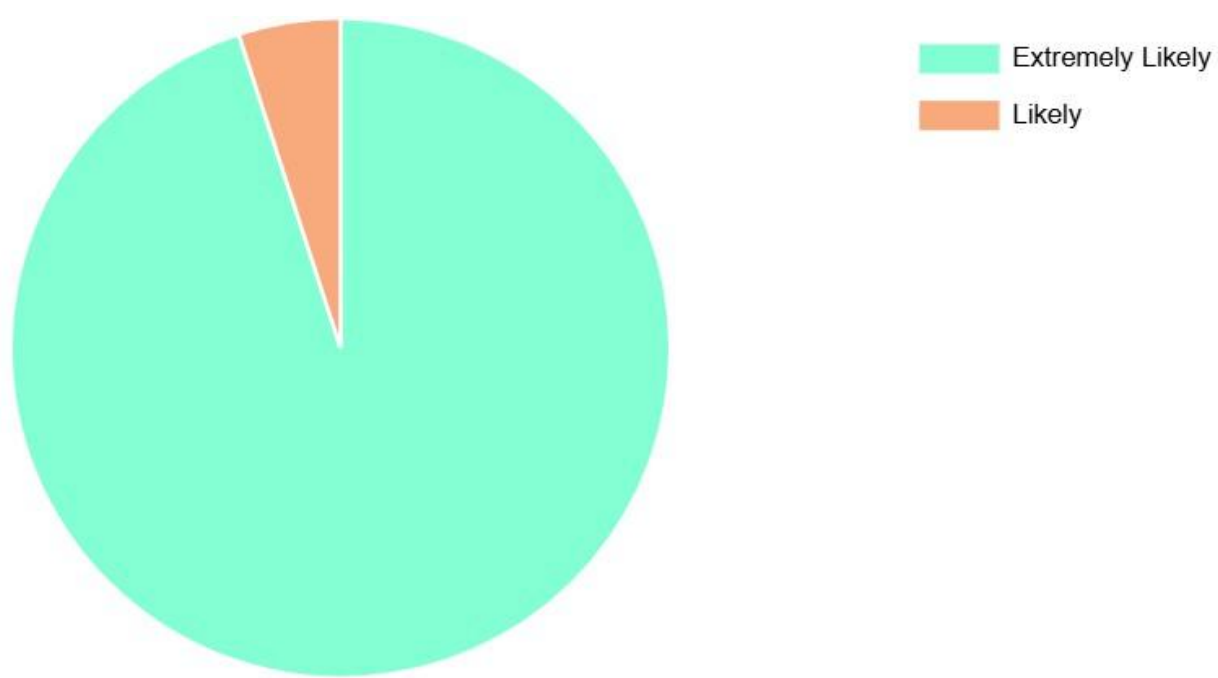


Hartington Surgery FFT Survey Report: October 2025

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



ANSWERS	RESPONSES	
Extremely Likely	95%	19
Likely	5%	1

20 Answered

0 Skipped

Please tell us the main reason for your choice

ANSWERS	DATE
Professional and friendly.	31 October 2025 at 14:16
Can always get help when you need it.	31 October 2025 at 14:08
Local	31 October 2025 at 12:19
I always feel that I'm getting the most personal and professional care	31 October 2025 at 11:23
Professional, caring and approachable	31 October 2025 at 11:18
Quick and efficient, very pleasant staff.	31 October 2025 at 11:16
Friendly and efficient. A very comfortable and welcoming surgery to go to	31 October 2025 at 10:58
Friendly staff and compassionate	31 October 2025 at 10:54
Fast and friendly service	19 October 2025 at 16:14
Really helpful staff who listen to your problems and your preferences for treatment. I wish all GP practices were like this!	19 October 2025 at 07:32
Efficient and can get a timely appointment	17 October 2025 at 14:22
Good service	17 October 2025 at 13:56
Easy to get an appointment Gp approachable and puts you at ease.	17 October 2025 at 13:44
Seen quickly staff pleasant	17 October 2025 at 13:41
Very happy with the service	6 October 2025 at 14:24
Always been a great surgery	6 October 2025 at 14:01

16 Answered

4 Skipped

What impressed you today and why?

