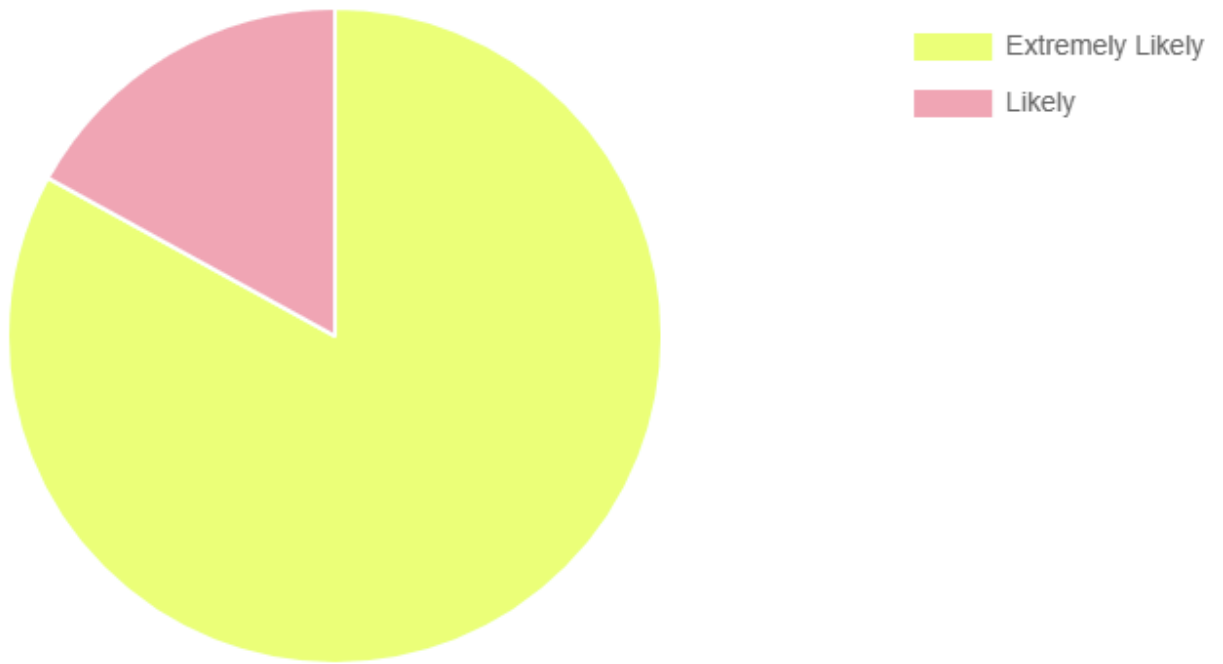


Hartington Surgery FFT Survey Results: December 2024

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
Always amazing service	13 December 2024 at 16:31
Lovely staff always very helpful	12 December 2024 at 18:41
I can always get an appointment. Dr Ives is very attentive & understanding. Any treatment is usually prompt & results are followed up.	12 December 2024 at 15:33
Extremely efficient	12 December 2024 at 14:07
Always get an appointment when needed. Friendly staff	12 December 2024 at 14:07
Staff at Hartington Surgery are excellent across the board.	5 December 2024 at 17:42
Always helpful and efficient and reasonably easy to get an appointment	5 December 2024 at 17:22
Good service	5 December 2024 at 16:32
I always get a good experience when attending to see a doctor.	5 December 2024 at 16:13
Consistently thoughtful approach to problems & highly responsive service.	5 December 2024 at 15:43
Dr Dawson is very professional and has great patience with the general public. An excellent doctor! Reception and dispensary staff are amazing and help to get people's medication to them in super quick time.	5 December 2024 at 15:38

11 Answered

1 Skipped

What impressed you today and why?

