

## **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?

<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>April (3)</b>	2	0	1	0	0	0
<b>May (5)</b>	4	1	0	0	0	0
<b>June (10)</b>	10	0	0	0	0	0
<b>July (5)</b>	5	0	0	0	0	0
<b>August (6)</b>	6	0	0	0	0	0
<b>September (6)</b>	6	0	0	0	0	0
<b>October (106)</b>	87	17	2	0	0	0
<b>November (14)</b>	9	3	1	1	0	0
<b>December (6)</b>	4	1	1	0	0	0
<b>YTD</b>	<b>133</b>	<b>22</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>Total</b>	<b>83%</b>	<b>12%</b>	<b>4%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>

### **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 much 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.

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

- Our family doctors surgery is extremely friendly, kind caring, professional, friendly and informative. We used to live in Kent and found it to be a hassle when being seen. We have nothing but compliments – thank you!
- As a family we feel very lucky to have Heathgate Medical Practice as our Surgery. All staff are always efficient and offer the best care possible. All staff are friendly and caring.
- The NHS is fantastic – it just needs more staff.
- The surgery clinicians are extremely kind and thorough and the staff are friendly and helpful.
- Not too difficult to get an appointment – not as bad as some.

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

- Always a professional and courteous service.
- I was given a same day appointment when I really needed it – thankyou.
- Caring doctors interested in treating the whole person. Polite, helpful reception staff. A welcoming Practice.
- The staff are always kind and friendly. They remember my name and are willing to help me. I am ninety two and quite disabled after a stroke and a smiling face.
- The staff are so helpful and caring. Dr Tony Ames is by far the best GP I have ever known in my life. He is very thorough in his diagnosis and has saved my life on many occasions. He also cares for my lovely wife in Cresta Lodge Care Home.
- Excellent doctors and staff. Always able to get an appointment and the care is a very high standard.
- I have used this doctor's surgery for 18 years and all the staff are very friendly, polite and very professional. I would definitely recommend the Practice anytime.
- Via the app, I was able to book a Saturday morning appointment.
- I saw your Manager handle a very rude patient very well. He was utterly professional in his approach. People need to respect the NHS staff more. You are not there to receive the abuse that he received this morning. The patients around me were amazed how rude the patient was but how professional he handled the situation. Not many would have had the patience he had.
- Thankfully now the warm weather is here to stay but could we have a water dispenser in the waiting room. Preferably the reverse osmosis water type to cool patients in the waiting area.

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

- Friendly staff on reception and GPs.
- The compassion, courtesy and professionalism is just wonderful. Nothing is ever too much trouble and or a problem. All the staff are absolutely exceptional.
- Everyone friendly and helpful.
- Dr Ames is a great doctor looking after our family very well. He is kind and compassionate and listens.
- Dr Alex Smith. Really nice doctor. Polite caring, knowledgeable and sympathetic.

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

- Very helpful reception team. Dispensary staff – efficient and most helpful. GP and nurses – excellent. Fran in the dispensary – fantastic – as is Jack!
- The staff and doctors are very helpful and kind.
- The manager was really lovely. Got me an appointment when I was desperate.
- Great service, lovely staff. All the help you need.
- If I am in need of medical assistance the Practice always finds me an appointment. I cannot rate them high enough. They are fantastic.
- Very helpful, they listen to what you say and always have the time.

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

- The staff are always helpful and kind and always try to meet patient's needs.
- Receptionist very cheerful and helpful. The Practice seems run very well by \*\*\*\* \*\*.
- Service is always friendly. Highly efficient with prompt appointments if appropriate.
- The doctors are exceptionally good (Dr Ames). There is interaction with his patients. The community like him. (Cannot fault him at all). However, I have noticed the lack of friendliness from reception staff. Sad to see this slipping as it was outstanding not so long ago.
- Very approachable staff and doctors. A local service (very important) and a very caring ethos. Well done!
- Very helpful, kind calm and listened to concerns. Came up with care plan and offered review in 6 weeks.

