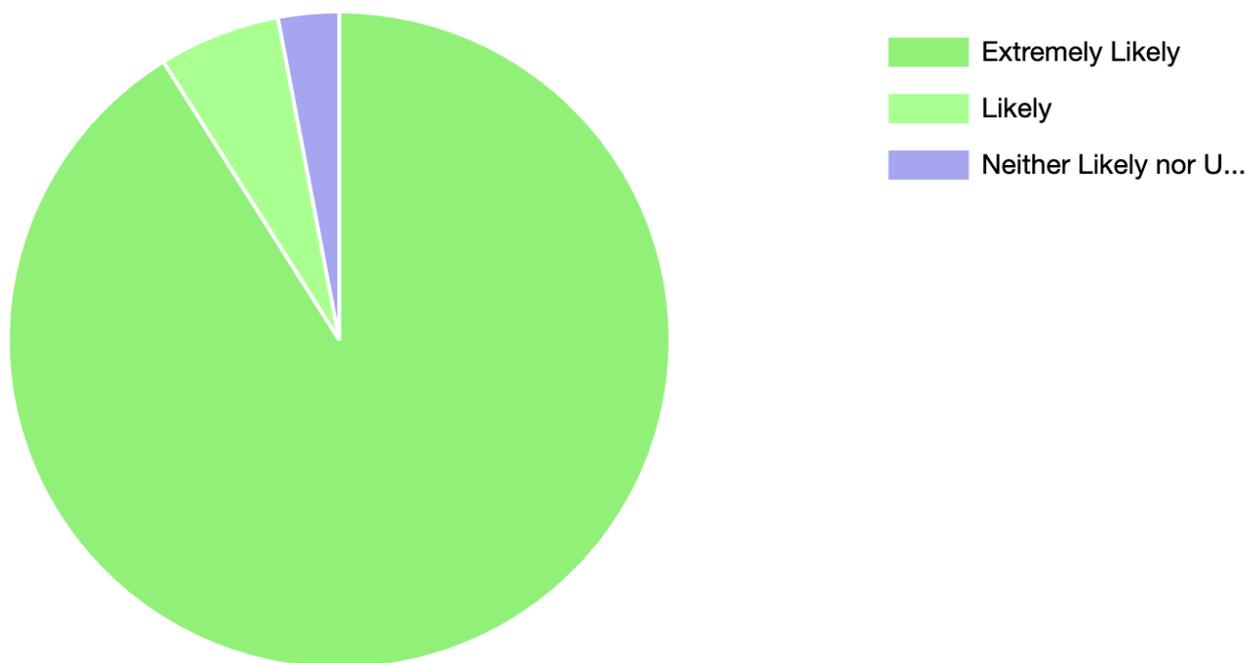


## Hartington Surgery FFT Survey Results: January 2026

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



| ANSWERS                     | RESPONSES |    |
|-----------------------------|-----------|----|
| Extremely Likely            | 92%       | 33 |
| Likely                      | 6%        | 2  |
| Neither Likely nor Unlikely | 3%        | 1  |

36 Answered

0 Skipped

## Please tell us the main reason for your choice

| ANSWERS   | DATE                     |
|---|--------------------------|
| I feel lucky to even get a GP appointment within a week-or even less than that. I'd also like to say how much I appreciate the friendliness of the dispensary team, who are always flexible to support my family with occasional late requests for prescriptions. | 31 January 2026 at 18:54 |
| Professional, efficient, kind people.   | 31 January 2026 at 15:07 |
| Small friendly run practise   | 31 January 2026 at 11:49 |
| Appointment on time and dealt with  | 31 January 2026 at 10:10 |
| Supportive care   | 31 January 2026 at 09:44 |
| You do wot it says on the tin on time in out no fuss or myther  | 31 January 2026 at 08:24 |
| Very helpful staff and doctors  | 30 January 2026 at 20:31 |
| I have rarely if ever had a bad experience at Hartington. Everyone is supportive, kind and caring in their role from reception staff, nurses and doctors.   | 30 January 2026 at 14:56 |
| Helpful professional reception team. NO problem getting appointments with a doctor when appropriate.  | 30 January 2026 at 14:43 |
| Very impressed with information given by doctor - just hope the medication and information provided clears the problem I am currently experiencing  | 30 January 2026 at 14:42 |
| Service is excellent  | 30 January 2026 at 13:30 |
| Have always been happy with ability to be seen quickly, and with the doctor/s   | 30 January 2026 at 12:51 |
| Excellent service   | 30 January 2026 at 12:47 |
| Outstanding and very efficient  | 30 January 2026 at 11:59 |
| Always looked after well  | 30 January 2026 at 11:59 |
| My appointment. Was booked with in one hour. Brilliant. 😊👍  | 30 January 2026 at 11:27 |
| Always friendly and efficient   | 30 January 2026 at 11:24 |
| But I am worried you will become too popular and so we won't receive your current high level of service.  | 30 January 2026 at 11:24 |
| Nice friendly & knowledge staff, lovely location and facilities. No waiting for weeks on end to get an appointment  | 30 January 2026 at 11:22 |
| Efficient and appointments always timely  | 30 January 2026 at 11:19 |
| Friendly and approachable staff on reception and the GPs. Quick to give an appointment at the surgery and follow up to area hospitals when necessary.   | 30 January 2026 at 11:16 |

