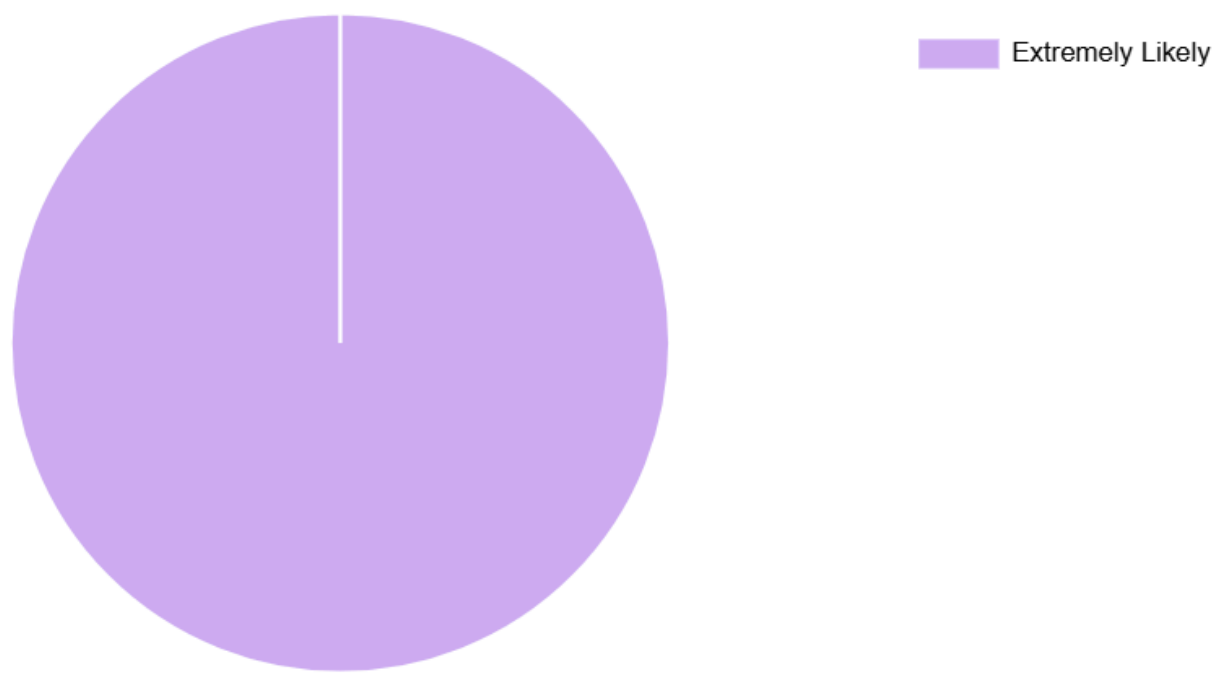


Hartington Surgery FFT Survey Results: July 2025

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
The service at Hartington surgery is outstanding	28 July 2025 at 15:31
This practice is just 2nd to none. I've never experienced service like this and all my 64 years of age they're absolutely brilliant.	28 July 2025 at 15:28
The Surgery staff always do their best to accommodate with appointments being available when needed. The staff are friendly and helpful and the Doctors superb!	26 July 2025 at 07:46
Top class service	23 July 2025 at 13:43
Easily got appointments same day as calling and Dr Dawson was awesome	21 July 2025 at 22:54
Everything you need from a surgery under one roof	21 July 2025 at 18:26
Prompt answer of phone when I rang for an appointment. Got an appointment on the same day. Staff welcoming.	21 July 2025 at 17:26
Always kind and understanding.	17 July 2025 at 13:40
Excellent service as usual	14 July 2025 at 13:04
Excellent surgery, wide range of provision and very good service for patients.	11 July 2025 at 17:35
Always found my visits to Hartington surgery very helpful informative and caring	11 July 2025 at 17:11
Friendly and professional staff.	11 July 2025 at 16:54

12 Answered

1 Skipped

What impressed you today and why?

