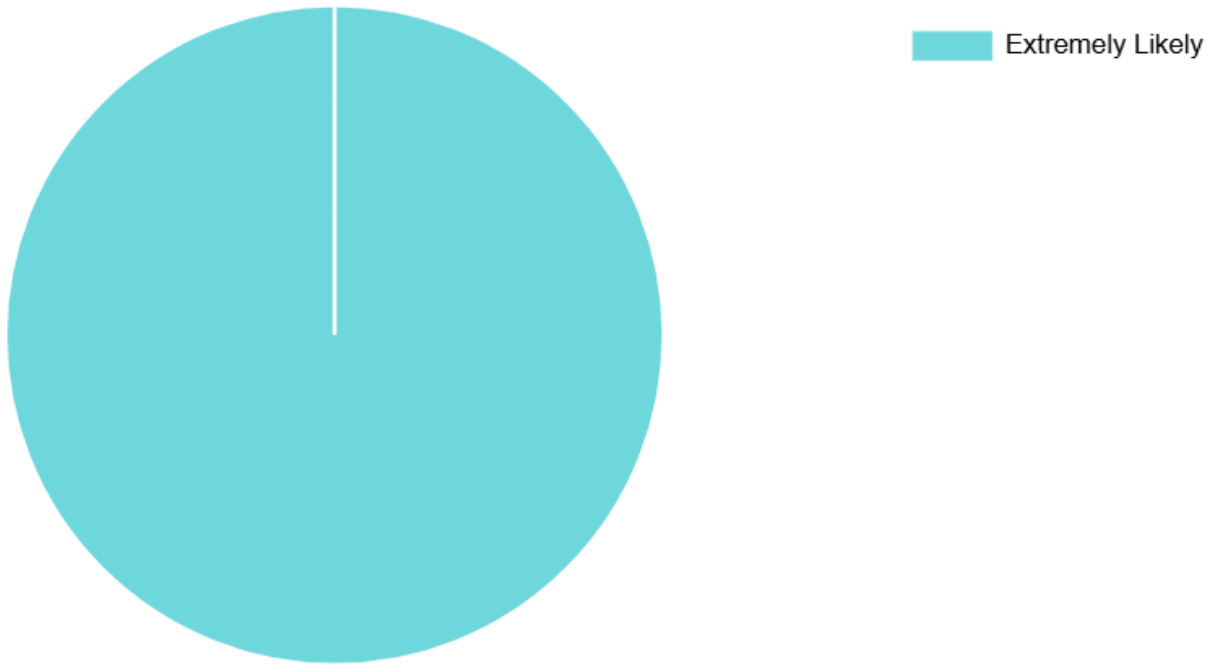


Hartington Surgery FFT Survey Results: March 2026

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



| ANSWERS | RESPONSES |
|------------------|-----------|
| Extremely Likely | 100% 29 |

29 Answered

0 Skipped

Please tell us the main reason for your choice

| ANSWERS | DATE |
|-------------------------------|------------------------|
| Excellent surgery | 31 March 2026 at 13:50 |
| Experienced and helpful staff | 27 March 2026 at 23:30 |