| ANSWERS  | DATE                     |
|--|--------------------------|
| Almost always get a next day appointment, Friendly staff.  | 30 January 2026 at 11:11 |
| Ready availability of appointments and the caring nature of the practice staff.  | 30 January 2026 at 11:00 |
| I am very impressed with the standard of care I receive from every member of staff at Hartington surgery.  | 30 January 2026 at 10:39 |
| Excellent care and always helpful and friendly.  | 30 January 2026 at 10:39 |
| Professionalism  | 30 January 2026 at 10:37 |
| I have no idea as to which appointment this is referring to but I have had nothing but good treatment and care over the past 20+ years as a patient with you | 30 January 2026 at 10:33 |
| All the staff make me feel welcome   | 30 January 2026 at 10:08 |
| Dr Dawson went above and beyond when I recently had 2 appointments with him. I felt very reassured and much more comfortable after our discussions.          | 30 January 2026 at 10:05 |
| Very helpful in all departments of the surgery.  | 21 January 2026 at 09:31 |
| The practice well run, the admin staff are kind and efficient. The medical staff are very professional and kind.   | 10 January 2026 at 09:37 |
| Offered an appointment quickly, at a time to suit me   | 2 January 2026 at 12:03  |
| Always efficient, nice people. Doesn't take months for an appointment. Can't say a bad word  | 2 January 2026 at 11:38  |

33 Answered

3 Skipped

## What impressed you today and why?

| ANSWERS  | DATE                     |
|--|--------------------------|
| Not particularly from my visit today. My answer is based generally, ie over previous visits. | 31 January 2026 at 18:54 |
| The helpful and pleasant staff   | 31 January 2026 at 11:49 |
| The fact that my appointment wasn't delayed  | 31 January 2026 at 10:10 |
| No waitong, business like but friendly   | 31 January 2026 at 09:44 |

| ANSWERS   | DATE                     |
|---|--------------------------|
| First class service   | 31 January 2026 at 08:24 |
| Professional and supportive   | 30 January 2026 at 14:56 |
| Dr Dawson took time to dicuss all my concerns   | 30 January 2026 at 14:43 |
| Ability to find appointment on day I called.  | 30 January 2026 at 14:42 |
| Availability of appointment.  | 30 January 2026 at 13:30 |
| Being listened to, and next steps fully discussed and actioned  | 30 January 2026 at 12:51 |
| No waiting the nurse gave me jab and was excellent at it perfection   | 30 January 2026 at 12:47 |
| Treated by the doctor, who as always is very efficient and friendly   | 30 January 2026 at 11:59 |
| The calm professional attitude  | 30 January 2026 at 11:59 |
| The staff were very helpful. Brilliant thank you. 😊👍  | 30 January 2026 at 11:27 |
| No waiting and a friendly appointment   | 30 January 2026 at 11:24 |
| The new member of staff, Mr May, was excellent.   | 30 January 2026 at 11:24 |
| Dr Dawson took his time to fully explain everything to me, the options available and the reasoning behind them. | 30 January 2026 at 11:22 |
| Running to time and skilled in undertaking the job in hand  | 30 January 2026 at 11:19 |
| Not long waiting time.  | 30 January 2026 at 11:16 |
| As seen quickly didn't have to wait long  | 30 January 2026 at 11:11 |
| Dr Garrido listens, doesn't rush and appears forensic in her consideration of one's health issues and concerns. | 30 January 2026 at 11:00 |
| Prompt and efficient appointment  | 30 January 2026 at 10:39 |
| Thoughtful and careful advice.  | 30 January 2026 at 10:39 |
| N/A   | 30 January 2026 at 10:33 |
| The attention to detail   | 30 January 2026 at 10:08 |
| As above.   | 30 January 2026 at 10:05 |
| Appointment was kept to time  | 21 January 2026 at 09:31 |
| I made a mistake with my appointment time but I was able wait and still be seen.                                | 10 January 2026 at 09:37 |

