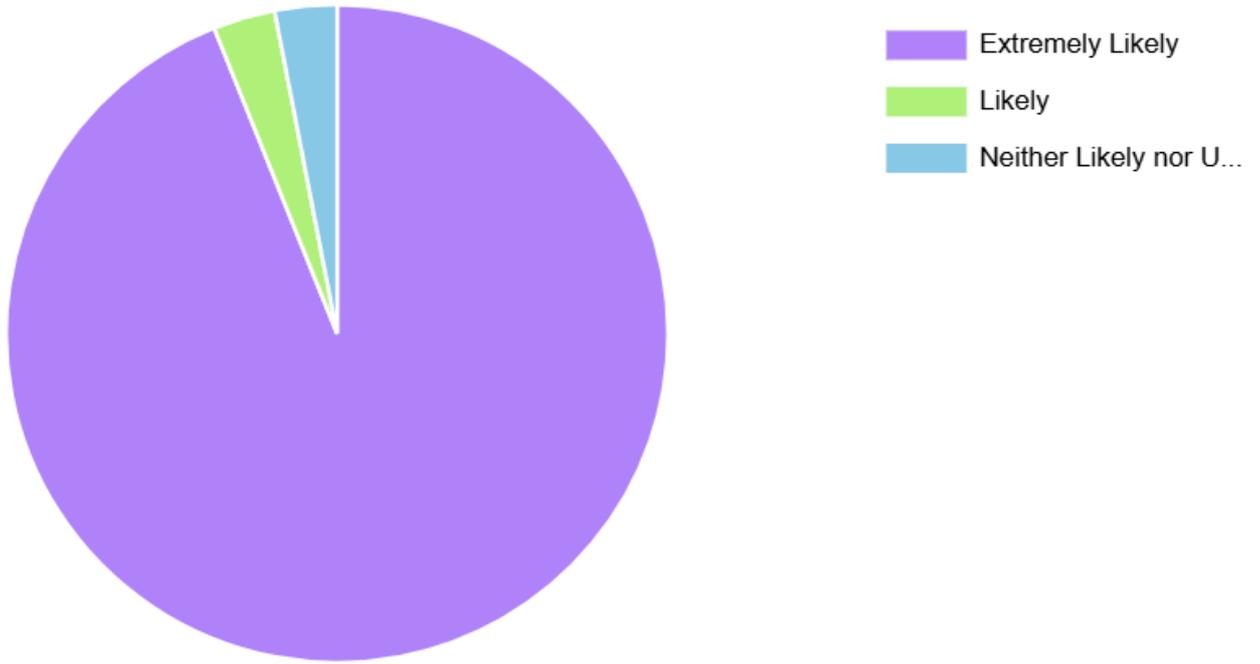


# Hartington Surgery FFT Survey Results: February 2026

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



ANSWERS	RESPONSES	
Extremely Likely	93%	28
Likely	3%	1
Neither Likely nor Unlikely	3%	1

30 Answered

-6 Skipped

## Please tell us the main reason for your choice:

ANSWERS	DATE
Excellent surgery lovely staff	28 February 2026 at 18:48
Excellent prompt service	28 February 2026 at 18:20
The staff are friendly and efficient.Also Doctors and Nurses are to.	28 February 2026 at 15:47
As always, prompt and collaborative action and approach to issues. Everyone at the surgery, from reception to nurses, doctors and pharmacy, friendly, efficient and proactive	28 February 2026 at 15:01
The doctors and nursing staff are great. I feel confident and comfortable when I need to see them.	27 February 2026 at 16:08
Conveniently local	27 February 2026 at 14:25
Great advice, extremely responsive. Great team at all levels. I love the local practice, it makes me feel I'm in a safe environment.	27 February 2026 at 13:47
A good service is provided, with good doctors, nurses and reception staff.	27 February 2026 at 12:00
THE LADY DOCTOR LISTED TO MY PROBLEM AND UNDERSTAND WHAT THE PROBLEM THAT I GOT AND GAVE ME THE TABLE FOR IT	27 February 2026 at 11:38
Always very professional	27 February 2026 at 11:19
Good quality patient centred care. Appoints available easily. All staff pleasant, patient and want to help	27 February 2026 at 11:18
Never have to wait long for appointment. Doctor always have time to listen. Tests are prompt. Reception staff good	27 February 2026 at 11:13
Recommended by others	27 February 2026 at 11:09
Getting to see a doctor without long delay given chance to explain all symptoms , everyone's helpful and your made welcome not a nuisance	27 February 2026 at 11:08
Friendly helpful reception staff and practitioner	27 February 2026 at 11:05
Always received good treatment.	27 February 2026 at 10:52
Hartington doctor Ashley Dawson is incomparable. He gives EVERYONE the time they need to get to the root problem - with the utmost empathy. Unique! Not one shred of one upmanship over his patients which is rife in many GP practices. Utterly astonishing.	27 February 2026 at 10:24
A very caring practice that can see you very quickly and provide an excellent service.	27 February 2026 at 10:21
Friendly staff. Doctors you can talk to. Everything in one place.	27 February 2026 at 10:06
Friendly, professional	1 February 2026 at 22:37

