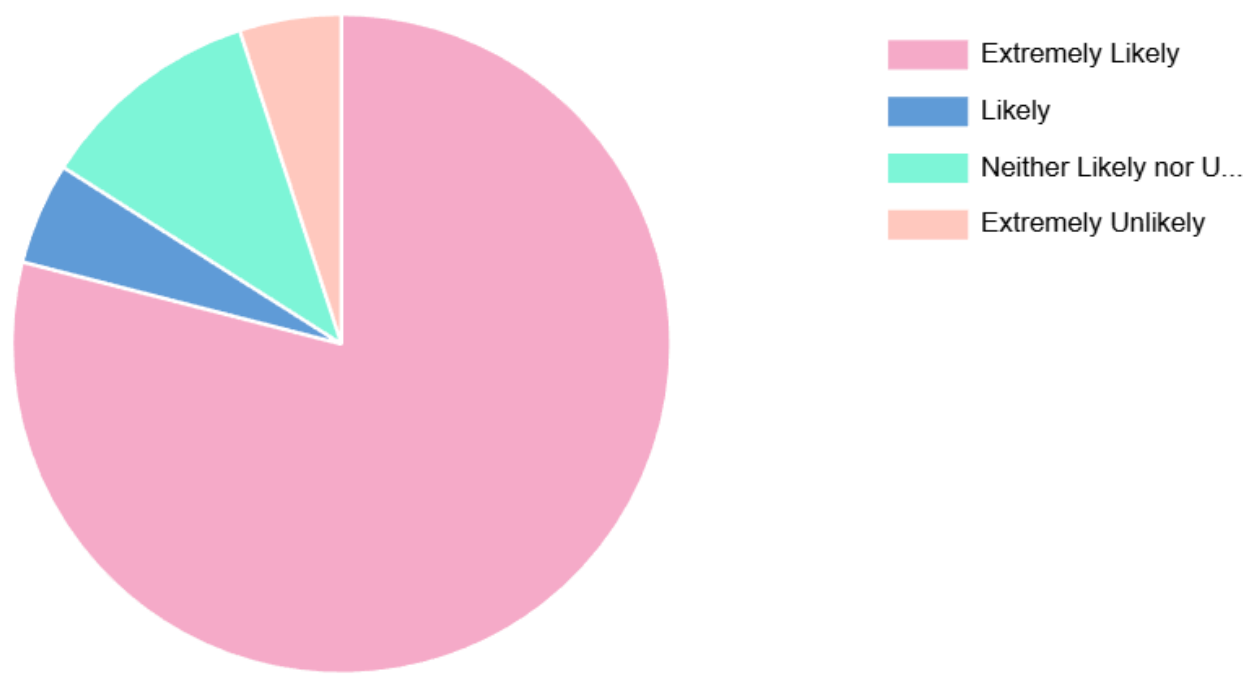


# Hartington Surgery FFT Survey Results: December 2025

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 wack 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 recieved 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 throughput 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 practitoners struggle Clear information given Very thorough asthma review Responsiveness of practitoners  | 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