ANSWERS	DATE
Everything	13 December 2024 at 16:31
My appointment was on time as always	12 December 2024 at 18:41
Received the usual experience	12 December 2024 at 15:33
I phoned in with a problem and they got back to me very quickly	12 December 2024 at 14:07
The Dr listens to you and doesn't make you feel rushed and that what you have to say is important	12 December 2024 at 14:07
The practitioner I saw was knowledgeable, thorough and professional.	5 December 2024 at 17:42

ANSWERS	DATE
Friendly and prompt service	5 December 2024 at 17:22
Easy to discuss health matters which inspires confidence A relaxed approach but questions answered in detail	5 December 2024 at 16:32
Professionalism	5 December 2024 at 16:13
Knowledgeable, thoughtful & sympathetic.	5 December 2024 at 15:43
Doctor very knowledgeable. Puts patient at ease and talks through issues in turn.	5 December 2024 at 15:38

11 Answered

1 Skipped

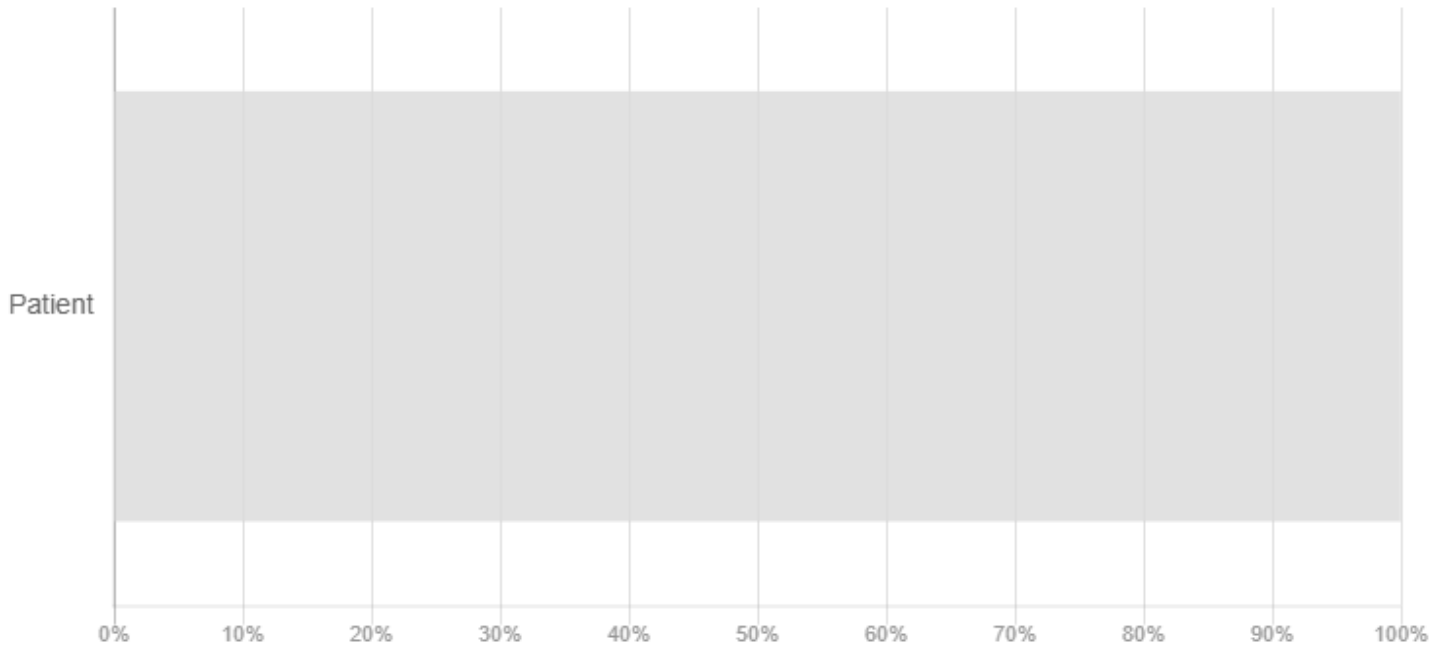
If you could change one thing about the Surgery, what would it be?