ANSWERS	DATE
Friendly, kind and approachable.	1 February 2026 at 00:31
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

26 Answered

-2 Skipped

## What impressed you today and why?

ANSWERS	DATE
Welcoming clean and friendly	28 February 2026 at 18:48
Welcome smile, on time service	28 February 2026 at 18:20
They got in touch with me by phone message , I rang the surgery and got an appointment right away.	28 February 2026 at 15:47
As above - prompt action to eliminate possibilities from health issue and prompt action over referral to hospital for CT scan	28 February 2026 at 15:01
Always efficient great service	27 February 2026 at 21:27
The promptness with which I was seen.	27 February 2026 at 16:08
Friendly efficient care	27 February 2026 at 14:25
Dr Ives always listens and looks for a solution. She always makes me feel that my issue is important	27 February 2026 at 13:47
The doctor listened to my problem and was quick to refer me to MSK	27 February 2026 at 12:00
HOW WELCOME ME WHEN I WENT TO SEE THE LADY DOCTOR AND LISTEND TO MY PROBLEMS VERY UNDERSTANDINGS AND HELPFUL	27 February 2026 at 11:38

ANSWERS	DATE
I'm always impressed	27 February 2026 at 11:19
Doctor listened. Sent me for quick x ray	27 February 2026 at 11:13
Helpful advice. Very happy with the outcome.	27 February 2026 at 11:09
Very professional as always	27 February 2026 at 11:08
Receptionist was quick to answer the phone. Appointment was timely. Practitioner was welcoming and listened to my health concern. Advice provided was relevant and useful.	27 February 2026 at 11:05
Ease of talking with a doctor and being seen, although the telephone appointment was running 50 minutes late.	27 February 2026 at 11:03
Always receive good treatment by Dr Dawson	27 February 2026 at 10:52
Complete confidence understanding empathy but totally versed in every aspect. Treats his patients as important. Dr Dawson is a rare breed that should be adopted by all. Exemplary	27 February 2026 at 10:24
Speed of obtaining an appointment and service from both GP and administrative staff.	27 February 2026 at 10:21
Responce	27 February 2026 at 10:20
Quick service.	27 February 2026 at 10:06
Availability of appointments and staff caring.	1 February 2026 at 00:31
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
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

27 Answered

-3 Skipped

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

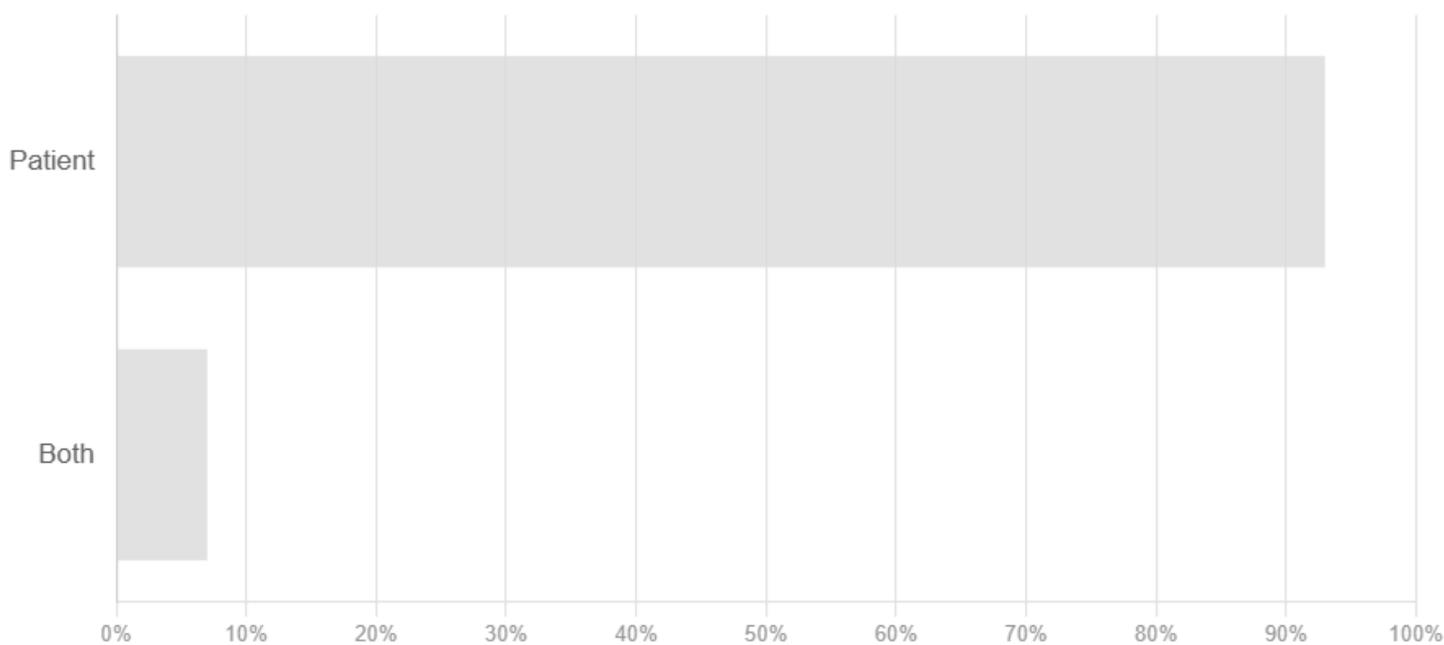
ANSWERS	DATE
They didn't change your prescriptions to cheapest brands all the time	28 February 2026 at 18:48
The decor could do with updating.	28 February 2026 at 18:20
nothing.	28 February 2026 at 15:47
Nothing	28 February 2026 at 15:01
Always looking for cheapest alternative of drugs	27 February 2026 at 21:27
Take a look at the television screen 50%;unreadable	27 February 2026 at 14:25
Nothing	27 February 2026 at 12:00
THE OUT SHELTER NEEDS TO BE IN CLOSED MORE AS RAIN AND SNOW BLOWING TOWARDS U U GET WET AND COULD DO WITH SOME SEATING AS IT GETS VERY BUSY QUEUING UP FOR FOR YOUR TABLES	27 February 2026 at 11:38
Nothing	27 February 2026 at 11:19
Indoor waiting for prescriptions	27 February 2026 at 11:18
Nothing I can think of	27 February 2026 at 11:09
Don't see anything i would change	27 February 2026 at 11:08
The focus on pharmaceuticals as the main solution to resolving health concerns. Overall though Hartington surgery provides a wonderful service. Thank you 😊	27 February 2026 at 11:05
Better lighting outside the front door making it safer to navigate the entrance in the dark	27 February 2026 at 11:03
Nothing	27 February 2026 at 10:52
Nothing. I will stay with this surgery from the ends of the earth!	27 February 2026 at 10:24
I can think of nothing, other surgeries should take lessons	27 February 2026 at 10:21
Ok	27 February 2026 at 10:20
Nothing.	27 February 2026 at 10:06
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

