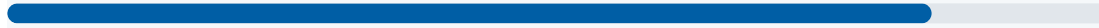


# FFT Survey Report

## Hartington Surgery August 2026

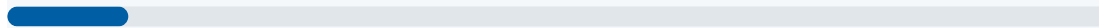
### 1. How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?

#### Extremely Likely (84%)



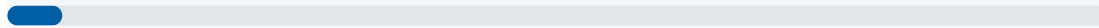
16 responses

#### Likely (11%)



2 responses

#### Extremely Unlikely (5%)



1 response

Answered: 19 | Skipped: 0

### 2. Please tell us the main reason for your choice

- Have always had excellent service right from booking appointments through to face to face/telephone consultations and then collection of medication.
- Personal contact face to face understanding human contact
- A most caring and professional cared
- Local, friendly, efficient
- Friendly very helpful and approachable
- Because ive never had a problem with my doctors
- Offered appointment very quickly
- Availability of appointments for local needs
- Very helpful
- Local Easy to contact pleasant staff
- Ease of access
- Good service helpful staff
- Very dedicated team always there to help and advise. Patient care and health is 100% their priority.  
Thank you to all the team who make this happen for their patients 😊
- Can always book an appointment within a good timeframe

- Always brilliant doctors and staff. Communication is excellent. We are lucky to have this surgery in Hartington. Thank you.
- I phone Wednesday morning and got to see the doctor wright away, and after seeing doctor May he sent me up to the hospital, there wasn't any waiting which I was very pleased with.
- Friendly staff and if you phone at 8 you can always get an appointment.
- Friendly and very helpful staff.
- Easy access and unhurried appointments, pleasant staff , good communication .

*Answered: 19 | Skipped: 0*

### 3. What impressed you today and why?

- Punctuality
- Prompt appointment knowledge of why I was there my medical history
- Docs full attention and interest
- Mr May was very kind, especially when I was a bit tearful! He diagnosed and treated my chest infection
- Quick appointment on time
- They got me an appointment straight away for the same day and was happy with my treatment
- Friendly professional service
- Swift response
- My concerns were dealt with.
- As above
- Prompt service
- Dr Hunt listen to my health concerns today I felt very validated and reassured in my consultation never did I feel my appointment was rushed. Lots of advice give to me. Thank you
- The way the doctor explained my conditions and medication in simple terms that was way to understand
- Timing, staff and care given.
- Yes I was impressed with doctor May.
- Laura was on time with her appointment for me.
- Everyone impresses me and Dr Dawson and Dr Ives take time to listen and show great empathy.
- Same as above ..

Answered: 18 | Skipped: 1

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

- \* Recent visit was a locum doctor and not convinced the attention was as focused as with regular doctors. Rather felt it had been a waste of time. Otherwise nothing else to mention; the surgery is pretty perfect.
- Nothing
- Zero
- That you can book more things on the website
- Nothing maybe speak to someone again when ordering meds thats abit of a faff new system

- Larger door numbers for patients with sight loss.
- Decor!
- In person annual review , rather than anonymous tests
- Nothing it is perfect
- Nothing. Thank you for what you do.
- That you could buy medicine like you can in a pharmacy.
- It's great the why it is and I couldn't ask for more.

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*Answered: 12 | Skipped: 7*

## Respondent Profile & Consent

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

**Patient (100%)**

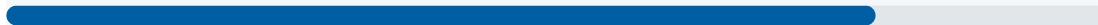


19 responses

Answered: 19 | Skipped: 0

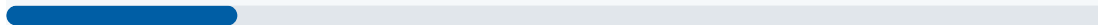
### 6. Are you happy for us to publish your comments?

**Yes, I am happy to publish (79%)**



15 responses

**No, I am not happy to publish (21%)**



4 responses

Answered: 19 | Skipped: 0