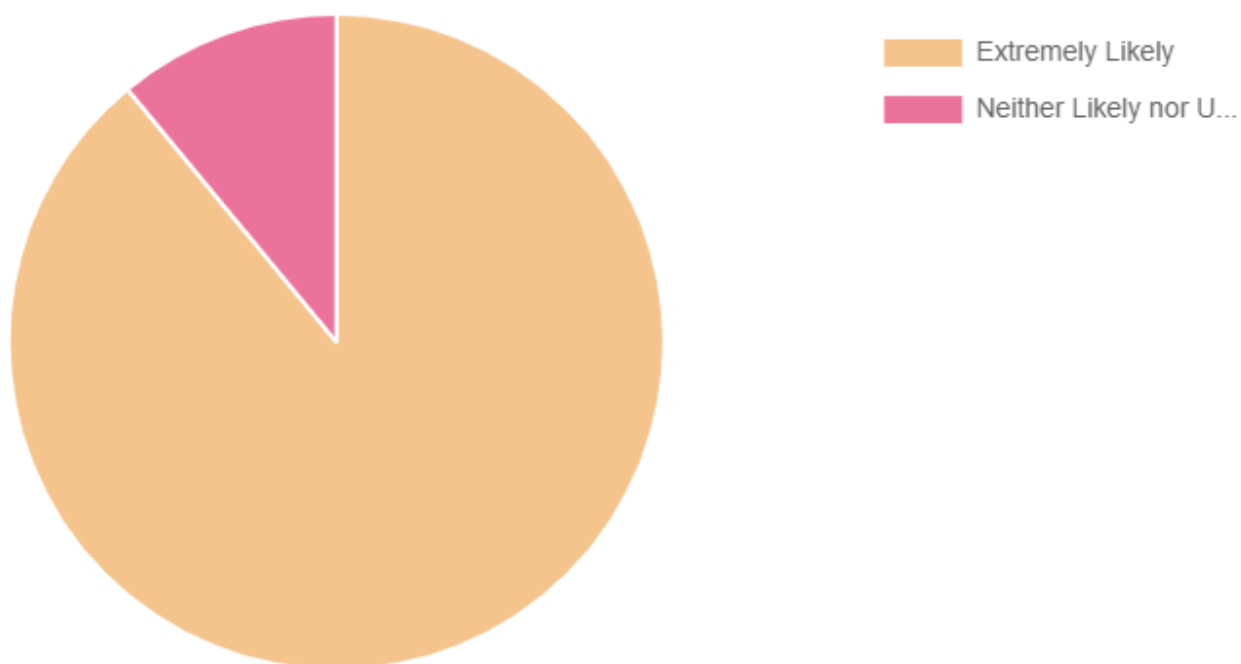


Hartington Surgery FFT Results: April 2024

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% 17
Neither Likely nor Unlikely	11% 2

19 Answered

0 Skipped

Please tell us the main reason for your choice

ANSWERS	DATE
Great helpful staff you can speak to on the phone, service and parking	20 April 2024 at 08:40
Excellent service, friendly staff, good selection of appointments	19 April 2024 at 17:03
Admin staff are helpful. Dr Dawson is conscientious and compassionate. The nurses are dedicated and supportive.	19 April 2024 at 16:56
Good prompt friendly service	12 April 2024 at 20:43
All staff are friendly and willing to help if needs been	12 April 2024 at 17:15
The advanced nurse was very thorough and made you feel at ease instantly	12 April 2024 at 17:02
Receptionist rude and questioned why i needed an emergency appointment when i already had told them it was private No communication from receptionist to dr and overall receptionists was rude!	10 April 2024 at 12:01
Very helpful when making an appointment and not having to wait a long time. Lovely staff, nothing us to much trouble.	10 April 2024 at 11:23
Good chance of getting an appointment.	10 April 2024 at 11:20
I've been a patient at this practice since I was born always looked after my needs and that of my family	10 April 2024 at 11:20
Professional and cheerful staff	10 April 2024 at 11:12
Always a friendly atmosphere and great service from everyone there	9 April 2024 at 09:15
Quality of care and service provided at all times. V	6 April 2024 at 13:12
I always receive friendly and thorough service.	5 April 2024 at 17:51
All staff are extremely professional and friendly - the receptionist, GP and pharmacy staff.	5 April 2024 at 15:28
Always polite and very keen to listen and help	5 April 2024 at 15:23
Because of the availability of appointments	5 April 2024 at 15:22

17 Answered

2 Skipped

What impressed you today and why?

