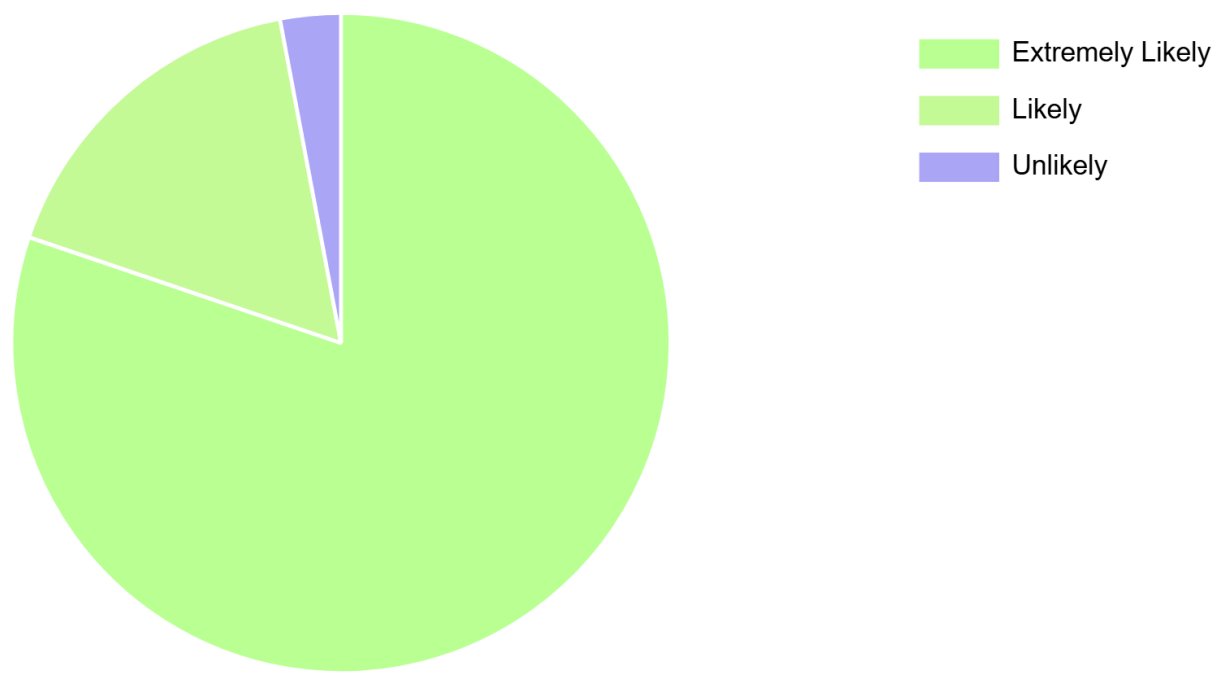


# Hartington Surgery FFT Report: September 2025

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



ANSWERS		RESPONSES	
Extremely Likely		81%	29
Likely		17%	6
Unlikely		3%	1

36 Answered

0 Skipped

## Please tell us the main reason for your choice

ANSWERS	DATE
Staff on reception very helpful and efficient.	27 September 2025 at 21:01
Available appointments with a doctor who is familiar with your medical history.	27 September 2025 at 01:14
Bedside manner of Dr's and nurses are lovely	26 September 2025 at 16:42
Brilliant staff	26 September 2025 at 14:13
Excellent prompt friendly service	26 September 2025 at 13:49
Good access to services etc Helpful and friendly staff Excellent follow up after blood and other test results	26 September 2025 at 12:15
Friendly staff	26 September 2025 at 11:07
You can almost always get an appointment when you need one	26 September 2025 at 10:54
Wonderful staff kind compassionate doctors and all the staff	26 September 2025 at 10:36
All surgery staff from reception and pharmacy to nurses and doctors are always friendly, helpful, efficient, understanding and collaborative	26 September 2025 at 10:35
Professional care and very thorough	26 September 2025 at 10:14
Doctor Dawson if a really good doctor and helped me through a bad time in my life. Very grateful to him. He's very understanding.	26 September 2025 at 10:11
Very professional, staff all friendly	26 September 2025 at 10:09
The surgery is the best I've ever been to. Kind people who are very understanding.very efficient and so much more.	26 September 2025 at 10:06
The Practice is always very accommodating regarding appointments and understanding a patient's queries/concerns	20 September 2025 at 15:34
Friendly helpful caring	19 September 2025 at 20:58
Good Patient Service	19 September 2025 at 19:59
Easy to get appointments Timely reply to queries	19 September 2025 at 15:42
I was seen by a GP the following day after ringing for an appointment	19 September 2025 at 15:08
Can be helpful at times	19 September 2025 at 12:42
Friendly and professional	19 September 2025 at 11:16
Consistent care and information on health issues.	19 September 2025 at 11:11
Very good practice	19 September 2025 at 11:00
Very helpful nice staff	19 September 2025 at 10:46