ANSWERS	DATE
Excellent manner in which my asthma review was undertaken, and recommended improvements were communicated.	31 October 2025 at 14:16
Kindness of staff	31 October 2025 at 14:08

ANSWERS	DATE
Fast and efficient	31 October 2025 at 12:19
The extra consideration and personal interest I experienced today was extremely grateful.	31 October 2025 at 11:23
Caring and professional care	31 October 2025 at 11:18
Very straightforward.	31 October 2025 at 11:16
Smiley, friendly, efficient nurse. Although just a flu jab, she didn't make me feel rushed	31 October 2025 at 10:58
As above	19 October 2025 at 16:14
Helpfulness of staff.	19 October 2025 at 07:32
Knowledgeable staff	17 October 2025 at 14:22
Quick in and out from appointments	17 October 2025 at 13:56
Appointment on time. Gp helpful and willing to discuss all the issues I raised.	17 October 2025 at 13:44
Emily was very efficient	17 October 2025 at 13:41
Everything	6 October 2025 at 14:24
The same good service	6 October 2025 at 14:01

15 Answered

5 Skipped

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

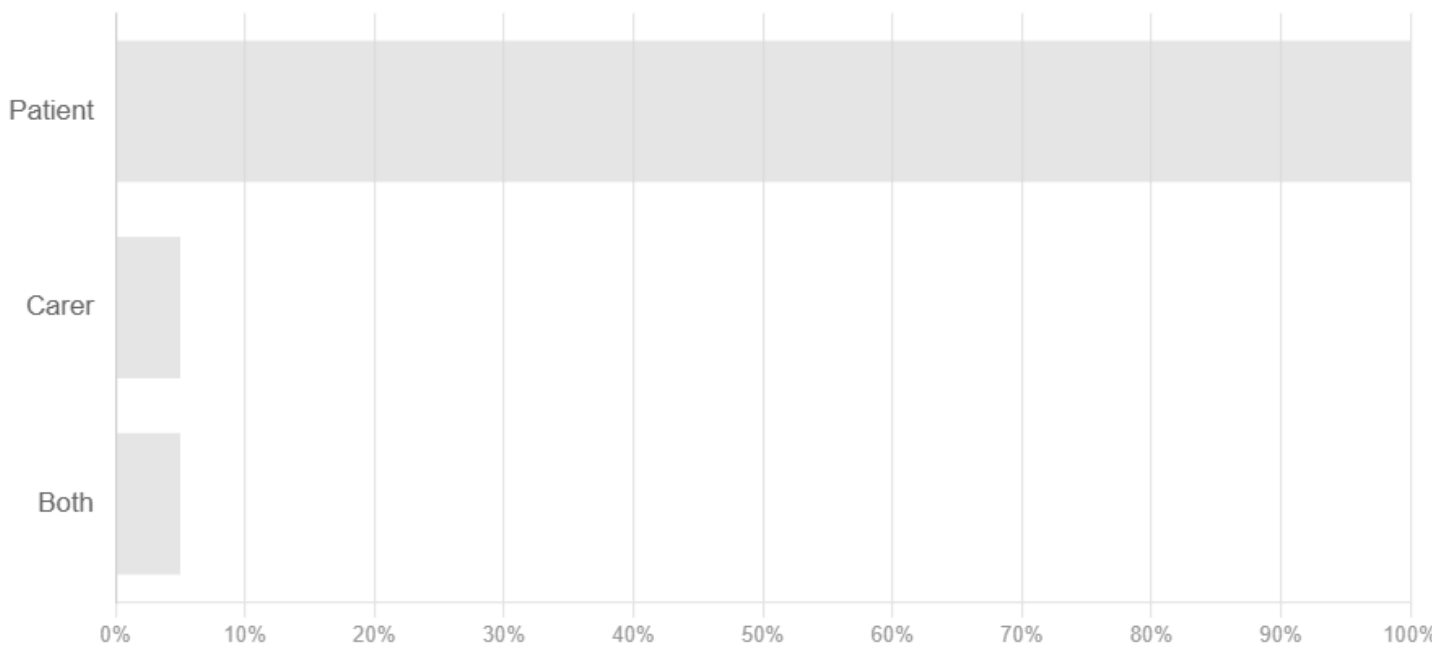
ANSWERS	DATE
Nothing to suggest.	31 October 2025 at 14:16
I should say that it is Anne replying but I have been asking Jim the questions. All correspondence comes to my phone.	31 October 2025 at 14:08
Nothing at present	31 October 2025 at 11:18
Nothing, it is an excellent Surgery.	31 October 2025 at 11:16

