

FFT Survey Report

Hartington Surgery June 2026

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

Extremely Likely (94%)



29 responses

Likely (6%)



2 responses

Answered: 31 | Skipped: 0

2. Please tell us the main reason for your choice

- Excellant and friendly staff
- Friendly, efficient staff.
- Always get an appointment that suits my schedule, staff are very friendly and helpful
- Great knowledge and understanding.
- The medic I saw was particularly helpful and pleasant for
- Easy to access and efficient treatment
- Exceptional service
- Usual excellent quick accessible service
- Friendly. Professional
- Staff are great and always so helpful
- Efficient, professional, kind
- Lovely practice
All staff are amazing
- Always a great service and time taken to understand needs
- Dr Mays Garrido made me feel listened to and I felt like she genuinely cared about getting to the bottom of what's going on.
- Always friendly and caring
- I saw the practice nurse. I was nervous about having stitches removed for the first time. She was very reassuring and removed the stitches with such care and skill that it didn't hurt at all.
- Always confident I will be listened to and given consistent and professional advice. The practice is very patient centered.
- We're so lucky to have a lovely Surgery
- Excellent knowledge
- First class from booking to the appointment
- I felt listened to and not rushed when I explained my symptoms to the doctor.
Reception staff were all very polite and helpful when arranging appointments.

- Caring an professional staff
- The ready availabiliy of appropriate medical advice and support
- Always helpful and friendly and kind
- Easy to get appointment's
Helpful staff,
Reminders for appointments ,
- Friendly, unhurried every thing in one place relative ease of appointments
- I got a few things going on that require a person of experience, able to adapt empathise and most of all talk straight with an undertanding of why some of us have a dark sense of humour..
Doc Ash Dawson is a top doc who i got upmost respect for..
Thanks Doc..
- Excellent practice
- Hartington surgery always have appointments available.. very organised surgery..very thorough and the doctors and staff are lovely and helpful
- Helpful, friendly, always there to help

Answered: 30 | Skipped: 1

3. What impressed you today and why?

- Dr dawson
- A very pleasurable experience. I felt totally at ease.
- I had 2 appointments in the same morning and thought I had checked in for both and missed my second one. Reception were so nice about it and fitted my in. dr Ives is a great doctor and I always enjoy seeing her.
- Very caring and kind nature.
- Kind and cheerful greeting from the nurse
- Was given an appointment promptly
- As above
- Quick appointment time
- Laura is always on time and keeps me informed on brand etc
- As above
- The personal touch
- Drs thoroughness and also ability to fit into for bloods. Laura also was amazing and efficient
- The level of dedication and professionalism from Dr Garrido
- Excellent service given
- See above
- After questions and a physical examination an avenue of further investigation was suggested. All carried out in a friendly but professional manner .
- Professional informative Professional and explained everything clearly
- Willing to explore every avenue
- Everything is spot on
- Tests and onward referrals were performed quickly and I was kept informed by my doctor.
- 1 my telephone appointment was accurately on time.
2 the practitioner carefully checked the history of this relatively minor condition and re-instated an earlier remedy.
- Laura managed to get blood from me on only the second attempt.
- Doctor was very informative,
- No waiting, friendly staff
- Doc knows his stuff...
- Time taken by Dr Dawson to see me
- My doctor today was very thorough listened to everything I had to say..very kind and supportive.
- I was give help with how to sort my health problem out

Answered: 28 | Skipped: 3

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

- Install air con
- Nothing

- I wouldn't change anything.
- Better internet and mobile phone signal. Impossible to contact family members
- Because having been excepted into your surgery from Ashbourne practice I can't really bring attention to any deficiencies because my short time with your surgery I find the overall efficiency and professional service is second to none
- Non, like the new automated repeat prescription service.
- Stop changing to cheaper brand I would pay the difference to upgrade
A choice would be great
- Dispensary hatch
- Nothing
- Nothing
- I don't like waiting outside in the rain to pick my prescription when the pharmacist is on the phone.
- The very dreary decor and tired functional but basic seating. The practice has extremely high standards and exceptional outcomes - take a leaf out of the decor of a private hospital waiting room or even a high end care home (perhaps use some of the funding in the Hartington Patients fund) .
- Can't think of anything
- Change nothing
- I wouldn't change anything
- I'm very content with the whole service
- Nothing
- Waiting room decor,
- Unable to think of anything
- Drinks cabinet with irish whiskey and proper traditional whiskey glasses ..
- Nothing
- Absolutely nothing its a great surgery! Moving to this surgery was the best decision I've made.
- Keep it as it is

Answered: 23 | Skipped: 8

Respondent Profile & Consent

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



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