ANSWERS	DATE
Nothing,	13 December 2024 at 16:31
Nothing keep it the same you are all amazing	12 December 2024 at 18:41
Better knowledge of the NHS app by receptionist. They were unable to explain my loss of information adequately & I'm very concerned where it's gone.	12 December 2024 at 15:33
Nothing	12 December 2024 at 14:07
Ability to collect prescriptions from inside	12 December 2024 at 14:07
-	5 December 2024 at 17:42
Nothing	5 December 2024 at 17:22
Happy with status quo	5 December 2024 at 16:32
Get the pharmacy reception back into the building It annoys the he'll out of me whenever I have to use it and have to stand outside like naughty schoolchildren. Covid times are over so sort yourselves out!	5 December 2024 at 16:13
Replicate it widely.	5 December 2024 at 15:43
More than 1 months medication to be dispensed at once. It doesn't help the ozone having to travel down to Hartington every month to pick up prescriptions!	5 December 2024 at 15:38

11 Answered

1 Skipped

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

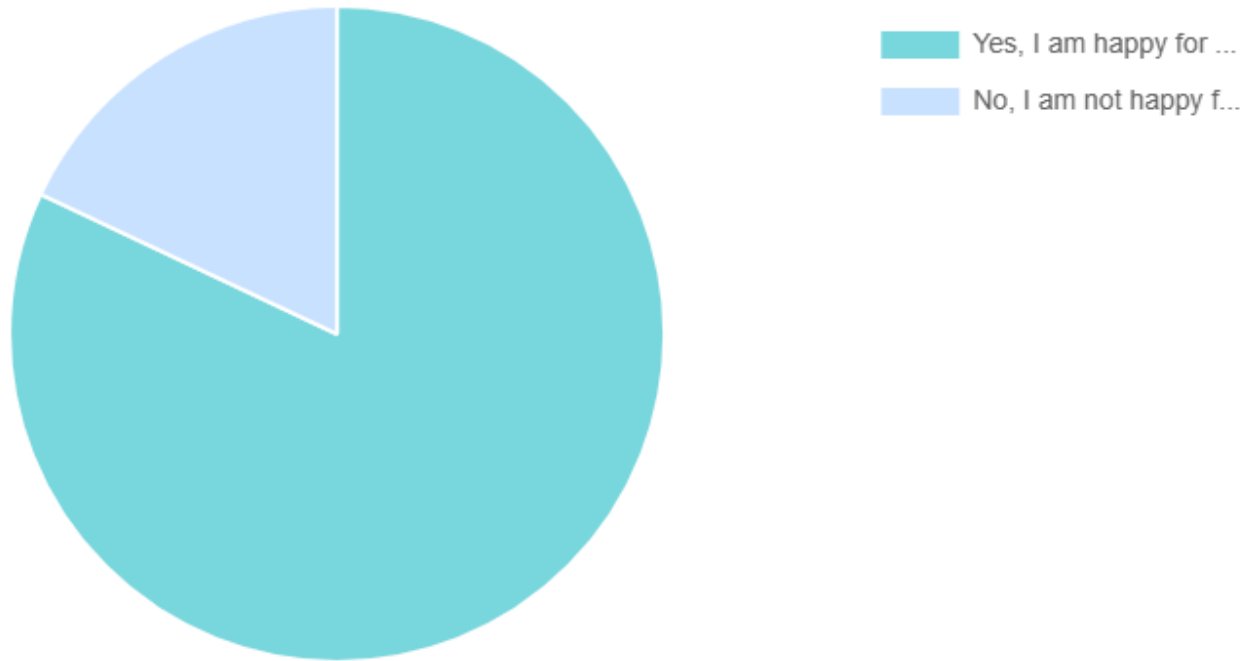


ANSWERS	RESPONSES	
Patient	100%	12

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	82%	9
No, I am not happy for you to publish my comments	18%	2

11 Answered

1 Skipped