ANSWERS	DATE
Nothing	31 October 2025 at 10:58
Nothing	19 October 2025 at 16:14
N/A	19 October 2025 at 07:32
Pharmacy to be also over the counter purchases	17 October 2025 at 14:22
Surgery ok works as it is	17 October 2025 at 13:56
Nothing	6 October 2025 at 14:24
Seems OK. Hand sanitizer not full but happy	6 October 2025 at 13:54

11
Answered

9
Skipped

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

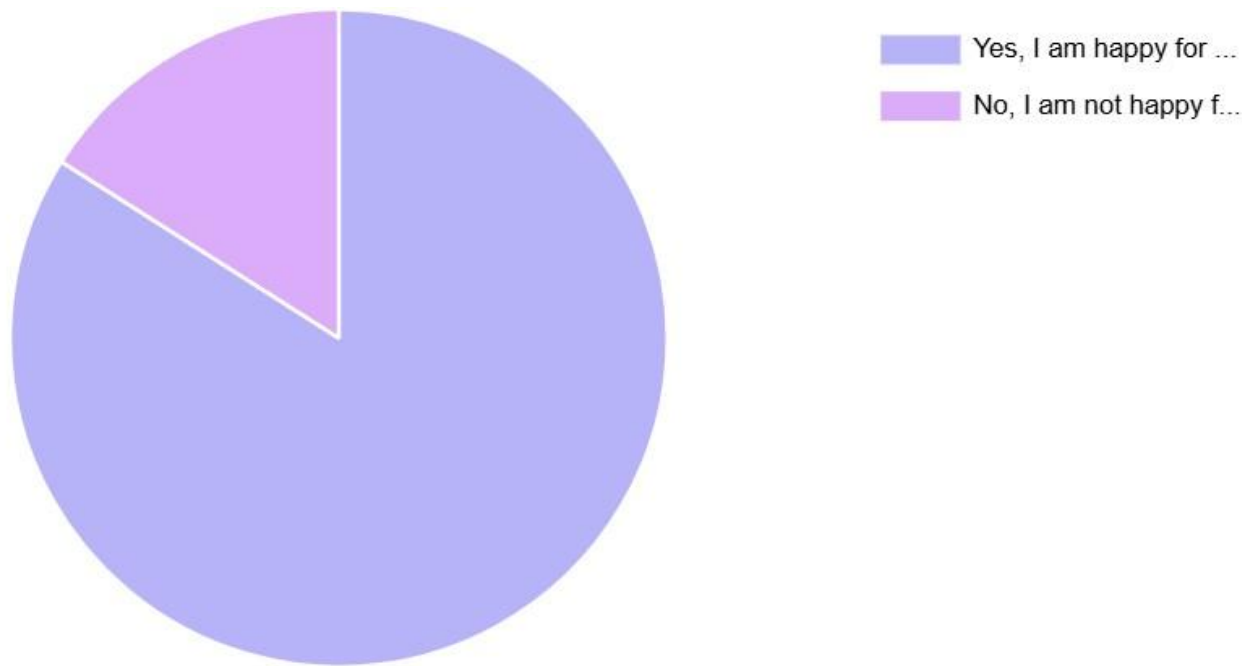


ANSWERS	RESPONSES	
Patient	100%	20
Both	5%	1
Carer	5%	1

20 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

1 Skipped