ANSWERS	DATE
Always helpful and explain everything.	19 September 2025 at 10:42
Everyone at the surgery, from reception and pharmacy staff to nurses and doctors always very friendly, receptive, helpful, efficient and collaborative regarding my various ongoing health issues	19 September 2025 at 10:35
Dr Ives was friendly, attentive and listened to my problem and was extremely helpful.	19 September 2025 at 10:34
Best service possible-every time!!!	19 September 2025 at 10:34
Excellent response to all issue including referral if required.	12 September 2025 at 15:01
Initial phone enquiry was answered and dealt with quickly The speed at which I was able to have an appointment Thorough examination and follow up by the GP	12 September 2025 at 14:05
Always made comfortable	12 September 2025 at 14:05
Everyone at surgery, from reception to nurses, doctors and pharmacy staff, is always friendly, helpful, efficient and always proactive in finding solutions.	12 September 2025 at 14:05
Very helpful staff, nice relaxed feeling in the surgery	12 September 2025 at 13:57
Needed quite an urgent referral. Rang up and was told an appointment was available in 35mins so drove up immediately and was seen and sorted. Very pleased.	12 September 2025 at 13:56
Based solely on today, unlikely. But this has been a horrible exception to a wonderful rule. As usual the reception team were terrific and an appointment was given for the same day. I had been experiencing painful ovulation, among other symptoms, and because of the one-sided pain, was worried about ectopic pregnancy or other serious concern. I saw Laura Cross. I have seen Ms Cross before, and she was wonderful, so I do wonder whether she was having a bad day. Nevertheless the impact on me has been significant, and as such I felt the need to provide feedback. I began by explaining that I suffer from, and am being privately treated for, medical anxiety. I need medical staff to understand that it's hard for me to attend appointments, and also that I will worry about the worst case scenario. In the past, staff have always understood this and been amazingly reassuring. Today Ms Cross began by asking me why I had decided to come if my symptoms had only lasted 48 hours. This made me feel immediately like she felt that I was wasting her time. I wanted to leave, but I stayed and tried to explain my symptoms. I wasn't able to give a full picture because I could feel my adrenaline kicking in, and wanted to run out of there. Ms Cross performed an abdominal examination. She dismissed my concerns about ectopic pregnancy without engaging with them and instead proceeded to berate me for having chosen not to have smear tests (I have made this choice for good reasons, that I have discussed with others at the practice previously, who haven't pushed me). Ms Cross told me several times that 'anyone can get it' (it wasn't clear whether she was referring to cancer or HPV) and gave me examples of low-risk groups who could develop it. Her tone was frustrated and, to me, alarming. I reminded her twice that she was speaking to someone with medical anxiety, hoping she would appreciate the harm her approach was taking, but she continued. She did not fully probe my sexual history, or the rationale behind my decision. It was a lecture not a discussion. And a lecture of a person already struggling, and feeling vulnerable, who was very likely to leave feeling unsafe.	4 September 2025 at 16:00

ANSWERS	DATE
Suffice it to say her conduct resulted in me falling apart in the carpark and scheduling an emergency trip to my therapist. I also now feel like it will be a huge struggle for me to attend an appointment at the surgery in the future. I don't doubt that Ms Cross did what was needed today, but she did so in a way that caused harm, and I respectfully ask that she reflects on that.	
35 Answered	1 Skipped

## What impressed you today and why?

ANSWERS	DATE
Appointment made to see a clinician.	27 September 2025 at 21:01
Dr listened and adressed my concerns with both compassion and advice.A	27 September 2025 at 01:14
Efficiency! Apt was on time	26 September 2025 at 16:42
Friendly and efficient	26 September 2025 at 13:49
As above	26 September 2025 at 12:15
They are trying to get me better	26 September 2025 at 11:07
The doctor was very helpful with advice going forward with my treatment	26 September 2025 at 10:54
Blood tests today with the lovely Laura kind and professional	26 September 2025 at 10:36
Dr Ives always willing and ready to discuss and find the best solutions for my healthcare issues	26 September 2025 at 10:35
Seen on time and a friendly person	26 September 2025 at 10:14
How relaxed and helpful everyone is at the surgery.	26 September 2025 at 10:11
Very understanding doctor. In on time. Very clean surroundings.	26 September 2025 at 10:06
A very thorough consultation with a senior nurse practitioner and I am entirely satisfied with the outcome. I also appreciated that I did not feel rushed explaining the reason for my visit	20 September 2025 at 15:34
Receptionist help	19 September 2025 at 20:58
Quick response and answers to my questions	19 September 2025 at 19:59