ANSWERS	DATE
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

-1 Skipped

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

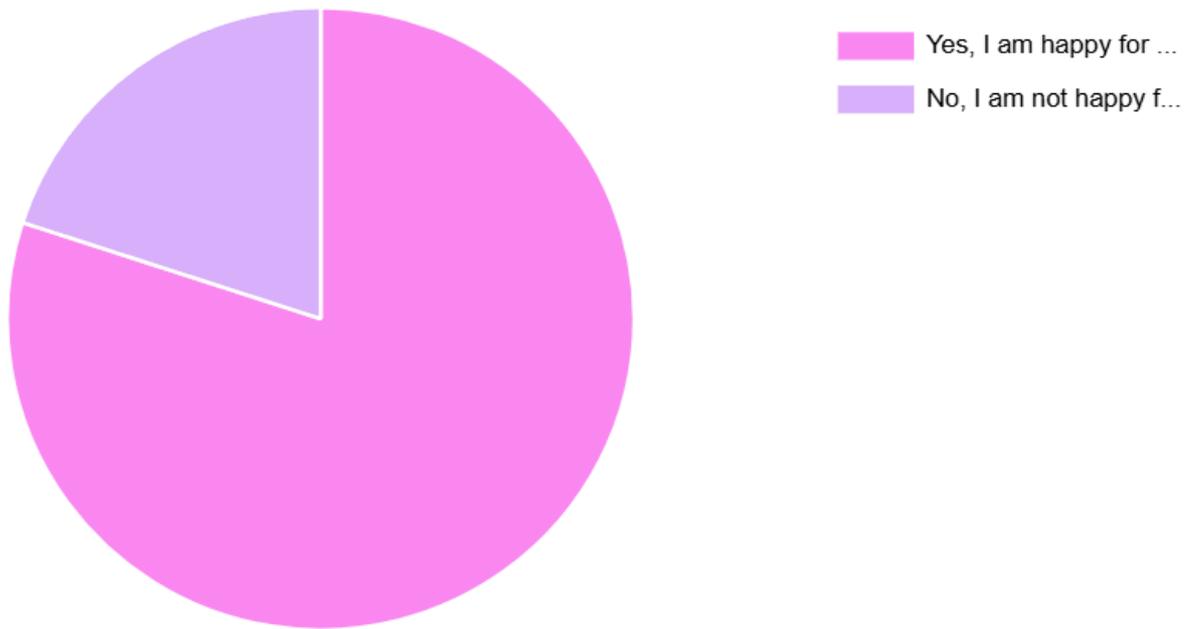


ANSWERS	RESPONSES	Count
Patient	93%	28
Both	7%	2

30 Answered

-6 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	80%	24
No, I am not happy for you to publish my comments	20%	6

30 Answered

-6 Skipped