| ANSWERS | DATE |
|--|------------------------|
| Appointment yesterday with Laura for clearing blocked ear. My ear was cleared of debris quickly which made some immediate improvement although the two types of tinnitus sounds continued loudly. I have an ENT hospital appointment April 10th to check what is going on. | 27 March 2026 at 14:00 |
| A very efficient and friendly practice | 27 March 2026 at 12:46 |
| Dr Dawson dealt with my appointment superbly. | 27 March 2026 at 12:35 |
| Always friendly and helpful on the telephone, and next steps always meet expectations | 27 March 2026 at 12:20 |
| Felt looked after | 27 March 2026 at 12:12 |
| The staff at the surgery always give you time. | 22 March 2026 at 09:36 |
| You can always contact the surgery you don't have to worry about calling between certain hours. | 21 March 2026 at 12:54 |
| Top class surgery, always able to get an appointment and friendly staff. | 20 March 2026 at 17:19 |
| You're well looked after | 20 March 2026 at 12:52 |
| I Don't have any problems in getting an appointment.and find the staff very helpful | 20 March 2026 at 11:44 |
| Just an overall nice experience. | 20 March 2026 at 10:56 |
| When ever i attend the surgery I am always greeted well,and fell i am cared for. | 16 March 2026 at 09:20 |
| Happy friendly staff | 15 March 2026 at 20:56 |
| Really helpful staff, understanding and accommodating | 13 March 2026 at 19:55 |
| Great service as usual | 13 March 2026 at 11:25 |
| Really attentive! HUGELY helpful! Everything you could wish for from a country practise.. | 13 March 2026 at 11:12 |
| Good doctor Lovely staff | 13 March 2026 at 11:08 |
| Very helpful team, easy appointment system | 13 March 2026 at 10:53 |
| Quick appt time. | 9 March 2026 at 11:09 |
| Very friendly service Also Very helpful | 6 March 2026 at 12:37 |
| Everyone at the practice is so helpful and friendly, nothing is too much trouble. | 6 March 2026 at 12:14 |
| Quick friendly service | 6 March 2026 at 12:09 |
| Always get an appointment quickly if needed friendly staff & nice environment | 6 March 2026 at 11:10 |

| ANSWERS | DATE |
|--|-----------------------|
| Could really talk to dr may felt so comfortable tellin him stuff | 6 March 2026 at 11:03 |
| Prompt appointment and great drs | 3 March 2026 at 10:09 |
| There for me abd my family | 1 March 2026 at 21:12 |
| Small friendly team | 1 March 2026 at 19:13 |

29 Answered

0 Skipped

What impressed you today and why?

| ANSWERS | DATE |
|--|------------------------|
| Caring nature & efficiency of person I saw to help me | 31 March 2026 at 13:50 |
| Laura was very professional, had a lovely manner, and got the job done quite quickly. It was great to reduce the symptoms somewhat, although so far today the tinnitus is as active as before. | 27 March 2026 at 14:00 |
| My wife and I both had appointments and we were both seen immediately and on our way in just a few minutes | 27 March 2026 at 12:46 |
| Dr Dawsons attitude and manner was perfect. He listened and fully understood my condition and made the necessary actions. | 27 March 2026 at 12:35 |
| Ease of appointment and follow up | 27 March 2026 at 12:20 |
| Knowledge of staff | 27 March 2026 at 12:12 |
| The willingness to genuinely help you. | 22 March 2026 at 09:36 |
| They take your problems seriously and help in what ever way they can. | 21 March 2026 at 12:54 |
| First class service. | 20 March 2026 at 17:19 |
| Appointment soon done and finished | 20 March 2026 at 12:52 |
| Dr Ives.... She sorted all my problems out . | 20 March 2026 at 11:44 |
| Appointment on time, clean tidy building, friendly staff members. | 20 March 2026 at 10:56 |

| ANSWERS | DATE |
|--|------------------------|
| I had my annual review and was treated by Miss Riley, she is good at making you feel really welcome. | 16 March 2026 at 09:20 |
| Never stressful somehow | 15 March 2026 at 20:56 |
| I was well respected and received good quality care | 13 March 2026 at 19:55 |
| Very helpful staff & GP | 13 March 2026 at 11:25 |
| Everything above! | 13 March 2026 at 11:12 |
| Ease of getting an appointment Being heard Understanding my needs | 13 March 2026 at 11:08 |
| Helpful advice | 13 March 2026 at 10:53 |
| Efficient | 9 March 2026 at 11:09 |
| The warm welcome And very thoughtful | 6 March 2026 at 12:37 |
| The doctors all take time to listen to patients and diagnose or refer to relevant specialists. | 6 March 2026 at 12:14 |
| As above | 6 March 2026 at 12:09 |
| Staff & on time | 6 March 2026 at 11:10 |
| How dr may was with me | 6 March 2026 at 11:03 |
| How quickly an appointment was available | 3 March 2026 at 10:09 |
| Politeness | 1 March 2026 at 21:12 |
| The quick response from your team | 1 March 2026 at 19:13 |

