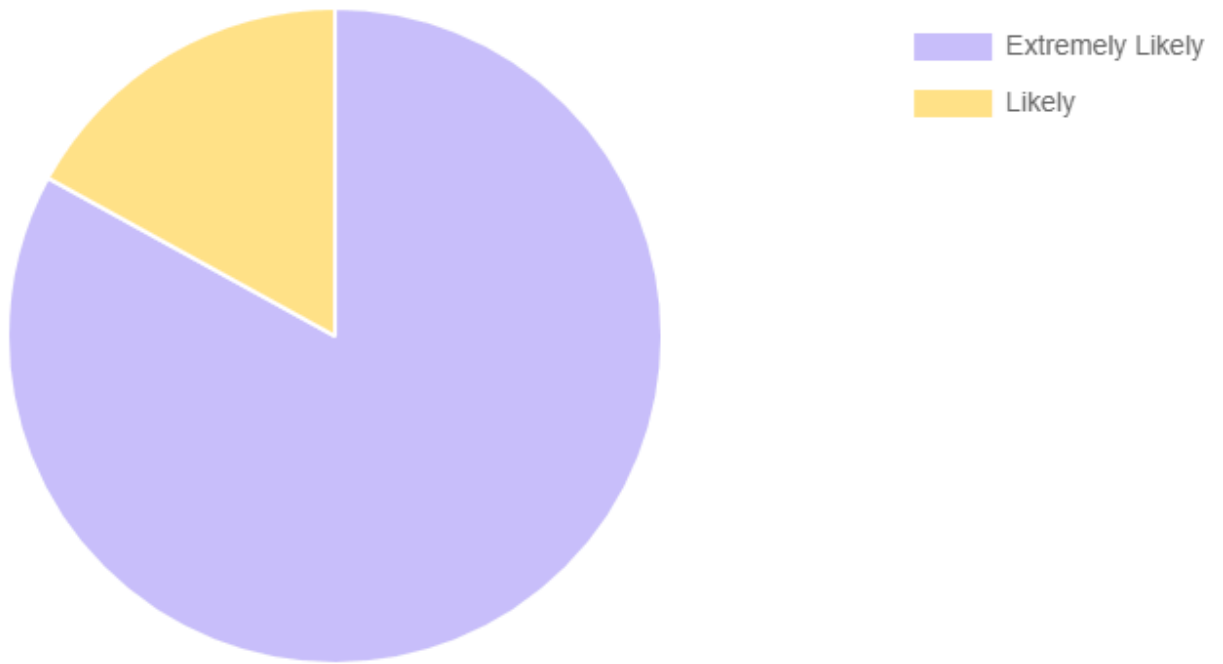


Hartington Surgery FFT Results: September 2024

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



ANSWERS	RESPONSES	
Extremely Likely	83%	10
Likely	17%	2

12 Answered

0 Skipped

Please tell us the main reason for your choice

ANSWERS	DATE
I always find Hartington very friendly and accommodating	21 September 2024 at 13:38
Received a good service	19 September 2024 at 17:36
Local and all the staff and friendly and helpful	18 September 2024 at 12:49
Very impressive service can always see a medical professional the same day if necessary. Very keen on annual reviews and preventative medicine. Excellent service with combined pharmacy. Very considerate and caring staff.	13 September 2024 at 07:54
The doctor put me right and ease and listened to me.	12 September 2024 at 15:37
Continuity of care. Access to appointments. Appropriate and relevant information provided	8 September 2024 at 18:36
All my contacts with the surgery are positive. Everyone is approachable, friendly and efficient. The reception, the nurses, the Doctors all give excellent customer service.	6 September 2024 at 23:04
Quick and easy appointment choice, New to this surgery . Quickly saw by GP	6 September 2024 at 18:58
Well organised with friendly, knowledgeable and compassionate medical and non medical staff.	6 September 2024 at 17:17
Friendly approachable staff, Very short wait times for appointments	6 September 2024 at 17:10
Helpful and friendly staff	6 September 2024 at 17:05

11 Answered

1 Skipped

What impressed you today and why?