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

- We always receive very good service.
- Good medical practice and generally very helpful staff.
- Very efficient.
- I have been a patient for 34 years, since Dr Bellamy held the surgery in long road, and have always received very good care.
- Doctors always available, at short notice if needed, but otherwise in reasonable time. Lovely staff at the surgery, always helpful.
- The team were friendly, helpful & polite. What more can one ask.
- Staff always friendly and efficient.
- Find all the staff and doctors very helpful when needed.
- Professionally very competent in 99.99% of care.
- Efficiency
- A very caring professional service. Well organised.
- My past medical year has been a tough one and Heathgate medical practice has served me well. Receptionist always helpful and always help when you're ill. Nurses just outstanding with so much skill. Doctors always available in urgent cases. Join us at Heathgate but make room for me!
- Because of the very good service will always receive.
- Our Heathgate & Rockland surgeries are efficient, caring and the staff are always friendly.
- I have had excellent response from all doctors whenever I have needed help. Also made welcome by Anna the receptionist.
- I find the Rockland & Heathgate surgeries have very friendly staff and both very professional & caring. A pleasure to visit when you are poorly.
- Approachable, appropriately friendly, courteous, non-patronising and helpful. This refers to reception team. I have had very little experience of clinicians.
- The surgery offers an excellent service. Staff are unfailingly helpful and caring.
- I have always been able to see a doctor when I have needed to. The management of my ongoing care and medication following a liver transplant has been excellent.
- Quick service and well organised.
- Heathgate & Rockland have been superb on delivering medication to my daughter for many years and the doctors are tops.

- The care that my late mother received in her weeks of late cancer care and palliative care and in particular the compassion and care shown by Dr Tony Ames and team was exemplary.
- For the kindness, helpfulness and promptness you all gave to my daughter Helen during the past few months. It was very much appreciated.
- Very good surgery at Rockland & Poringland. Excellent staff throughout.
- Always found service to be excellent.
- Excellent & efficient reception staff, pharmacy & doctors all give confidence and understanding.
- Friendly service.
- Happy, Friendly staff.
- Cannot fault the service provided.
- Very professional team.
- Good service & great doctors & nurses. Friendly and kind.
- I have no reason to do otherwise based on 30 years or so experience.
- The receptionists are friendly.
- You are all consistently kind, helpful and cheerful. I've always felt looked after.
- Staff friendly, very helpful and also very efficient.
- I have been welcomed at Heathgate surgery with open arms. Everyone has been so kind and made me feel instantly at home. There is a warm family feel here which is much appreciated. Having lost my husband 5 years ago I moved for a fresh start. Changing my doctor was a big worry for me, I need not have worried you are all great!
- Excellent practice team.
- All doctors & staff have always dealt with all my requests and visits to the practice in a very efficient and friendly manner.
- Friendly, helpful admin staff and caring doctors.
- Care & attention always exemplary.
- Look after children well, timely appointment and friendly staff.
- Doctors and staff offer superb services.
- Everyone is so kind, helpful and very friendly.
- Friendly, effective service.
- Staff are all very approachable and always helpful. Thank you.
- I have always received first class service on the occasions I have needed to visit the surgery.
- First class service always received.
- I have always received excellent service. Friendly and efficient.
- Always have good service. Everything explained thoroughly. Sympathetic treatment.

