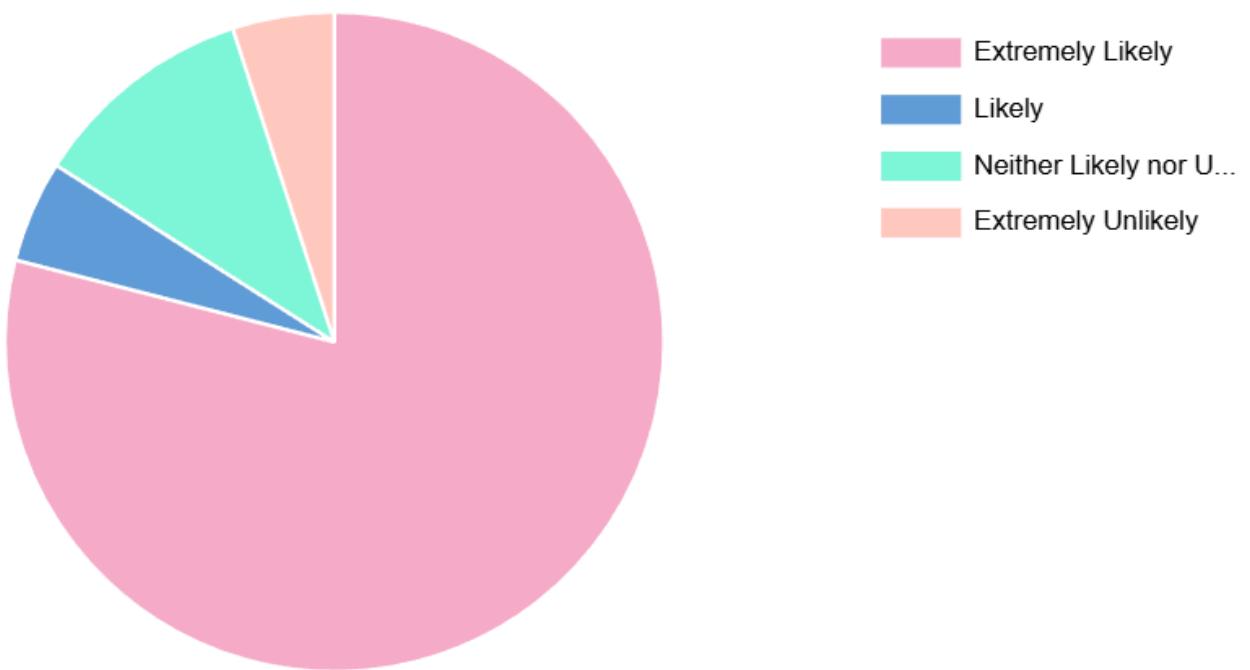


# Hartington Surgery FFT Survey Results: December 2025

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



ANSWERS	RESPONSES	
Extremely Likely	79%	15
Neither Likely nor Unlikely	11%	2
Extremely Unlikely	5%	1
Likely	5%	1

19 Answered

0 Skipped

## Please tell us the main reason for your choice

### ANSWERS

### DATE

It's a fantastic surgery. Knowledgeable, friendly staff. I also like the fact that there isn't a lot of staff turnover so we get to know each other over the years. While not medically related, there's always parking available.	31 December 2025 at 12:02
Feel like the staff are fantastic	30 December 2025 at 21:15
Quick and easy appointment on same day. Excellent staff at reception, pharmacy, nurses and doctors.	30 December 2025 at 19:08
Excellent service and care	30 December 2025 at 17:54
It makes more sense for them to be with their nearest GP. Not my place to say.	30 December 2025 at 14:19
Usually good service. Can get an appointment quite easily.	19 December 2025 at 19:34
Able to quickly get appointments, that suit and the care and attention received is excellent	19 December 2025 at 12:13
Hartington surgery has always given me good service.	16 December 2025 at 18:40
Pleasant caring staff	16 December 2025 at 15:09
Dr Dawson is a marvellous doctor kind and patient	16 December 2025 at 12:39
Very polite and got the job done quickly and efficiently and effectively without any pain.	16 December 2025 at 10:56
Appointments readily available Directed appropriately Seen promptly Professional and friendly response from all staff Excellent follow up and referrals	8 December 2025 at 13:03
Very efficient	5 December 2025 at 12:41
Ability to book phone appointment with doctor at convenient time with very little waiting time to speak to doctor.	5 December 2025 at 12:12
Great service	5 December 2025 at 11:04
Really friendly staff, very well organised systems and helpful approach.	5 December 2025 at 10:48
I have been with this practise since 2003. I have seen many changes throughout that time. However the practice today is exceptional. I feel fortunate to be a patient at this practice	2 December 2025 at 10:28