ANSWERS	DATE
You couldn't have seen a more sympathetic doctor and understanding	28 July 2025 at 15:31
An understanding of the issue I'm getting down to solving it by moving forward	28 July 2025 at 15:28
True empathy and understanding provided by the Doctor A very helpful discussion which I I'll give more though to.	26 July 2025 at 07:46
Care and consideration. Brilliant NP	25 July 2025 at 17:17
Got to see a doctor who referred me to hospital.	23 July 2025 at 13:43

ANSWERS	DATE
As above	21 July 2025 at 22:54
Prompt, thorough, friendly professional manner.	21 July 2025 at 18:26
All the above	21 July 2025 at 17:26
Personable.	17 July 2025 at 13:40
Got to see a GP straight away	14 July 2025 at 13:04
Speed with which I could get emergency appt; also helpfulness of GP in meeting my needs.	11 July 2025 at 17:35
Dr lves as usual and the blood nurses .	11 July 2025 at 17:11
Fast appointment and knowledgable staff	11 July 2025 at 16:54

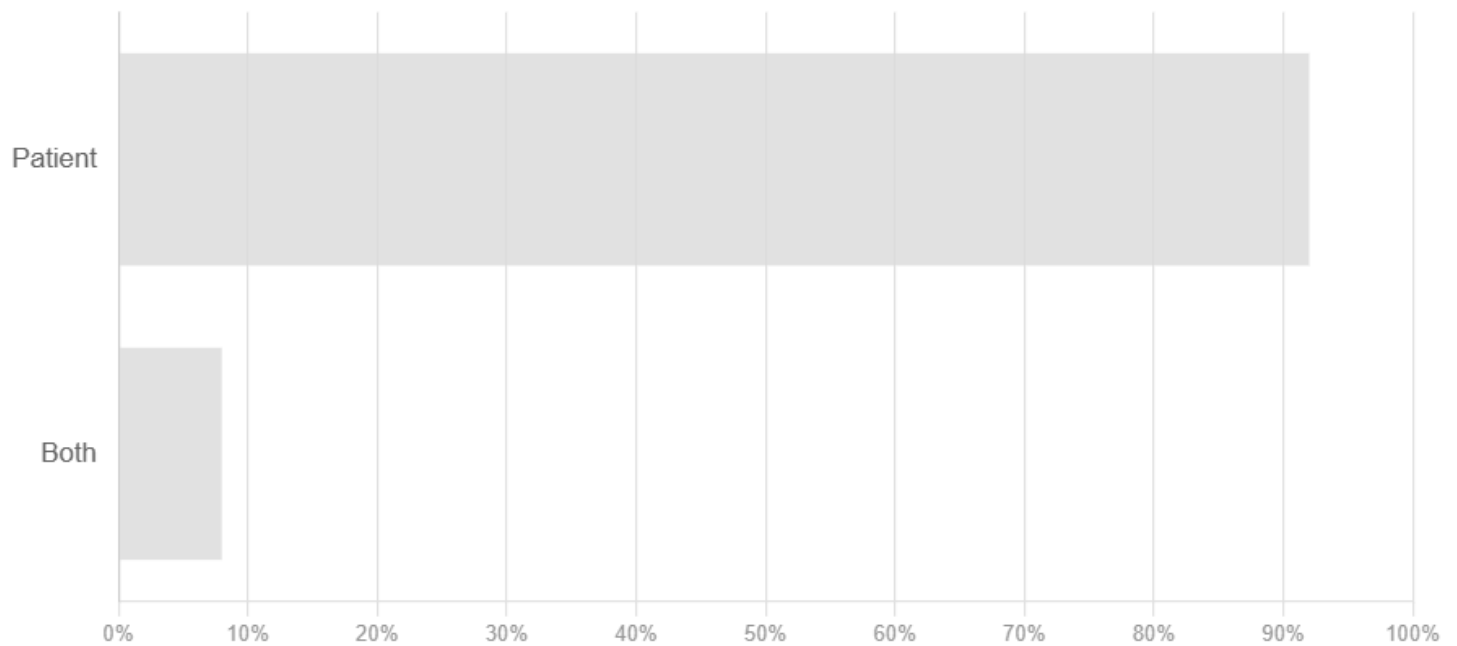
13 Answered

