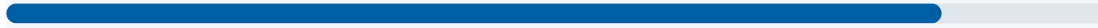


FFT Survey Report

Hartington Surgery September 2026

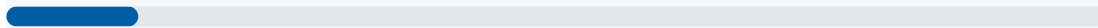
1. How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?

Extremely Likely (85%)



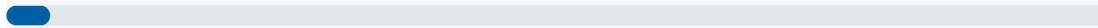
22 responses

Likely (12%)



3 responses

Neither Likely nor Unlikely (4%)



1 response

Answered: 26 | Skipped: 0

2. Please tell us the main reason for your choice

- My experience when using the service
- Each visit boosts confidence
- Good clear service and advice.
- Perfect example of a well run village GP practice
- Friendly staff with time to listen
- Great communication. Polite and friendly staff
- Very friendly and caring
- Helpful, understanding, willing to listen & prompt attention
- Appointment was on time Mr May was very good got a prescription straight away
- Excellent service & very friendly
- I am not sure
- Very friendly from reception throughout the appointment and onto prescription collection.
- Prompt and helpful
- Top notch surgery and care; from Reception through to all levels of medical practitioners and pharmacy. Couldn't wish for a more dedicated service.
- Exceptional doctor - approachable but exceptionally knowledgeable!
- Generally happy with the care provided by the practice

- Easy and flexible in making an appointment. Friendly and empathetic service.
- All the staff that I have met are always pleasant and efficient
- Kindness and empathy from all staff at Hartington Surgery. I would like to especially mention Dr Dawson, Dr Ives and ACP Nick May
- Always helpful
- Good surgery with good doctors.
- All of the staff in reception and pharmacy are very helpful. And the doctors are amazing.

Answered: 22 | Skipped: 4

3. What impressed you today and why?

- As usual the service was very good
- Diagnosis and recommendations
- Quick, easy simple.
- All staff knowledgeable, courteous
- Evening surgery and nurse led service
- Doctor explained everything in detail and the steps going forward
- Thorough consultation
- Prompt service after tests & good that a phone call reassured me
- Being able to see Laura Cross a dedicated Menopause practitioner.
- Nothing much
- Everything very clean and tidy.
- All punctual and efficient
- Level of care and rapidity of response following blood test.
- Friendliness but total commitment to my care
- Explanation by GP
- Clean surgery, easy to confirm arrival and good service.
- Ms Riley is always friendly and prompt
- Always their pleasant approach to my arrival and needs and that goes to all the people at the surgery, just a great team of people.
- Excellent doctor - explained everything & gave good advice.
- The friendliness and care that the doctors provide is amazing. They are so good at their jobs and nothing is to much trouble

Answered: 20 | Skipped: 6

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

- Nothing
- Nothing
- Wait times occasionally protracted

Possibly result of more patients enrolled?

- Nothing

- Nothing
- Better wi fi
- Nothing I can think of
- Being able to see a dedicated menopause practitioner for HRT reviews.
- People talking bout me
- Nothing.
- Nothing, it is pretty perfect as it is. Thank you.
- Nothing
- I was sent a text asking me to make an appointment to see a GP after a blood test. On attending the surgery I was told I needn't have come and should have been told to go on a prediabetic course. After a previous blood test I was told by text I had stage 3 CKD. I was on holiday at the time and was quite shocked. I would be prefer to be told face to face and to be able to discuss what this meant
- To be able to have prescriptions uploaded on the EPS system.
Offer a prescription delivery service, I think this would be very popular in this area.
- Ordering a repeat prescription on the auto phone
- Nothing at all.
- Nothing
- Touch screen booking in system does not always work & needs sorting out.
- Nothing. The surgery is excellent as it is.

Answered: 19 | Skipped: 7

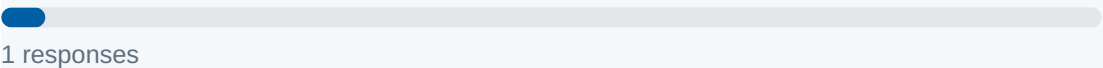
Respondent Profile & Consent

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

Patient (96%)



Both (Patient & Carer) (4%)



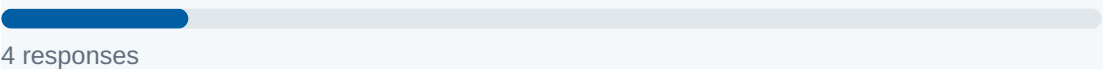
Answered: 26 | Skipped: 0

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

Yes, I am happy to publish (83%)



No, I am not happy to publish (17%)



Answered: 24 | Skipped: 2