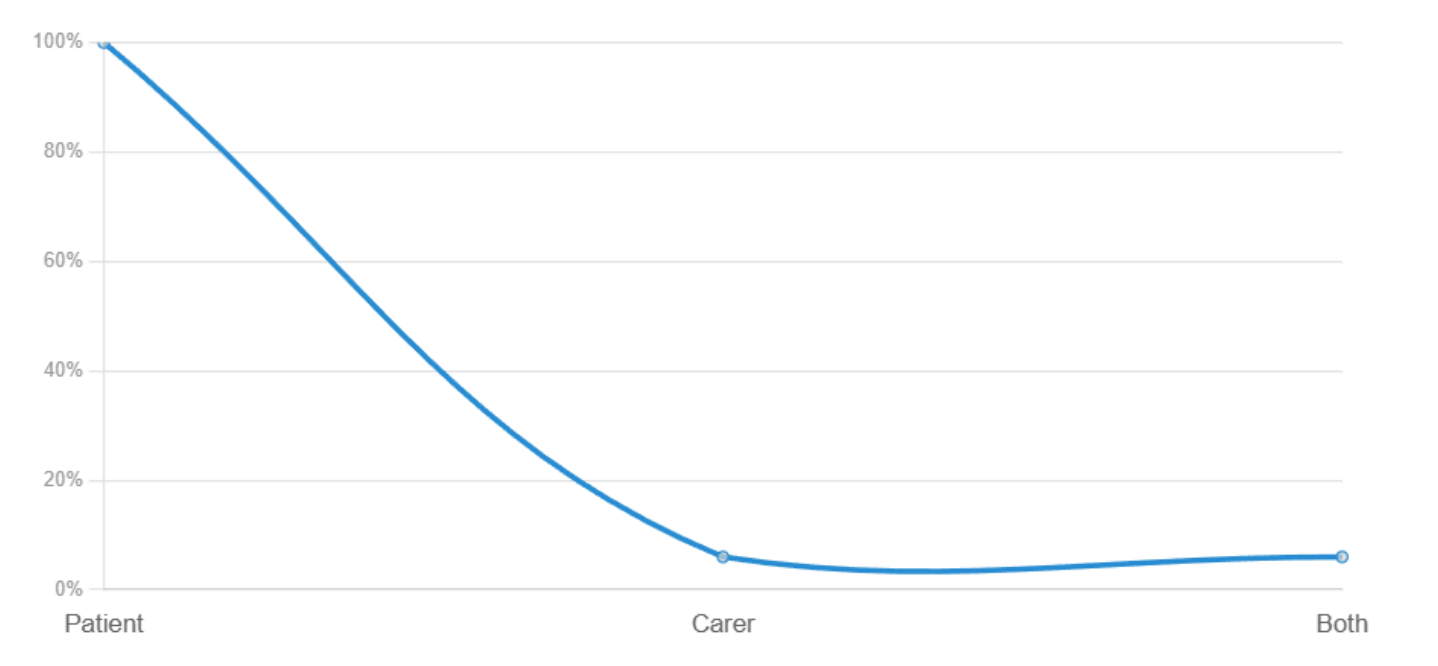
If you could change one thing about the Surgery, what would it be?

| 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

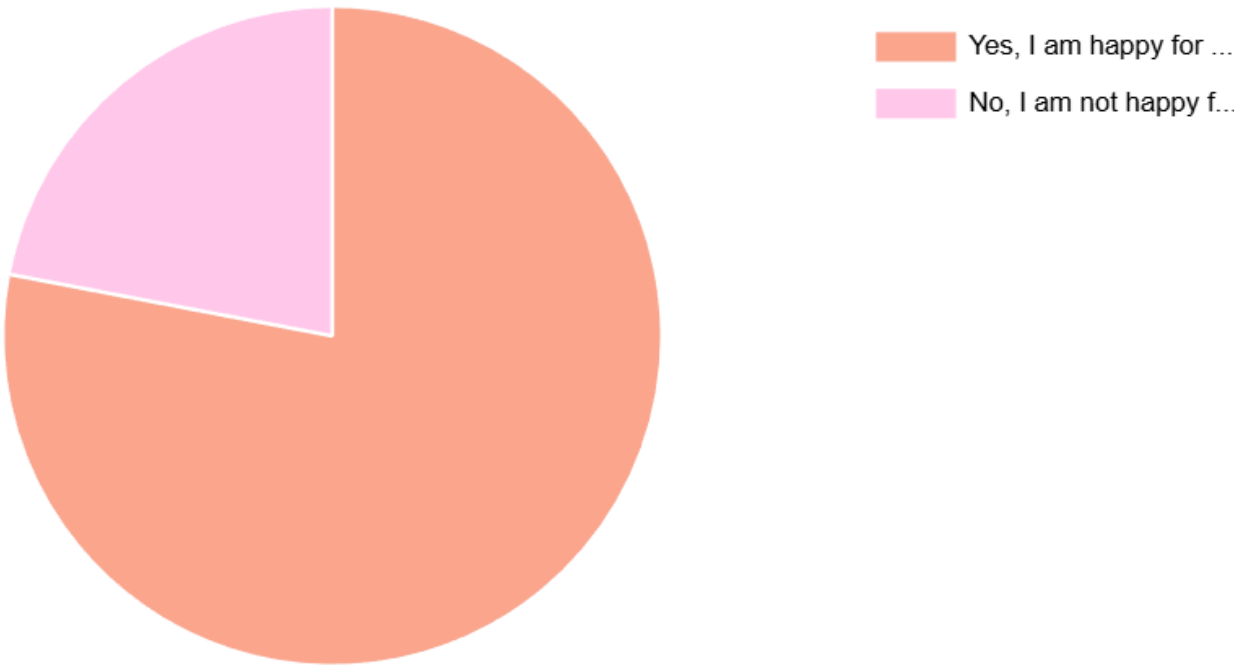


| ANSWERS | RESPONSES |    |
|---------|-----------|----|
| Patient | 100%      | 18 |
| Both    | 6%        | 1  |
| Carer   | 6%        | 1  |

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

