

Heathgate Medical Practice - Friends and Family Test (FFT) – cumulative results (2019/2020)

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 2020** 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 (3)	2	0	1	0	0	0
YTD	2	0	1	0	0	0
Total	66%	0%	33%	0%	0%	0%

Comments for the month of April

- Dr Tony Ames is a breath of fresh air for this Practice. So good to have found a great GP to work in Partnership with – thank you. Jack and Anna – great reception with many skill sets. (Neither likely nor unlikely – due to busy overloaded Practice, friends have moved away).
- I have been a patient at this surgery for 20 years + and have always found the care and treatment of the highest standard. The staff are exemplary and without exception a credit to their profession. Access to care is also excellent. I have always been seen when I needed it.
- Friendly, caring listening staff. Efficient and they explain your illness and needs to you clearly.

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.