28 Answered

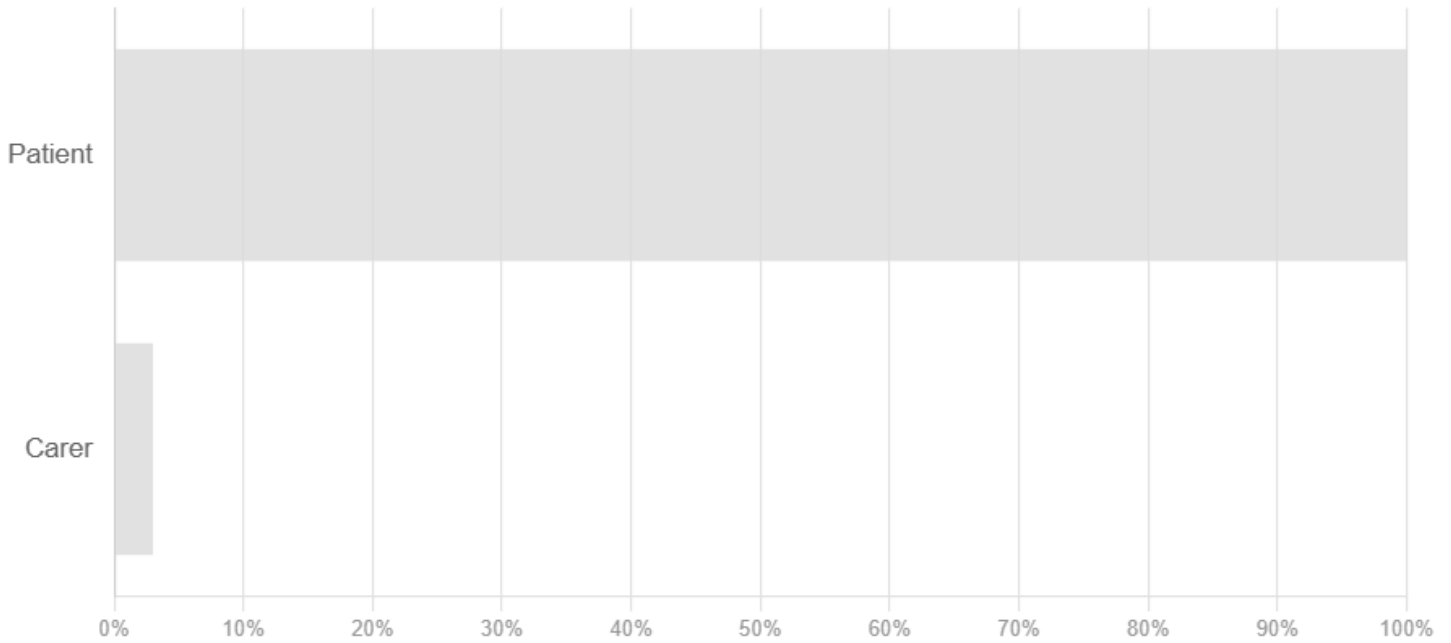
1 Skipped

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

| ANSWERS | DATE |
|---|------------------------|
| It's a great surgery! On my last and previous visits it struck me that a couple of things could be improved. Not currently an issue for me personally but they will be significant for some others. 1. Waiting in the cold and bad weather outside the pharmacy - it can be quite a long time waiting for a prescription or to speak to the | 27 March 2026 at 14:00 |