ANSWERS	DATE
Short waiting time	19 September 2025 at 15:42
The GP seen was thorough, caring and considerate and reviewed various treatments available before prescribing a suitable prescription for my condition and had follow up appointments to monitor this.	19 September 2025 at 15:08
How quickly I was seen	19 September 2025 at 12:42
On time appointment referred for a chest xray	19 September 2025 at 11:16
I felt confident that my welfare is always cared for.	19 September 2025 at 11:11
Doctor talked about all my results etc and any problems I had	19 September 2025 at 11:00
I was listened too	19 September 2025 at 10:46
On time and thorough. Did extra test while there.	19 September 2025 at 10:42
As above	19 September 2025 at 10:35
As above.	19 September 2025 at 10:34
So nice about everything,	19 September 2025 at 10:34
I never feel rushed which allows me to fully explain my issue and the immediate response to get things sorted	12 September 2025 at 15:01
Good time keeping, also very helpful	12 September 2025 at 14:05
Assistance from, and flexibility offered by, reception staff. Very constructive and helpful dialogue with Doctor Heyworth about inter-connected health issues.	12 September 2025 at 14:05
The feeling of wanting to help !!	12 September 2025 at 13:57
Everything was discussed and explained thoroughly.	12 September 2025 at 13:56
The reception staff - always a delight to deal with.	4 September 2025 at 16:00

32 Answered

4 Skipped

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

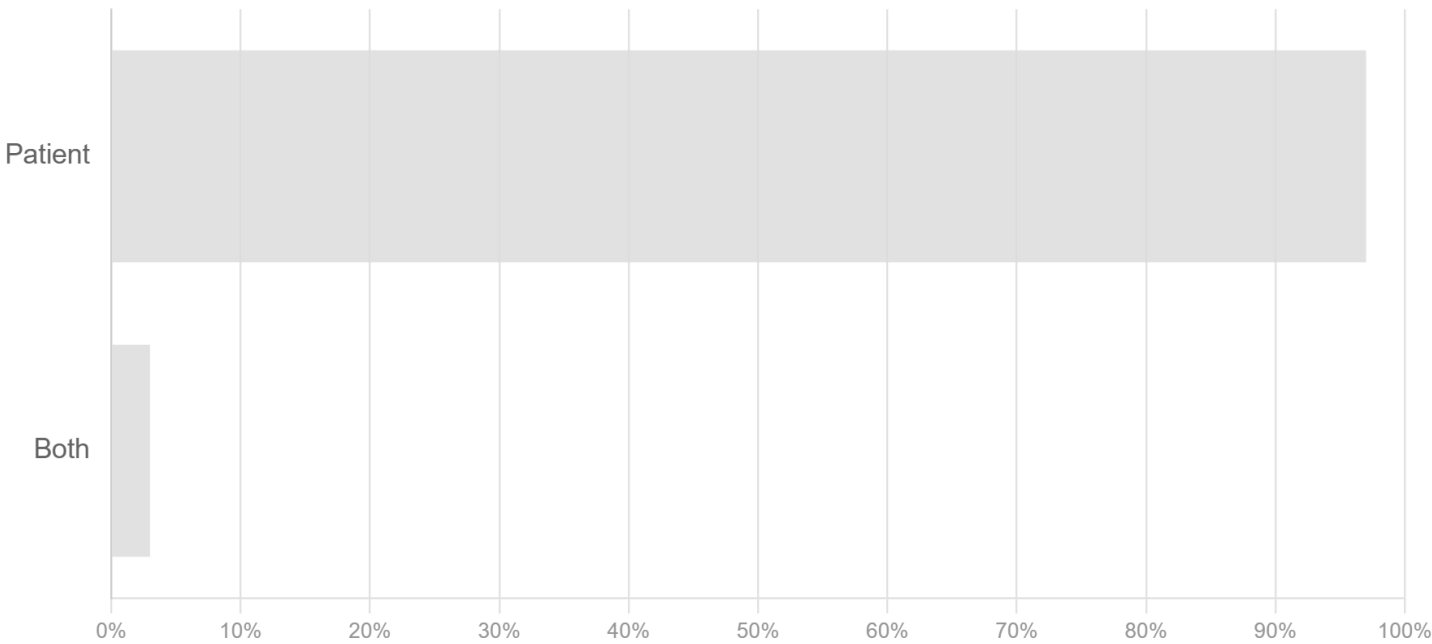
ANSWERS	DATE
A chair by the reception desk.	27 September 2025 at 01:14
Having to listen to radio 2 in the waiting room. It's awful 🤨	26 September 2025 at 16:42
Nothing	26 September 2025 at 13:49
Nothing needs to change	26 September 2025 at 12:15
Nothing	26 September 2025 at 10:36
Better WiFi signal for patients waiting for an appointment	26 September 2025 at 10:35
It doesn't need changing it's perfect as it is	26 September 2025 at 10:14
Nothing	26 September 2025 at 10:09
Nothing	26 September 2025 at 10:06
Can't think of anything	20 September 2025 at 15:34
Can't think of anything	19 September 2025 at 20:58
Nothing, the Surgery is excellent	19 September 2025 at 19:59
I didn't have any issues on this occasion with the Surgery so could not suggest any changes, as my experience was very satisfactory.	19 September 2025 at 15:08
More privacy when talking to reception. The whole waiting room can here what is being discussed.	19 September 2025 at 12:42
Tablet brands change a lot and they aren't always the best	19 September 2025 at 11:16
Nothing at all	19 September 2025 at 11:00
The big window having a door to open onto veranda	19 September 2025 at 10:46
More reliable wifi to provide better access to the internet to help pass the time while waiting for appointments	19 September 2025 at 10:35
Longer opening hours. It can be extremely difficult to get an out of working hours appointment, although the staff always do their best to help.	19 September 2025 at 10:34
Really can't think of anything.	19 September 2025 at 10:34
The automatic door on leaving nearly catches me out every time, I nearly walk into it as it opens towards me	12 September 2025 at 15:01
Nothing. It's an excellent service. Well done.	12 September 2025 at 14:05
More reliable guest WiFi to help patients spend their time while waiting to be called for appointments! Everything else about surgery and services is excellent	12 September 2025 at 14:05

