FFT Survey Report

Hartington Surgery October 2026

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

Extremely Likely (93%)

40 responses

Likely (7%)

3 responses

Answered: 43 | Skipped: 0

2. Please tell us the main reason for your choice

- The practice is forward thinking and the medical staff are all kind and professional.
  The pharmacy staff are always busy but are very efficient and kind.
  The admin staff are professional, lovely and very patient
- Always helpful and caring.
- Amazing staff, very helpful team and dedication shown by everyone all the time. Same day appointments when needed and speedy phone calls, great communication.
- Can always get to see the dr or nurse easily
- Always prompt, helpful and quick appointments. The service this surgery provides is excellent.
- Always polite and helpful. Easy to get appointment.
- Lovely surgery with caring supportive staff.
- Always proactive and reassuring
- Happy with the doctors and staff
- Such great service from a great team of staff, my wife and I feel so lucky to be part of this sugery.
- All staff from doctors to nurses, pharmacy and reception are always very friendly, helpful, efficient and collaborative
- Competent staff handling services and thorough approach and information supplied by Doctor
- We always receive helpful and prompt attention from everyone.
- Dealt with problems promptly and felt I had a plan
- Nice small country practice with pleasant, friendly staff.
- Well run practice and patient first focus

- All the staff at Hartington surgery are pleasant and helpful.
- Nice staff and efficiently run
- I have been with Hartington surgery for about 40 years and their service to me has been outstanding. I feel feel very fortun6to still be with them even though I now live out of the catchment area.
- Very satisfied
- Always helpful and very friendly staff. Always their when you need advice.
- Staff are always friendly and helpful. Easy access to to appointments and my issues have always been looked in to thoroughly
- The surgery seem to be a happy team who comprise a variety of skills and act in a very professional manner with patients.
- Always understanding and everything was explained to me
- Excellent service friendly staff
- Location is perfect for elderly patients. Staff are very understanding and efficient.
- Everyone is so friendly and helpful.
- It is local, staff are always pleasant and efficient . Appointments are available and the right professional sees you
  An all round excellent service that appears rare .
- Nick may was fantastic
- Doctor Ives is excellent. Always has time to listen. Has a holistic approach and she reassuring and not judgemental. Emily Riley is very approachable and professional. The reception staff are excellent - practical with a good sense of humour as are the pharmacists
- Always feel so cared about and excellent service
- Ready, expert knowledge, delivered with a smile
- Only good experiences
- Pleasant staff and doctors and nice on the ohone
- Appointments are always readily available and are actioned on time
- Understanding and kind team
- Pleasant efficient reception and pharmacy:
  Considerate and knowledgable doctor,
- The practice appears very well organised and the staff work well as a team
- I have never known such caring and patient Doctors and practice staff. I am immensely grateful for their care.
- Prompt care

Answered: 40 | Skipped: 3

3. What impressed you today and why?

- I felt listened to and reassured.
- Really welcoming and kind staff, calm and quiet waiting room. Dr Ives is excellent and understanding as well as highly professional and thorough.
- I arrived early, had a short wait and was seen on time. Everything was explained and completed quickly.
- Short wait, great service.
- Was a bit early for my appointment but was seen quickly. Nurse that saw me had time to talk as she did my flu jab.
- Calming and reassuring
- Efficiency
- Just the way everyone is with you.
- Proactive solutions suggested with immediate referral to specialist
- Discussions with Doctor and efficiency of services provided at surgery.
- I was able to address my health issues and discuss my treatment. Gaining a better understanding of my test results.
- Calm, quiet waiting room. Running on time. A sense of having time for you.
- How flexible the service is re speaking to an advanced practitioner and their caring nature and compassion
- Usual great service & friendliness
- Was seen straight away.
- I was coming to surgery for a blood test and I still managed to be able to get an appointment with a doctor about another matter.
- Good serviice
- Just how friendly every experience is
- Fast response to e-consultation I filled in
- I have a variety of medical issues which are dealt with patiently.
- Lovely and friendly
- Excellent service was very thorough, listened, made me feel at ease
- My appointment was on time.
  I saw the Dr and my concerns were dealt with.
- Friendly. Listens. Good advice

- That is wasn't dismissed
- Punctual
  Friendly and efficient
  Took blood very effectively when my veins are difficult to locate
  Surgery calls me in every 4 months and i didnt need to worry they would over look it being due.
- NICK MAY
- All of the above really
- Kind, caring staff
- Promptitude.
- Friendly & relaxing, interactions with staff
- Could get an appointment and the doctor was helpful
- My blood results were ready for discussion and I felt that I had time to talk about them
- Helpful dispensary, sped up repeat prescriptions
- As above
- My concern was effectively resolved
- Time taken to listen, give me choices, treat me professionally and guide me.
  The speed of the Pharmacy was astounding. I swear they have the power to read minds.
  Thank you all.
- Kindnesss

Answered: 38 | Skipped: 5

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

- Brilliant surgery but one thing that frustrates me is my appointment is never on time and on occasions I end up waiting for up to 40mins to be seen!
  I understand things can run over but it would be nice to be seen on time
- I wouldn’t change a thing, it is amazing and I am very grateful to be a patient there.
- Nothing
- Happy the way it is
- Absolutely nothing at all
- Nothing
- Sign-in procedure not working
- I think it’s fine as it is.
- Depending on who you see sometimes consultations run very late
- Nothing at present.

- Wish the repeat prescriptions didn’t take a full 3 days to order. But I understand why it is that way. Can we sign up for a text reminder system on some of the more difficult and or controlled scripts?
- A mobile signal would be nice but to be fair not normally waiting very long.
- I wish I could probably get a 3 month prescription of my statins instead of a month's supply. This would save on my diesel costs.
- Leave it
- I wouldn't change anything at all.
- I can’t think of anything
- Hand cleanser dispenser to be kept filled up which is near the check in screen.
- Nothing
- Nothing
- I don't know.
- Unsure
- Nothing comes to Mind
- Waiting for medication outside
- Decor is a bit dated
- The awful background music
- I would rather patients names were not broadcast on the big screen when you are called to your appointment
- Nothing immediately comes to mind
- Brighter waiting area
- Can’t think of anything that could be improved.
- Can't think of anything!
- Nothing

Answered: 31 | Skipped: 12

Respondent Profile & Consent

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

Patient (91%)

40 responses

Both (Patient & Carer) (9%)

4 responses

Answered: 44 | Skipped: -1

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

Yes, I am happy to publish (81%)

34 responses

No, I am not happy to publish (19%)

8 responses

Answered: 42 | Skipped: 1