ANSWERS	DATE
Answered everything I needed.	20 April 2024 at 08:40
Easy to contact and I got an appointment the same day.	19 April 2024 at 17:03
As above.	19 April 2024 at 16:56
I saw Debbie peach on a dermatology issue, referred to a specialist within 2 weeks, couldn't ask for more.	12 April 2024 at 20:43
Debbie the ANP was very thorough with everything today	12 April 2024 at 17:15
I was impressed with the punctuality I didn't feel rushed and felt I could discuss everything I needed to	12 April 2024 at 17:02
Dr Ives, and how fast she was to deal with my issue	10 April 2024 at 12:01
Quickness of appointment to see Dr.	10 April 2024 at 11:23
Friendly and helpful staff.	10 April 2024 at 11:20
The clear explanation for my procedure and the happy smiley face of the Nurse I saw today, Charlii	10 April 2024 at 11:12
Charlie's manner, speed, efficiency, friendliness, surgery cleanliness,	9 April 2024 at 09:15
Patient care and politeness of all staff	6 April 2024 at 13:12
Efficient and caring treatment.	5 April 2024 at 17:51
I was seen on time	5 April 2024 at 15:31
The way Dr Dawson handled my condition in a professional, thorough and courteous manner.	5 April 2024 at 15:28
Polite and knowledgeable	5 April 2024 at 15:23
The fact that I was able to be seen at short notice	5 April 2024 at 15:22

17 Answered

2 Skipped

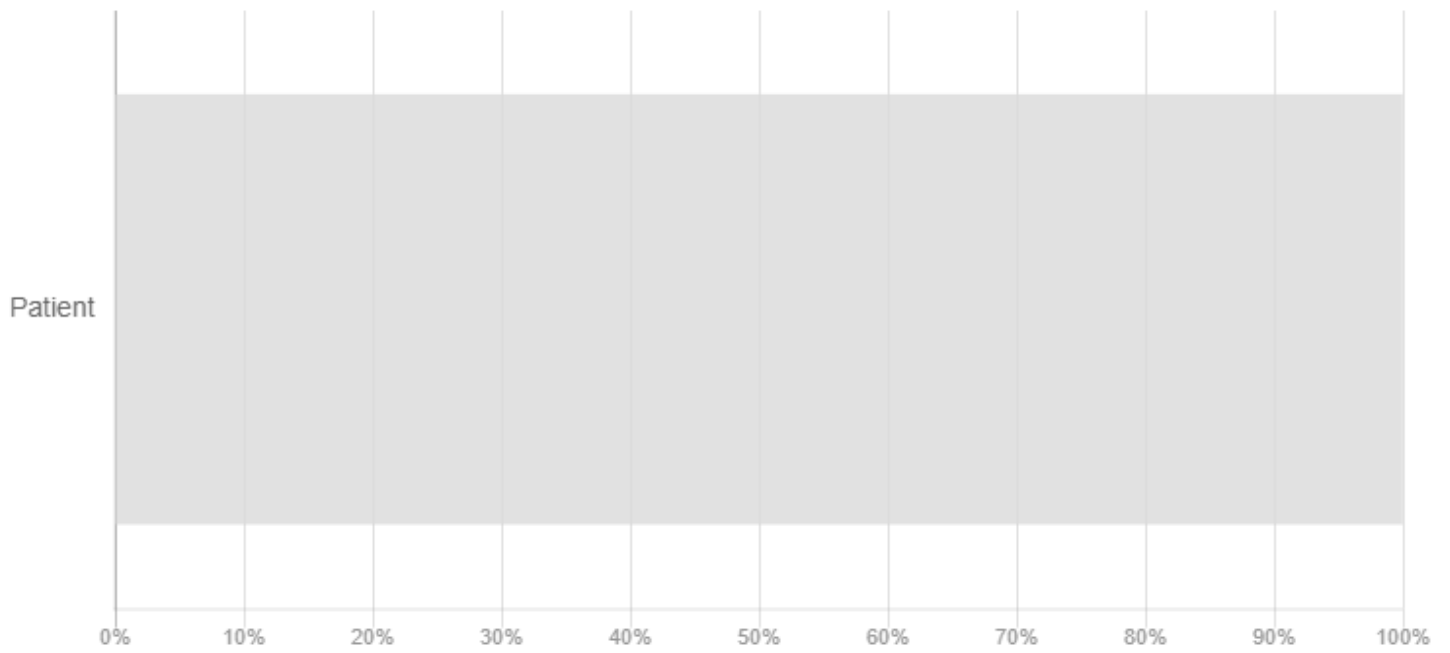
If you could change one thing about the Surgery, what would it be?