- We have always found all the staff at Heathgate practice to be helpful, friendly and efficient.
- Heathgate provides excellent service.
- Approachable and helpful.
- Following a hip replacement operation in July two carers came to my home for several weeks to help me with any home based tasks that were difficult. Although I am very independent it was very comforting for me to know that help was there if I needed it.
- 8 years of superb service and good communication.
- I have always received very good service.
- Friendly and attentive treatment.
- The service was what I expected and very efficient. Thank you.
- Family have been well served by the practice since 1967.
- The family have always received good service from the practice.
- I find everyone at Heathgate very friendly and helpful. I have never had to wait too long for appointments.
- The doctors and support staff are all fantastic. We never have a problem getting an appointment. The doctors are brilliant and always offer a professional, caring service. Nothing is ever too much trouble.
- Always helpful.
- Having suffered prostate cancer for the last 2/3 years I could not have had better treatment.
- Have always received first class service and treatment from this practice.
- Friendly.
- Good healthcare. Sympathetic to my health problems.
- Have always received first class service and treatment from this practice.
- Caring and helpful.
- Always there when needed. Thank you!
- Experience of high level of care & interest in my wellbeing.
- I always find good service to me.
- Very friendly staff both admin & medical. Professional & efficient.
- Although the service I have had has been very good I do know how difficult it is to get an appointment with a doctor & sometimes the nurse is not enough. Plus ideally I would like a more personal service – recognition would be nice sometimes.
- Friends and family tests are a good way of maintaining and monitoring the quality of service in the NHS.
- Happy with service. Excellent, friendly and helpful staff.
- Appreciate having a local service but limited opening times (which is understandable) and occasional problems with the delivery of all meds in time for collection.

- Likely because I feel that more emphasis and help should be given to people who need mental health counselling.
- Ability to see a doctor in an emergency is good.
- Nearest doctor's surgery and friendly receptionists and nurses.
- Good service & I particularly wanted to say how well you delivered the flu jab to us. Well organised like a military exercise.
- Courteous, helpful and professional.
- The care given by NHS is good. The difficulty of getting a GP appointment is a problem at our local surgery (Heathgate).
- If repeat prescriptions could be on automatic re-order and could be collected from 1 week before the date needed.
- I would suggest reverting to alphabetic time slots for flu clinic as was the case in 2018. Parking was chaotic and queues lengthy for the mass flu vaccination this year. A good system if run more efficiently.

### **Comments for the month of November**

- I have always felt very well supported by the GPs and the nurses I have seen at the surgery over the years. Availability of appointments is an issue (as it is everywhere) but I have usually been able to get an emergency appointment when needed.
- I have always found the surgery very helpful.
- Very satisfied with the care which we have received since signing up with the Practice.
- Excellent service. Flu vaccination clinic on Saturday in October was very well organised. Please thank  
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- Accessed appointment at short notice.
- In the 13 years I have lived here, I have experienced the best caring and level of attention from all the staff at the Practice.
- The staff and the doctors are all very friendly and professional. Whilst we are happy with them we disapprove with the time we have to wait for an appointment. We know if it's an emergency we will be seen but it's not acceptable to wait a month for an appointment.
- I have been using this service in Poringland since 1998. Have never had any issues with the service provided and in the last two years it has been extremely important to me due to serious illness.
- Whenever I needed treatment so far I have always been pleased with the service received.
- It is difficult to relate to NHS Midland and East. Our local surgery at Heathgate in Poringland is friendly, efficient, and effective.

- I started a cough mid-April. Took antibiotics from 2<sup>nd</sup> May. Subsequently I had a sputum test, blood test and X Ray. Also physical examinations. The cough persisted night and day and I had no sleep. I could not eat and lost weight. I was prescribed a further course of antibiotics but the situation did not improve. By July, I felt very ill. On my last 2 visits to the surgery, I felt that my symptoms were not being taken seriously and as a last resort, sought a private appointment at SPIRE. This could not take place before I was taken to the Norfolk and Norwich University Hospital by ambulance where I was diagnosed with pneumonia. I did keep my spire appointment and have had follow up X Rays since. My recovery was slow. My thanks to the hospital and emergency services for their excellent care.

### **Comments for the month of December**

- Very personal and caring service. Urgent appointments available when required.
- I have always found the surgery to have a good balance between friendliness and efficiency.
- Pleasant staff attitudes. Usually seen on time. Caring and reassuring attitude of trained staff at all levels.
- An efficient friendly and caring practice. All staff whether in pharmacy, reception or medics are wonderfully helpful.
- The Dr was helpful (child).
- Doctors, nurses and all staff excellent but waiting times are terrible – 5 weeks.

**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.**