| ANSWERS  | DATE                    |
|--|-------------------------|
| Pleasant consultation with the doctor. Easy signing in process and seen quickly. | 2 January 2026 at 12:03 |
| Timeliness   | 2 January 2026 at 11:38 |

30 Answered

6 Skipped

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

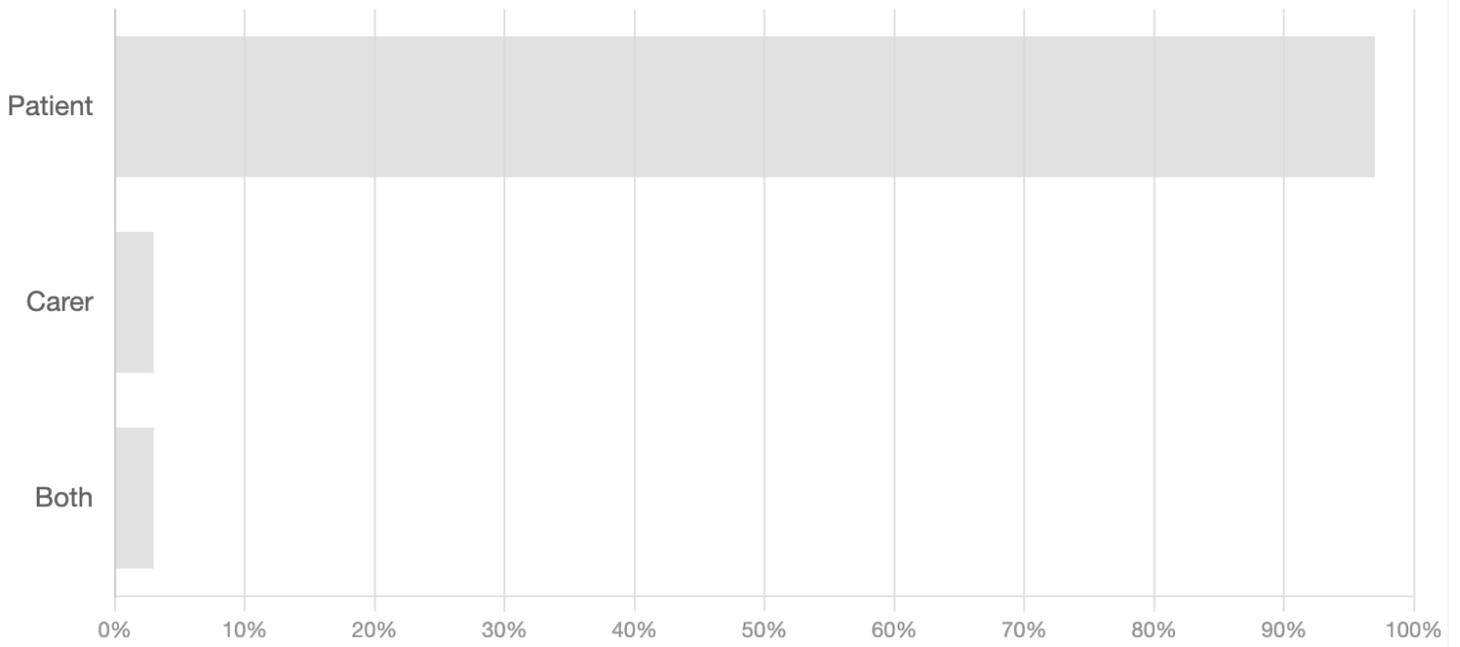
| ANSWERS  | DATE                     |
|--|--------------------------|
| The waiting area - if possible, more pictorial informative content, eg about the gut, immunity and health.. Mediterranean diet quick ways to prepare healthy food etc, | 31 January 2026 at 18:54 |
| Decor and lighting in the waiting area very tired  | 31 January 2026 at 11:49 |
| Shorten the time from submitting a prescription to its being ready   | 31 January 2026 at 09:44 |
| I e we couldn't it's spot on   | 31 January 2026 at 08:24 |
| Nothing, or more grit when snows (more of a council matter)  | 30 January 2026 at 14:56 |
| Maybe let patients know the appointments are running well behind schedule  | 30 January 2026 at 14:42 |
| N/a  | 30 January 2026 at 12:51 |
| Nothing  | 30 January 2026 at 12:47 |
| Nothing  | 30 January 2026 at 11:59 |
| Can't think of anything  | 30 January 2026 at 11:59 |
| I wouldn't change anything. The staff and the doctor's are A1. 😊   | 30 January 2026 at 11:27 |
| It is fine as it is.   | 30 January 2026 at 11:24 |
| The booking in system doesn't always register that you have booked in.   | 30 January 2026 at 11:22 |
| Pharmacy does not sell OTC products  | 30 January 2026 at 11:19 |
| Nothing  | 30 January 2026 at 11:00 |

