

**Heathgate Medical Practice - Friends and Family Test (FFT) – cumulative results (2016/2017)**

The FFT was introduced in Primary Care from December 2014, with the Practice promoting the survey on its website, via Practice newsletters and in both Practices. The results for the **12 months to 31st March 2017** will be published below. The data for the previous 12 months is available in graph form also on our website.

**Question 1**

How likely are you to recommend our service to friends and family if they needed similar care or treatment?

<b>Month, location and total respondents</b>	<b>Extremely likely</b>	<b>Likely</b>	<b>Neither likely or unlikely</b>	<b>Unlikely</b>	<b>Extremely unlikely</b>	<b>Don't Know</b>
<b>Poringland April (1)</b>	1	0	0	0	0	0
<b>Rockland April (2)</b>	2	0	0	0	0	0
<b>Poringland May (Nil)</b>	0	0	0	0	0	0
<b>Rockland May (Nil)</b>	0	0	0	0	0	0
<b>Poringland June (5)</b>	5	0	0	0	0	0
<b>Rockland June (Nil)</b>	0	0	0	0	0	0
<b>Poringland July (3)</b>	3	0	0	0	0	0
<b>Rockland July (Nil)</b>	0	0	0	0	0	0
<b>Poringland August (1)</b>	1	0	0	0	0	0
<b>Rockland August (0)</b>	1	0	0	0	0	0

<b>Poringland September (4)</b>	2	1	1	0	0	0
<b>Rockland September (0)</b>	0	0	0	0	0	0
<b>Poringland October (3)</b>	3	0	0	0	0	0
<b>Rockland October (0)</b>	0	0	0	0	0	0

### **Comments for the month of April**

- They have always been so good to me, especially the doctors.
- Excellent – very friendly always.
- Dr Ames has been a real help to my daughter through a difficult time after finding one of the other GPs rather more difficult to deal with, which she found disappointing bearing in mind their age similarities.

### **Comments for the month of May**

- Nil

### **Comments for the month of June**

- Have been with the Practice for nearly 30 years and have had wonderful treatment throughout. If you need an urgent appointment we have always received it. The doctors are all friendly and treat you as important.
- I have found Dr Ames to be caring and supportive to my mother.
- A fabulous surgery, reception team always helpful and polite. Caring doctors and thorough. A 5 star service. Thank you.
- Over twenty four years – always a warm greeting at Reception. All staff are courteous, professional and efficient.
- Dr Palframan continues to offer a fabulous service, although I have to book in advance to see him.

### **Comments for the month of July**

- We have moved to Poringland from Norwich. What a difference this Practice is to the one we moved from. You care about us and we do not have to 'beat the appointment system'. Thank you.

- The dispensary ladies are great. They have helped me obtain the medication needed where the pharmacy could not.
- Dr Ames has helped me understand my condition.

### **Comments for the month of August**

- I was pleased to read Dr O'Connell has become a Partner. She is a good Doctor.
- I have been a patient for over 10 years and only ever had great service.

### **Comments for the month of September**

- On the whole I would recommend the surgery, however it is often difficult to get an appointment with the Doctor you want. I find the new information screen in the waiting room depressing and an intrusion.
- Always efficient and friendly.
- We value the care given by Dr Ames and Dr Carroll with our family.
- We think you should have some LGBT brochures in the surgery. I could not see any on display or on your website. The GP I saw was unable to help identifying my need. Your staff may like the brochures too.

### **Comments for the month of October**

- Dr Meyerhoff has been really helpful with my mother. She has explained everything to do with her illness and medication.
- Friendly efficient staff.
- Excellent doctors, nurse practitioner and very helpful receptionists. Very pleasant environment. Always willing to help. Very good nurses and pharmacists. Very satisfied.

**The Practice reviews these results monthly and considers them when reviewing services. Where patients have provided their contact details and there are specific comments that we feel warrant further investigation, we will look to contact the patient direct.**