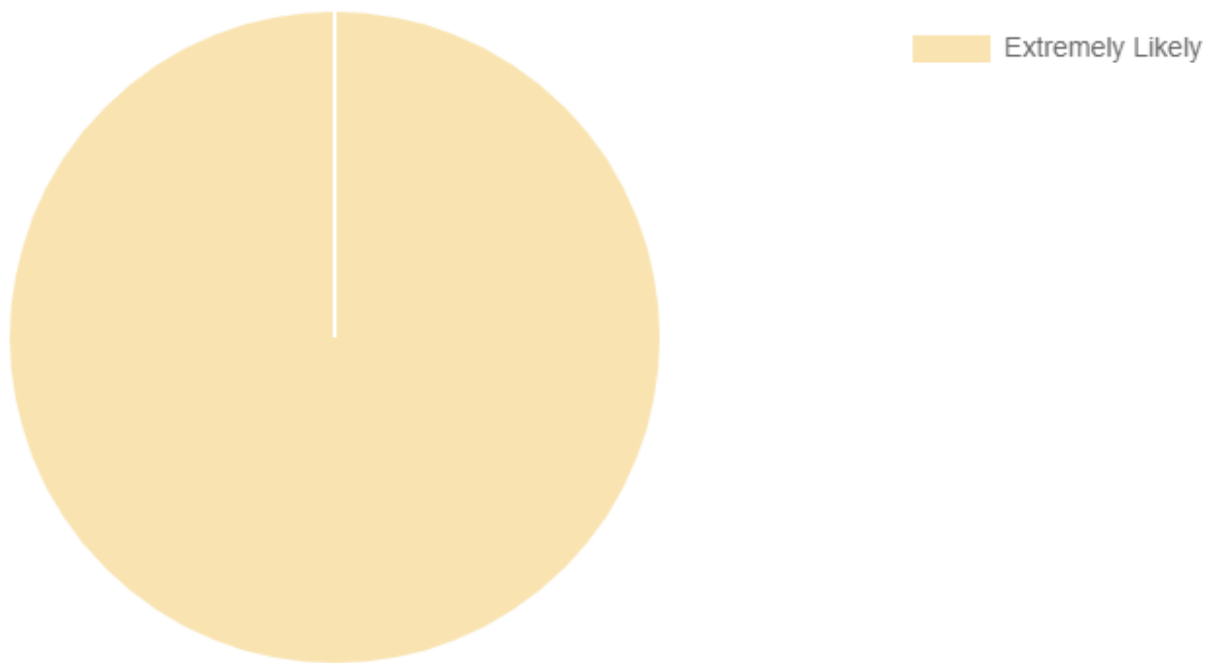


Hartington Surgery FFT Results: March 2023

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



ANSWERS	RESPONSES
Extremely Likely	100% 13

13 Answered

0 Skipped

Please tell us the main reason for your choice

ANSWERS	DATE
Always get an appointment, usually the same day. Staff are lovely and helpful.	30 March 2023 15:23

ANSWERS	DATE
Easy to get fast appointment, friendly, helpful, covered several issues in same time slot so flexible and fast. Show empathy at symptoms, human approach.	30 March 2023 15:21
We get excellent service	29 March 2023 18:26
A very caring team.	29 March 2023 10:18
Good service and very friendly	29 March 2023 10:00
From booking appointment to consultation, everything was done on a kindly manner. Not rushed not impersonal but kind and considerate.	28 March 2023 08:42
Timely appointment and referral	27 March 2023 20:49
Excellent friendly service	27 March 2023 19:10
Appointment booked quickly to suit me.	8 March 2023 19:11
Always helpful staff and appreciate appointments at night.	8 March 2023 19:07

10 Answered

3 Skipped

What impressed you today and why?