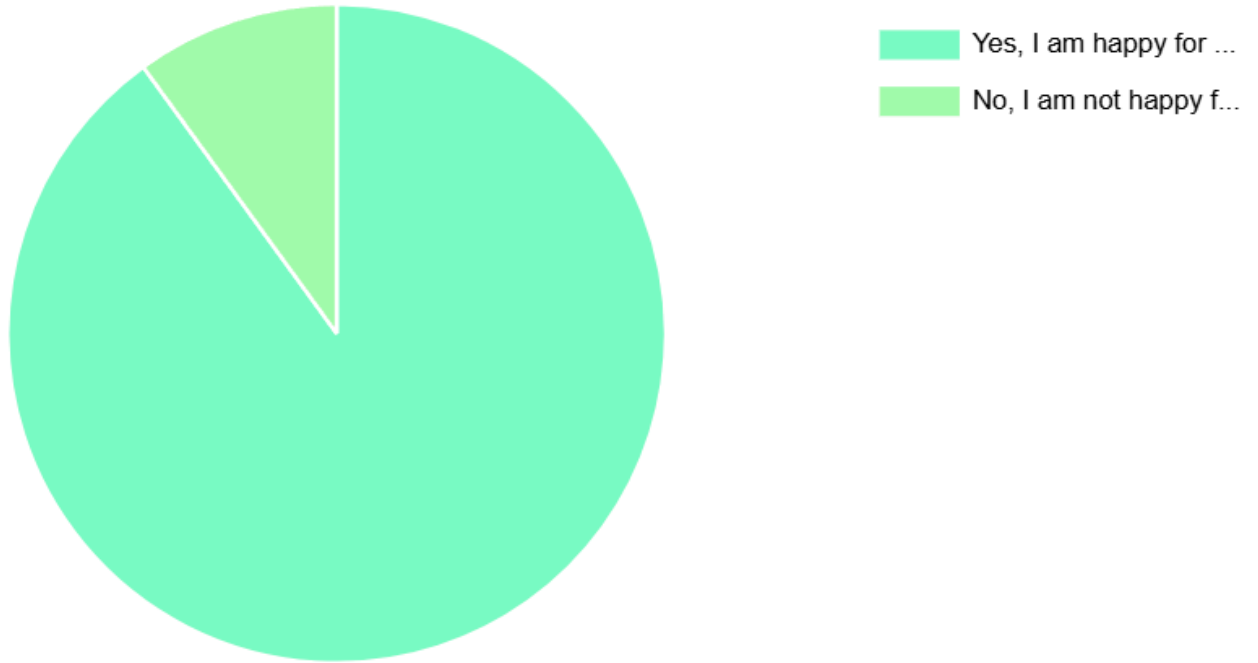
| ANSWERS | DATE |
|---|------------------------|
| pharmacist. Not good for people who are actually quite ill, and/or are frail and physically vulnerable. (Not everyone gets help from relatives or friends with those things when visiting the surgery.) The internal pharmacy window could be opened in cold and bad weather. 2. The tv screen is very informative and useful, yet messages scroll along at quite a pace! The more detailed messages are therefore not fully accessible for everyone to read (not to mention digest!) before they are replaced by yet another. It's quite a challenge keeping up for anyone! So they could reasonably be slowed down. | |
| I would brighten up the waiting area | 27 March 2026 at 12:46 |
| Bit of a softer feel in the waiting room | 27 March 2026 at 12:20 |
| Nothing | 27 March 2026 at 12:12 |
| Improve the entry door and waiting room. | 22 March 2026 at 09:36 |
| None | 20 March 2026 at 17:19 |
| Nothing | 20 March 2026 at 12:52 |
| Quite happy has it is . The surgery works very well 🍷 One little problem.the length of referrals.but that isn't your fault, | 20 March 2026 at 11:44 |
| Nothing really. | 20 March 2026 at 10:56 |
| No need to change what runs smoothly. | 16 March 2026 at 09:20 |
| I would not change a thing, I appreciate the staff and fact that Hartington surgery offer availability at short notice when it is needed; I always feel comfortable and welcome. Thank you | 13 March 2026 at 19:55 |
| Nothing | 13 March 2026 at 11:25 |
| As with all NHS services, it appears under-serviced in terms of doctors. I am aware this is a national issue though. it would be nice for you to have more doctors in the surgery, as the pressure I am sure is felt by those who do work there. | 13 March 2026 at 10:53 |
| Nothing | 9 March 2026 at 11:09 |
| Nothing | 6 March 2026 at 12:37 |
| Nothing | 6 March 2026 at 12:14 |
| Nothing | 6 March 2026 at 12:09 |
| Nothing | 6 March 2026 at 11:10 |
| Nothing | 6 March 2026 at 11:03 |
| No | 1 March 2026 at 21:12 |

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



| ANSWERS | RESPONSES | |
|---------|-----------|----|
| Patient | 100% | 29 |
| Carer | 3% | 1 |

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 | 90% | 26 |
| No, I am not happy for you to publish my comments | 10% | 3 |

29 Answered

0 Skipped