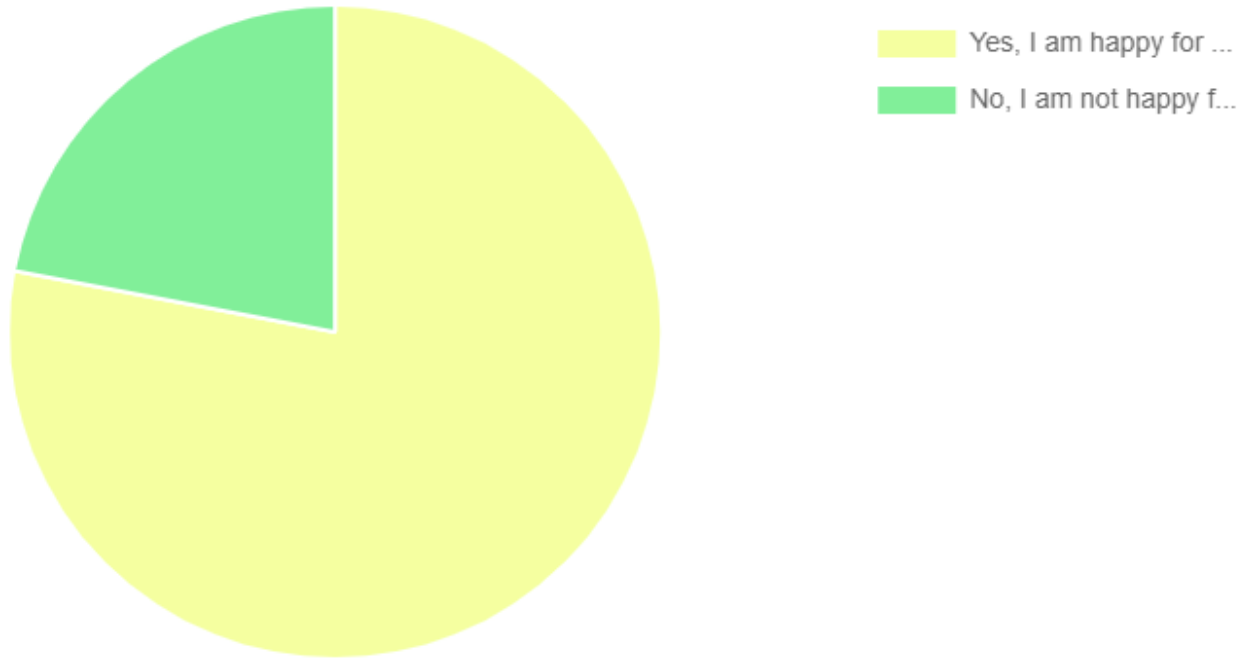


ANSWERS	RESPONSES	
Patient	100%	9

9 Answered

0 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	78%	7
No, I am not happy for you to publish my comments	22%	2

9 Answered

0 Skipped
