

Heathgate Medical Practice - Friends and Family Test (FFT) – cumulative results (2018/2019)

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 2019** are published below.

Question 1

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

Month, location and total respondents	Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
Poringland April (6)	5	1	0	0	0	0
Rockland April (0)	0	0	0	0	0	0
Poringland May (6)	6	0	0	0	0	0
Rockland May (0)	0	0	0	0	0	0
Poringland June (4)	4	0	0	0	0	0
Rockland June (0)	0	0	0	0	0	0
Poringland July (0)	0	0	0	0	0	0
Rockland July (0)	0	0	0	0	0	0
Poringland August (3)	3	0	0	0	0	0
Rockland August (0)	0	0	0	0	0	0

Poringland September (2)	2	0	0	0	0	0
Rockland September (0)	0	0	0	0	0	0
YTD	20	1	0	0	0	0
Total - 16	95%	5%	0	0	0	0

Comments for the month of April

- Clean new building, helpful reception, fair appointment system. Moved from Hertfordshire and this service is much better.
- Dr Ames has been a lovely doctor to my mum looking after her with compassion.
- Appointments kept punctually by the staff and always excellent service.
- Me and my whole family have been patients at Heathgate for many years and have always had an excellent service.
- You are a well-run practice that is not like the one in [REDACTED]. We moved here two years ago.
- There is only a choice of two doctor's surgeries in the village. The new staff are not very patient friendly and sometimes aggressive. Where is the smile?

Comments for the month of May

- Always excellent care and treatment provided by Heathgate clinicians and support staff.
- Caring Doctors and Nurses. Dr Wallace was wonderful when my husband was dying of prostate cancer.
- I just witnessed your Manager handle a very difficult patient before the Doctor also had to step in. He was calm and handled a difficult situation well. The Manager publically supported Anna, who had tried to help the man.
- Easy booking of appointments. Text message service the night before was brilliant. Very polite and lovely nurse (Catherine).
- Always found it efficient and friendly.
- Dr Ames has such a calming manner with my mother, who can be difficult at times.

Comments for the month of June

- First class Practice in all respects.
- Seen on time. Taken seriously.

- Carol – nurse. I have a phobia of needles and blood so coming today for a blood test I was extremely anxious. Carol made me feel at ease. She is fantastic!
- Very pleased with the service provided. Appointments quite quick if not requesting a particular doctor. I had an appointment within 10 minutes of calling. Most impressive. Also very helpful and friendly staff.

Comments for the month of July

- None

Comments for the month of August

- We cannot praise both the Practices enough for all their care and attention to us over the last 50 years! Both the doctors and nurses and also reception staff are always so helpful and kind and we do appreciate this enormously. Thank you.
- Admin staff always friendly and helpful. Medical staff professional and friendly too. In a recent emergency I was dealt with efficiently and quickly. I am pleased to be a Heathgate patient. Thank you.
- Excellent service from all staff but some reception staff need to be a little less condescending when on the phone or in person. Occasional 'attitude'.

Comments for the month of September

- Smooth running, honest, knowledgeable staff.
- Satisfaction for the past 30 years.

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.