ANSWERS	DATE
Nothing	20 April 2024 at 08:40
I suffer from chronic migraine, so I find the radio in the waiting room difficult to tolerate. I do appreciate the rationale for having it. On some occasions I've asked if I can wait in a quiet room, and staff have been helpful.	19 April 2024 at 16:56
Nothing really.	12 April 2024 at 20:43
Nothing	12 April 2024 at 17:15
The decor	12 April 2024 at 17:02
not have rude staff working for you, and ensuring medication is correct	10 April 2024 at 12:01
Nothing	10 April 2024 at 11:23
The answerphone could be imoroved	10 April 2024 at 11:12
Nothing - just keep doing what you do	9 April 2024 at 09:15
Condition of parking area.	6 April 2024 at 13:12
The inconsistencies with who you see, meaning you have to repeat yourself alot.	5 April 2024 at 15:31
Everything at the surgery is already satisfactory!	5 April 2024 at 15:28
Nothing It's a great asset to the community	5 April 2024 at 15:23

13 Answered

6 Skipped

Please let us know if you are a Patient, a Carer, or Both

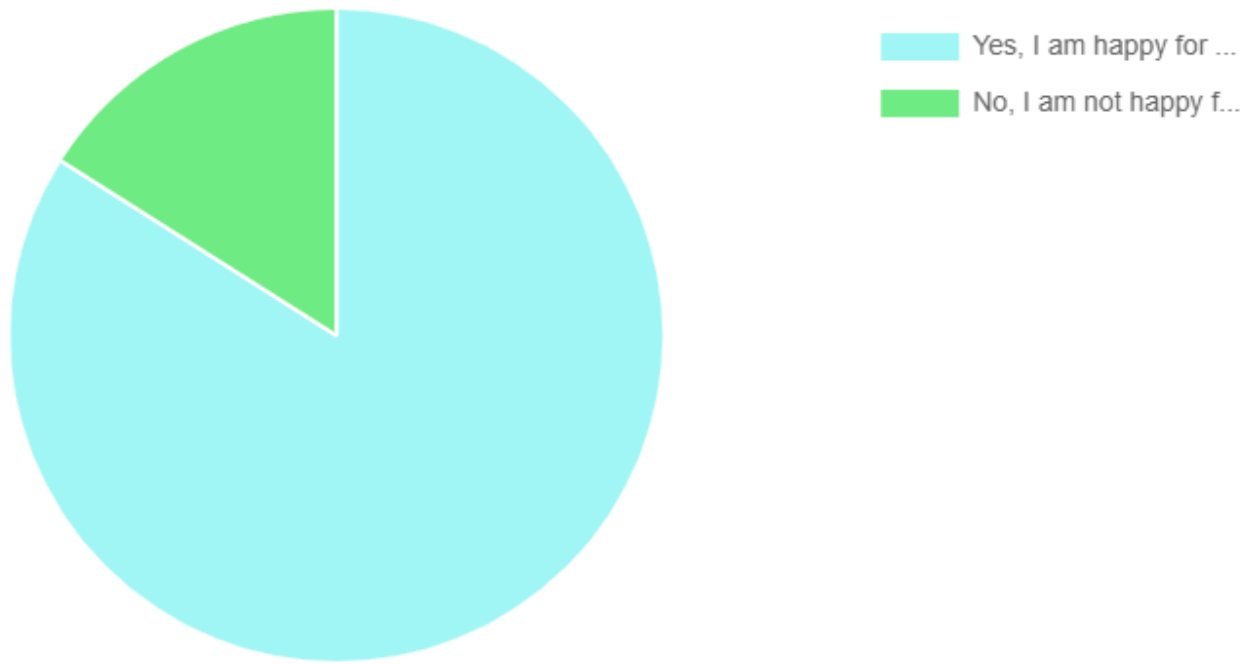


ANSWERS	RESPONSES	
Patient	100%	19

19 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	84%	16
No, I am not happy for you to publish my comments	16%	3

19 Answered

0 Skipped