ANSWERS	DATE
All good 😊	12 September 2025 at 13:57
Further training on how it feels for a person with medical anxiety to attend an appointment and what is likely to be triggering for them.	4 September 2025 at 16:00

25 Answered

11 Skipped

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

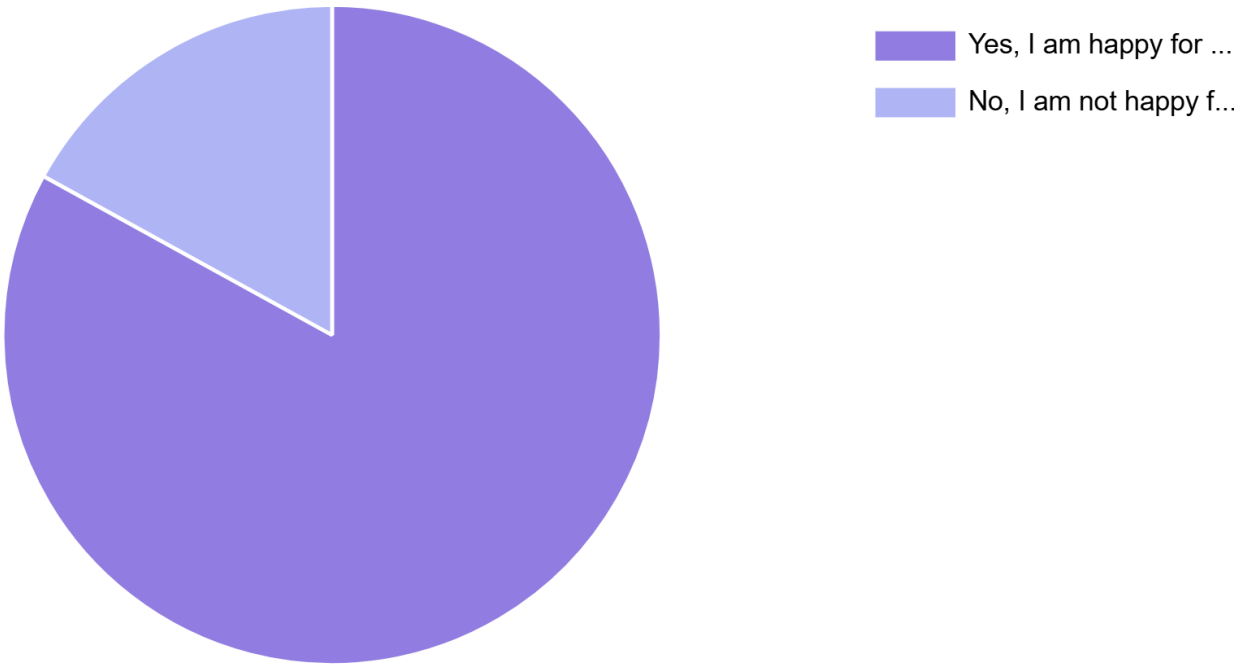


ANSWERS	RESPONSES
Patient	97% 35
Both	3% 1

36 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	83%	29
No, I am not happy for you to publish my comments	17%	6

35 Answered

1 Skipped