| ANSWERS   | DATE                     |
|---|--------------------------|
| Better car parking facilities.  | 30 January 2026 at 10:39 |
| Excellent as it is.   | 30 January 2026 at 10:39 |
| Nothing   | 30 January 2026 at 10:37 |
| Not having to stand in the cold and wet to collect prescriptions  | 30 January 2026 at 10:33 |
| If all Dr's were as understanding and caring as Dr Dawson.  | 30 January 2026 at 10:05 |
| Car park. Nice to see it done however, huge improvement   | 21 January 2026 at 09:31 |
| Having a less open reception area or perhaps having a sound baffle of some description around the reception window. I sometimes feel uncomfortable when speaking to the receptionist about my medical issue, because people in the waiting area can hear. | 10 January 2026 at 09:37 |
| Greater transparency when given an apt with ANP rather than a Doctor  | 7 January 2026 at 09:15  |
| Reception staff never appear particularly keen to deal with any face to face queries  | 2 January 2026 at 12:03  |
| Na  | 2 January 2026 at 11:38  |

25 Answered

11 Skipped

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

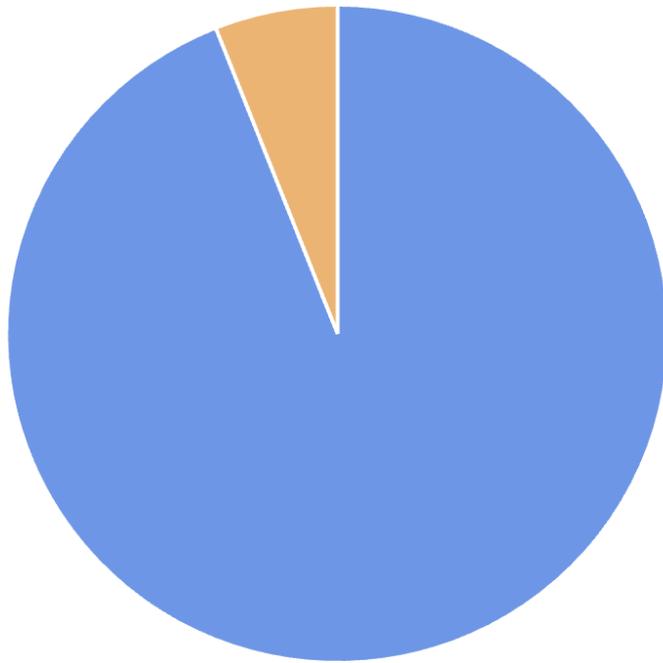


| ANSWERS | RESPONSES |    |
|---------|-----------|----|
| Patient | 97%       | 35 |
| Both    | 3%        | 1  |
| Carer   | 3%        | 1  |

36 Answered

0 Skipped

# Please let us know if you are happy for us to publish your comments



- Yes, I am happy for ...
- No, I am not happy f...

| ANSWERS   | RESPONSES |    |
|---|-----------|----|
| Yes, I am happy for you to publish my comments    | 94%       | 33 |
| No, I am not happy for you to publish my comments | 6%        | 2  |

35 Answered

1 Skipped