ANSWERS	DATE
Everything was explained and made me feel comfortable	21 September 2024 at 13:38
Doctor Dawson and ease of booking an appointment using the NHS app	19 September 2024 at 17:36
Everyone was really friendly and helpful	18 September 2024 at 12:49
I contacted the surgery just after 8.00 am and only waited a couple of minutes on the phone. The receptionist arranged an appointment for me at 10.45am the same day. The consultation was on time and I had a thorough review of my problem by the doctor. I left the practice at 11.05am with advice and a prescription. What is there not to love?	13 September 2024 at 07:54

ANSWERS	DATE
Quick appointment and subsequent diagnosis.	12 September 2024 at 17:41
That she listened to me.	12 September 2024 at 15:37
Professional care provided	8 September 2024 at 18:36
NHS has some bad press of late, but I feel we are extremely lucky to have Hartington surgery.	6 September 2024 at 23:04
Dr Dawson was lovely with me, listened should empathy and advised me accordingly .	6 September 2024 at 18:58
Breadth of knowledge of Dr Dawson.	6 September 2024 at 17:17
Charlii's professionalism yet relaxing manner.	6 September 2024 at 17:10
The member of staff I saw today explained the issue of my health thoroughly and ensured I can make an informed decision	6 September 2024 at 17:05

12 Answered

0 Skipped

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

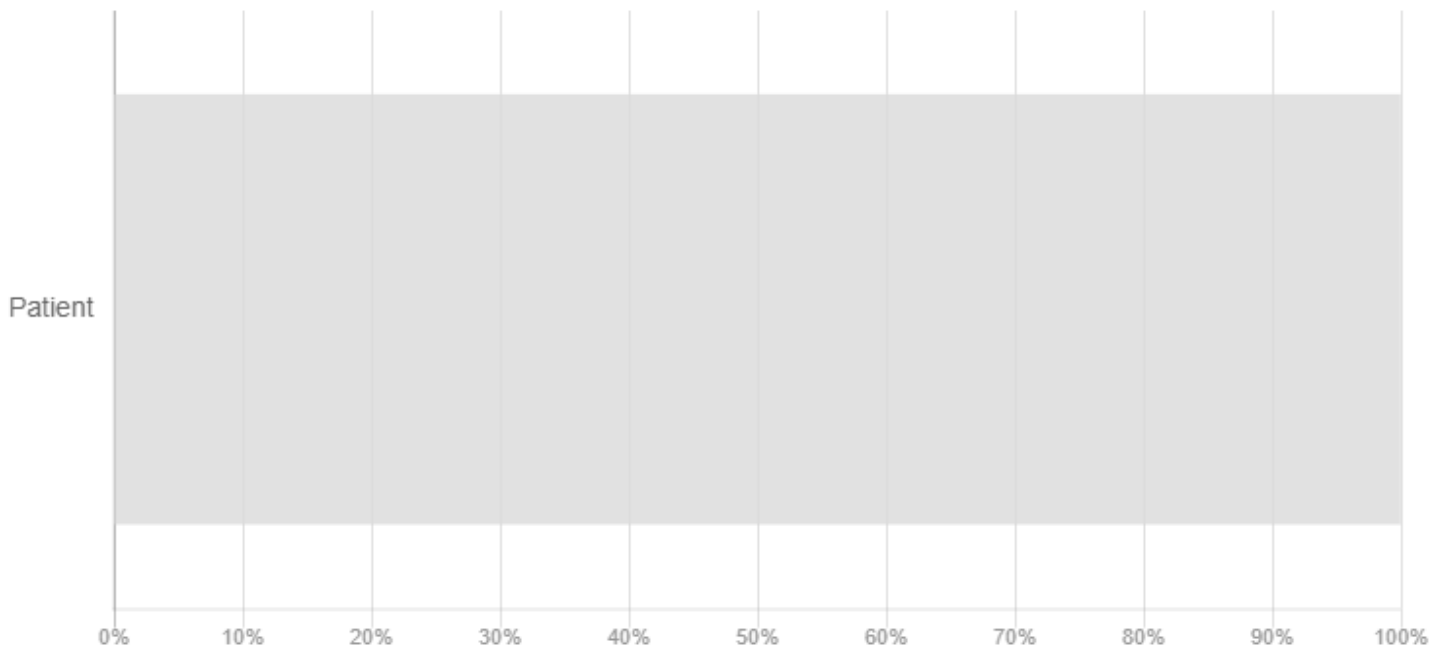
ANSWERS	DATE	
I would change opening at weekend as I work all week but that is purely a general observation not especially about hartington	21 September 2024 at 13:38	
Based on this visit, nothing	19 September 2024 at 17:36	
Nothing	18 September 2024 at 12:49	
I would not change a thing.	13 September 2024 at 07:54	
Na	12 September 2024 at 15:37	
Nothing	6 September 2024 at 23:04	
Nothing	6 September 2024 at 18:58	

