

FFT Survey Report

Hartington Surgery July 2026

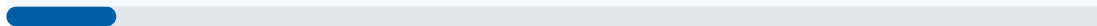
1. How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?

Extremely Likely (86%)



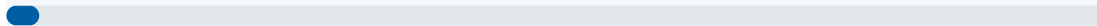
25 responses

Likely (10%)



3 responses

Neither Likely nor Unlikely (3%)



1 response

Answered: 29 | Skipped: 0

2. Please tell us the main reason for your choice

- Thoughtful and careful when explaining why I was being sent for a two week wait.
- All staff are so very professional, kind and caring.
Thank you all.
- Friendly, efficient, kind, flexible, listening, believing.
- The surgery is friendly and professional
- Friendly staff, appointment availability is good, and the Doctors are thorough.
- Always have time for your concerns
- Accessible, professionally administered practice
- Always able to see a doctor if needed friendly helpful staff.
- Easy to use the surgery and make appointments or repeat prescriptions online. Friendly helpful staff.
Family in other parts of the country can't believe how wonderful our surgery is
- Very accessible, friendly
They have time for you
- Helpful, friendly and reasonably quick
- Efficient and friendly
- Excellent rapid service, friendly atmosphere.
- Listened to the problem and taken seriously

- Can usually get an appointment the same day
- Totally professional service at all times.
- Fast and accurate appointment provision, follow up and diagnosis with prescribing in collaboration with the patient.
- We can normally get an appointment within a couple of days if not the same day.
- Having moved down from a city, I'm blown away by the organisation, friendliness and quality of care at this surgery, which is unlike anything I've encountered elsewhere. I'm very grateful to have access to it.
- Friendly, timely and efficient.
- Doc Ash Dawson
- It is the best surgery I have ever been to. Never to long to wait for an appointment all doctors and nurses are wonderful.
- Efficient friendly staff, no difficulty getting appointments

Answered: 23 | Skipped: 6

3. What impressed you today and why?

- Clear and concise explanation and a kind approach
- The atmosphere is always a caring feeling which makes you know that you are in the correct place.
- Kind efficiency
- Professional and welcoming
- Laura is always friendly and helpful and goes over and above
- The Doctor went above and beyond and checked past issues and medications to ensure all was ok.
- You aren't rushed
- all staff friendly and knowledgeable.
- Prompt time keeping
- Efficiency and friendliness, I was a few minutes early, had my appointment and was out before the time of my appointment.
- The chance to talk about my problem and not to be just dismissed with a prescription
- Nurse friendly and efficient. Appt on time and test results back very quickly.
- Ease of making appointment and choice of gp
- Staff are all very friendly.
- Action plan and reassurance given
- Empathy for your situation
- The caring approach of from the doctor and the friendly approach of the support staff.
- Extremely quick referral for x ray scan.
- Saw the doctor at the appointed time,
Who was very friendly and helpful
- I've seen Jennie for 2 appointments now and was apprehensive for both, but she's such an excellent practitioner that they were both painless and efficient. She listened to what I wanted, discussed the appointments very clearly and overall made it a really positive experience.
- Doc knows his stuff
- Doctor was very helpful, nice and thorough and I felt totally comfortable with him
- Appointment on time and dealt with quickly and efficiently

Answered: 23 | Skipped: 6

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

- Nothing!

- Nothing- pretty perfect
- They struggle to get my medications so I have to do a 20 mile round trip to get them
I also feel like the brands change due to cost and my B12 injection genuinely hurts me when I have the cheap one .i would rather buy it myself
- Nothing.
- Have doors and sliding patio windows open. But obviously closed due to health and safety concerns.
- Sounds funny but the decor in the waiting room! Make it more comfortable and pleasant with clean toys/ magazines etc etc
- Everything perfect
- GP follow up,(feedback or consultation)after hospital tests.
- Get rid of that awful music
- Possibly alerted to how long the wait may be approximately if running behind
- Just keep improving
- Sometimes waiting times are quite long but not a complaint, it means patients are getting the necessary attention.
- Not one thing.
- Not a thing.
- Free irish whiskey
- Nothing that I can honestly think of
- Out of town patients to be able to collect their prescriptions from the surgery pharmacy

Answered: 17 | Skipped: 12

Respondent Profile & Consent

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

Patient (100%)

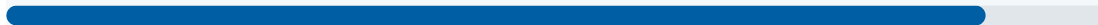


29 responses

Answered: 29 | Skipped: 0

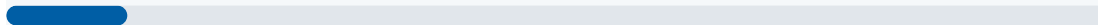
6. Are you happy for us to publish your comments?

Yes, I am happy to publish (89%)



25 responses

No, I am not happy to publish (11%)



3 responses

Answered: 28 | Skipped: 1