17 Answered

2 Skipped

## What impressed you today and why?

### ANSWERS

### DATE

Debbie Peach was as helpful as ever. She's a good listener and had time for my questions.	31 December 2025 at 12:02
How thorough Dr Ives is	30 December 2025 at 21:15
Clear, caring and efficient practice.	30 December 2025 at 19:08
Very efficient easy to talk with	30 December 2025 at 17:54
I got an appointment quite easily. The reception staff were pleasant and helpful.	19 December 2025 at 19:34
Seen on time, listened to and advice sympathetically given	19 December 2025 at 12:13
Professional clinicians.	16 December 2025 at 18:40
As above	16 December 2025 at 15:09
Fully explained problem	16 December 2025 at 12:39
Explained why the blood was being taken. May sound simple but experience from other appointments as shown me the nurse doesn't know why you are here.	16 December 2025 at 10:56
Blood test taken relatively easily when many practitioners struggle Clear information given Very thorough asthma review Responsiveness of practitioners	8 December 2025 at 13:03
Immediate appointment with doctor	5 December 2025 at 12:41
Very friendly and professional service from doctor. Great communication and excellent advice given. Very happy patient. Thank you!!..	5 December 2025 at 12:12
Seen on time and problem solved	5 December 2025 at 11:04
Staff that smile and genuinely engage in the conversation to help	5 December 2025 at 10:48
I had my annual bloods taken by the practice nurse, Miss Harris. I am used to bruising around the area where the needle is inserted. I was delighted that 24 hours later I had no bruises. This indicates a delicate and dedicated attention by the nurse.	2 December 2025 at 10:28