ANSWERS	DATE
I don't think anything needs changing.	6 September 2024 at 17:17
Nothing	6 September 2024 at 17:10

9 Answered

3 Skipped

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

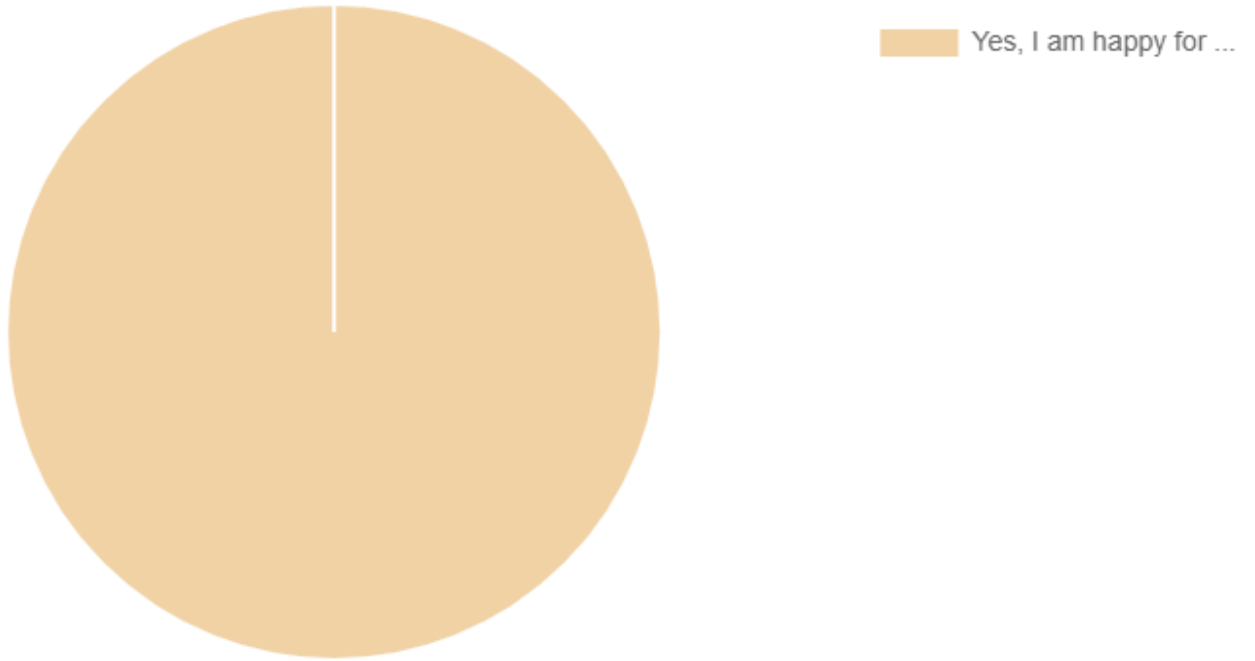


ANSWERS	RESPONSES
Patient	100% 12

12 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	100%	12

12 Answered

0 Skipped