ANSWERS	DATE
I didn't have to wait long to be seen by the nurse and was satisfied with my treatment plan.	30 March 2023 15:23
Nurse Peach was flexible and offered up checks to make sure my health was on track and to save other appointments. She shows great empathy and puts me at ease. Felt she really wants best outcome for patient. Super fast so could pick up prescription there and then. Having moved from a town to a village surgery I have found Hartington practice to be super agile and responsive, more personalised and pleasant experience.	30 March 2023 15:21
Friendly helpful efficient staff	29 March 2023 18:26
Saw Debbie Peach, she was very thorough and compassionate.	29 March 2023 10:18
No waiting	29 March 2023 10:00
The time that Debbie took to listen and then put a plan of action into place.	28 March 2023 08:42

ANSWERS	DATE
Appointment on time	27 March 2023 20:49
Great service but without feeling you are being rushed	27 March 2023 19:10
Seen on time, nurse was polite and professional. Confident in their role, put me at ease.	8 March 2023 19:11
Quickly seen at correct time of appointment.	8 March 2023 19:07

10 Answered

3 Skipped

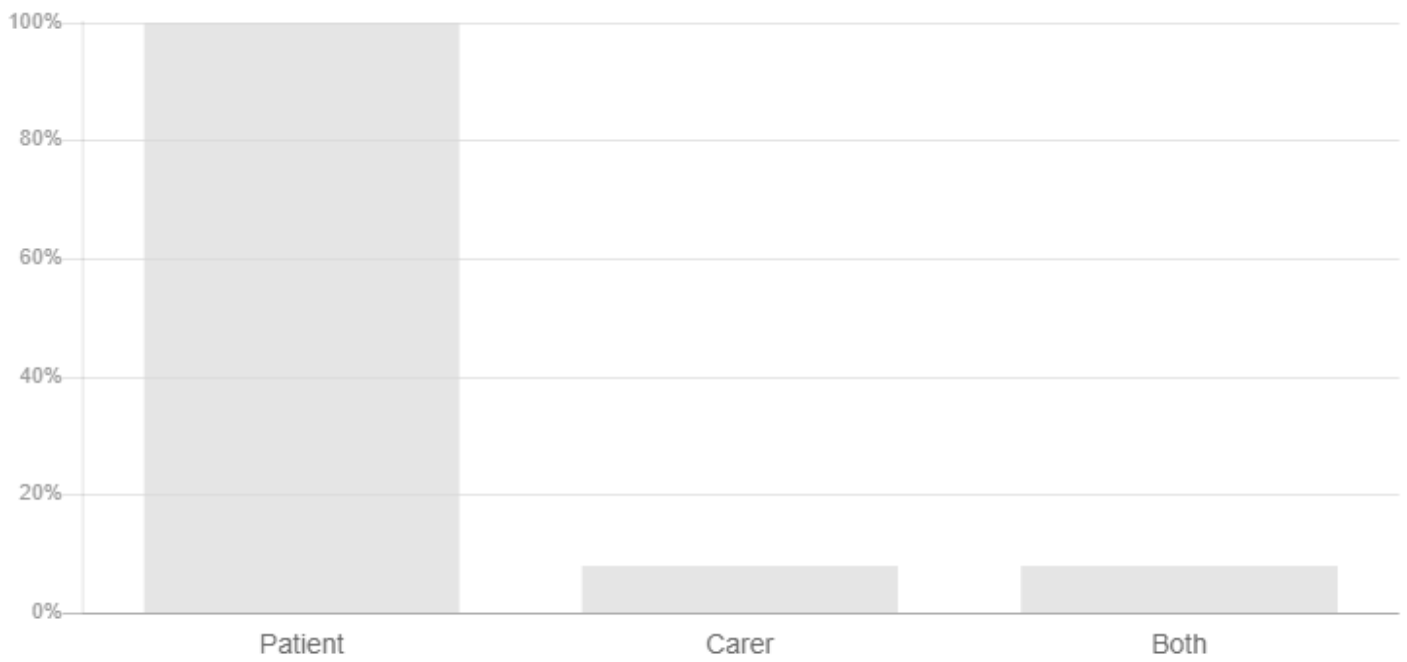
If you could change one thing about the Surgery, what would it be?

