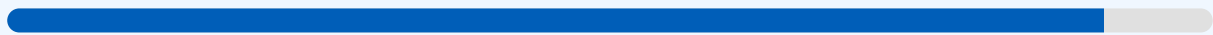


FFT Survey Report

Hartington Surgery • April 2026

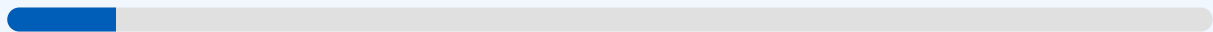
1. How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?

Extremely Likely (91%)



20 responses

Likely (9%)



2 responses

Answered: 22 | Skipped: 1

2. Please tell us the main reason for your choice

- Always helpful and always able to get an appointment quickly.
- Always efficient and approachable
- Prompt, friendly and caring..
- All the staff are lovely and helpful and I didn't wait long to book an appointment
- Great service and such great and friendly staff always.
- Very efficient service
- Always excellent and professional
- Always happy with the service from the Drs & nurses at Hartington Surgery
- Helpful kind and explained everything
- Since moving over from Ireland 28 years ago, I have been very well looked after by the Doctors, Nurses and all the other staff members.
- Always friendly reception and very helpful Can always get appointments and nurses and doctors are very easy to talk to
- Good friendly and local. Vital to the rural communities here. Thorough investigations into ailments.. Grateful.
- Helpful got checked properly
- Hartington surgery is very excellent. All the staff are very professional. The GPS are empathetic and always do what they say they will do.

- Excellent patient care and consideration for patient health and well being.
- Quick and very efficient
- Great medical practice
- Usually easy to make an appointment, surgery waiting area clean and pleasant
- When you ring for an appointment very courteous and helpful staff, also when you see a doctor everything explained about your condition and recommend the course of treatment.
- The staff are professional, friendly and caring.
- You're not just a number, you actually care. Never made to feel like you're wasting time.

Answered: 21 | Skipped: 2

3. What impressed you today and why?

- Early appointment and efficient consultation.
- Follow up treatments
- As above
- Everything efficient as usual
- Always make you feel relaxed.
- Efficiency
- Calm reassuring manner & given time to ask questions, thank you
- Always asking how things are going and if I'm coping okay with medication etc
- Friendly caring staff, working in a warm, clean Practice, with attention to patients needs.
- Service and rapport
- All of the above..
- As above
- The whole experience, from reception staff to nurses and GPs, it's a whole team approach.
- Urgent care and assessment followed by same day appointment with Doctor.
- Prompt, friendly, efficient..
- Nurse Louise was very nice and put you at ease
- Professional and caring
- The person who saw me was professional polite and friendly
- Helpful staff and doctors.
- On time appointment which is tough when responding to individual needs.
- Quickness and efficiency

Answered: 21 | Skipped: 2

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

- Inside prescriptions
- I would change nothing. It really is first class
- I'd like to sit outside while I wait to be seen
- Nothing.
- Nothing
- A little confusing sometimes when your name appears on the big screen, as sometime insufficient time to read the room number & knowing which direction the room is in!
- Nothing at all
- I'm happy with the Surgery as it is.
- Softer furnishings
- Cannot think of anything sensible at the moment
- Sitting area made outside big window
- I wouldn't re the surgery... only that the Government give GP surgery's more money generally
- No need for change when it gives such good care and service in all areas.
- Nothing!
- Free coffee and biscuits
- Nothing
- Waiting room chairs could do with an upgrade
- Nothing doing a great service.
- The decor and seating - very dour.

Answered: 19 | Skipped: 4

Respondent Profile & Consent

5. Are you a Patient, a Carer, or both?

Patient (95%)



Both (Patient & Carer) (5%)



Answered: 22 | Skipped: 1

6. Are you happy for us to publish your comments?

Yes, I am happy to publish (78%)



No, I am not happy to publish (22%)



Answered: 23