16 Answered

3 Skipped

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

### ANSWERS

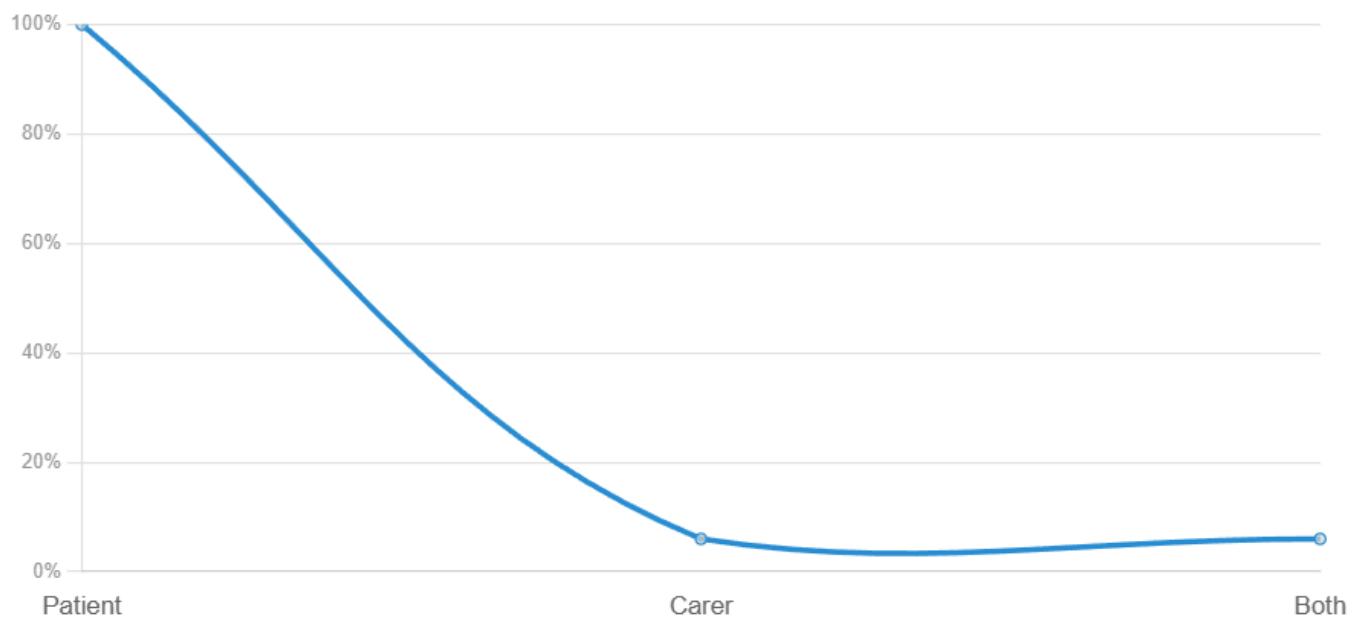
### DATE

Nothing	31 December 2025 at 12:02
Nothing	30 December 2025 at 21:15
The doctor I saw lacked empathy and I had to wait over half an hour for my appointment.	19 December 2025 at 19:34
Nothing	16 December 2025 at 15:09
Nothing	16 December 2025 at 12:39
None	8 December 2025 at 13:03
Nothing really, it's very good as it is.	5 December 2025 at 12:41
Zero	5 December 2025 at 11:04
All is good. I cannot think of anything	2 December 2025 at 10:28

9 Answered

10 Skipped

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

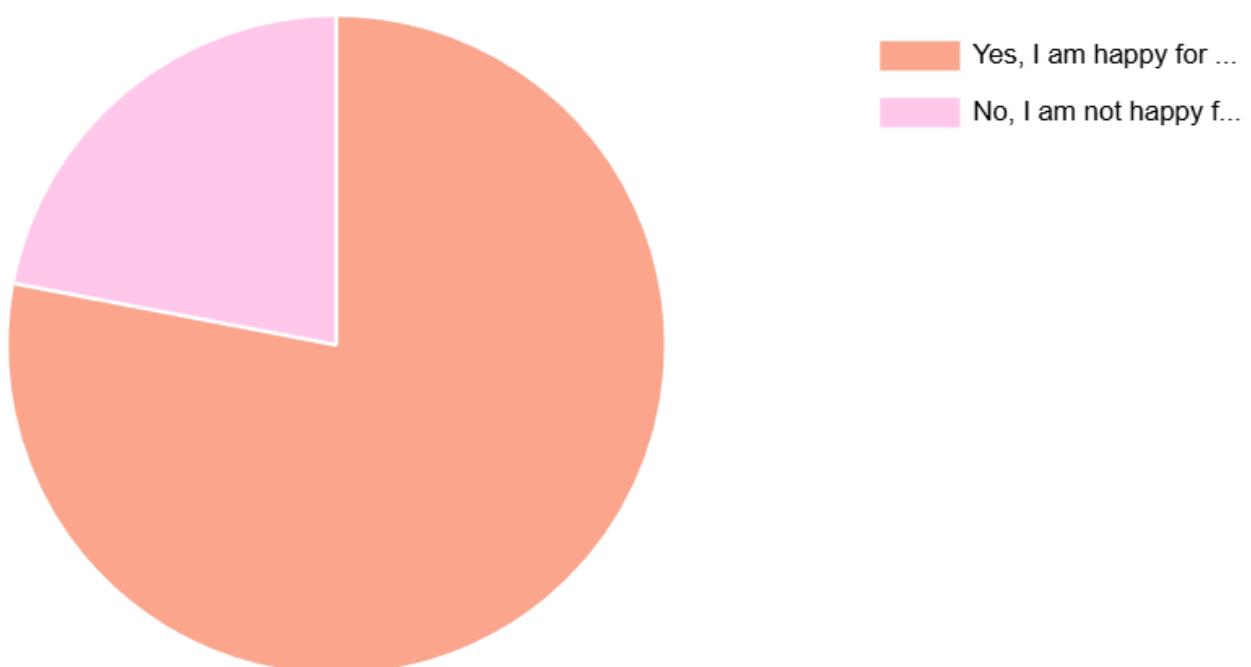


ANSWERS	RESPONSES	
Patient	100%	18
Both	6%	1
Carer	6%	1

18 Answered

1 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	78%	14
No, I am not happy for you to publish my comments	22%	4

18 Answered

1 Skipped