ANSWERS	DATE
A cover out of the rain at the external dispensary window.	30 March 2023 15:23
Nothing	30 March 2023 15:21
Nothing	29 March 2023 18:26
Hard for me to comment, your system was down and caused a delay in my appointment time by 40mins. So perhaps a more efficient system!!!	29 March 2023 10:18
Can't think of anything at the moment.	28 March 2023 08:42
N/ A	27 March 2023 20:49
Nothing	27 March 2023 19:10
Nothing	8 March 2023 19:11
Nothing	8 March 2023 19:07

9 Answered

4 Skipped

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

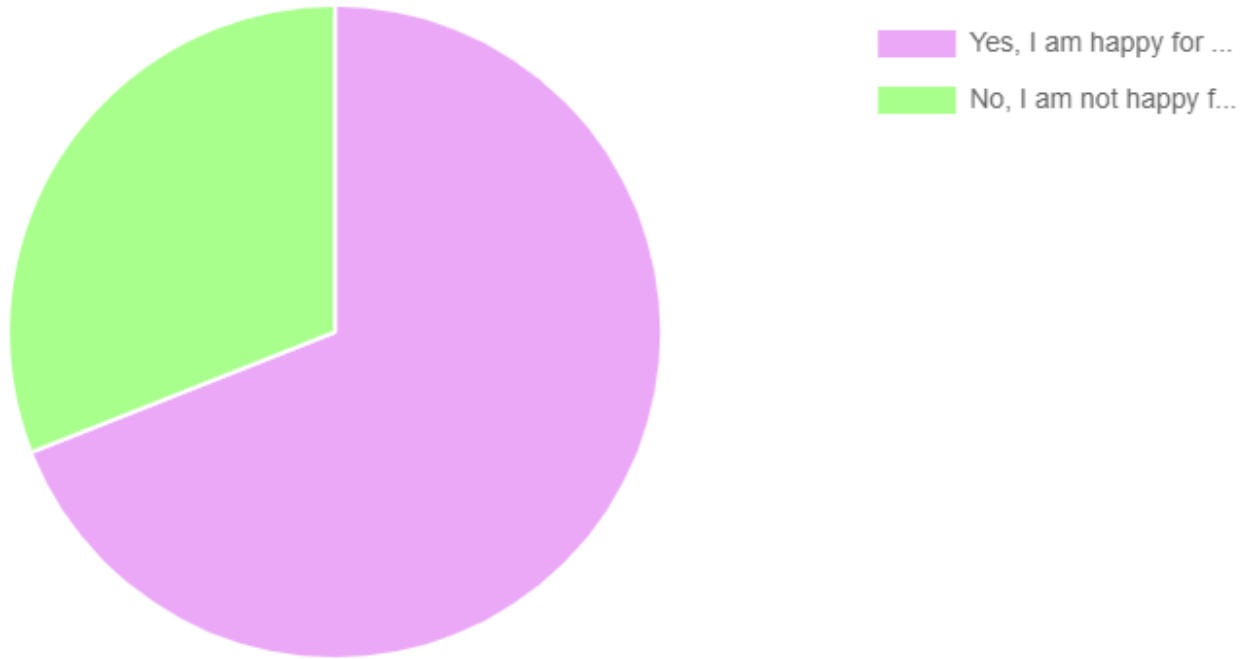


ANSWERS	RESPONSES	
Patient	100%	13
Both	8%	1
Carer	8%	1

13 Answered

0 Skipped

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



ANSWERS	RESPONSES	
Yes, I am happy for you to publish my comments	69%	9
No, I am not happy for you to publish my comments	31%	4

13 Answered

0 Skipped