0 Skipped

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

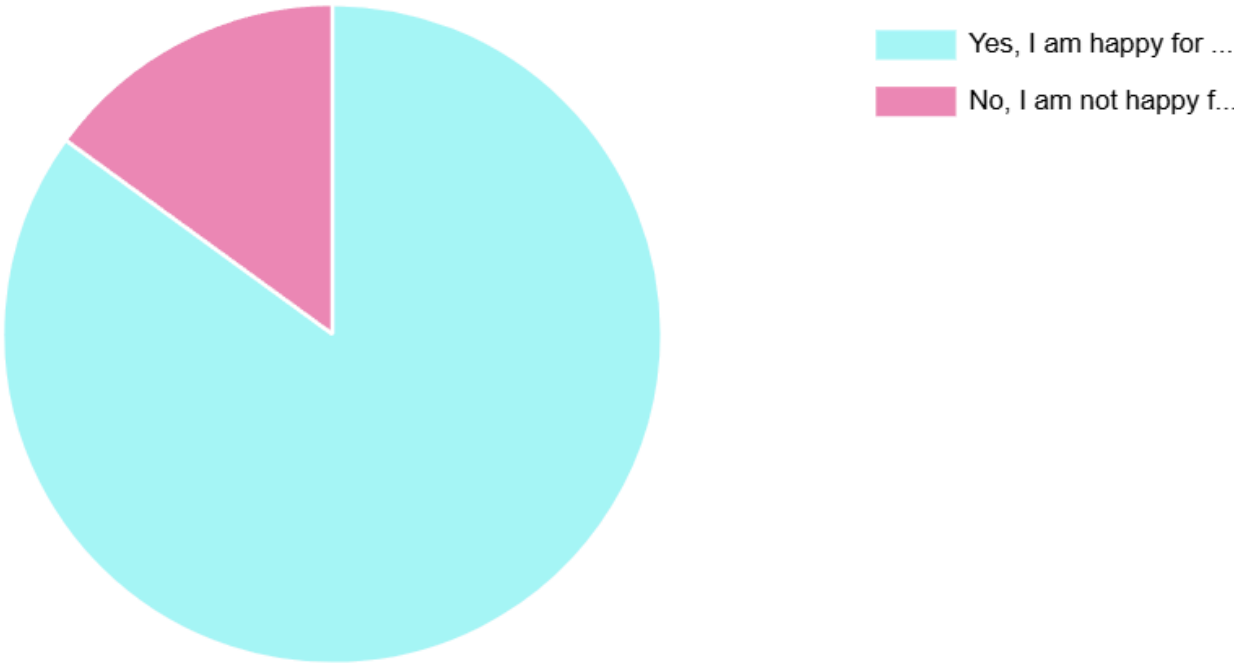
ANSWERS	DATE
Nothing needs changing at it is just the perfect surgery. You just could not wish for it any more.	28 July 2025 at 15:31
Nothing at all	28 July 2025 at 15:28
Less recorded messages but I do recognise the need for this approach	26 July 2025 at 07:46
Nothing	21 July 2025 at 22:54
Too soon to say	21 July 2025 at 18:26
Not having to explain to a receptionist my condition	14 July 2025 at 13:04
Air conditioning! But it was rather hot today!	11 July 2025 at 17:35
It's fine by me as-it runs very smoothly .	11 July 2025 at 17:11
Phone signal is non existent in village. Maybe surgery WiFi to access while waiting	11 July 2025 at 16:54

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



ANSWERS	RESPONSES	
Patient	92%	12
Both	8%	1

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	85%	11
No, I am not happy for you to publish my comments	15%	2

13 Answered

0 Skipped