

Heathgate Medical Practice
Friends and Family Test (FFT) – cumulative results

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 to date are as follows:

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
Heathgate December (18)	15	0	1	1	0	1
Rockland December (4)	4	0	0	0	0	0
Heathgate January (19)	16 (Inc 4 on-line)	3	0	0	0	0
Rockland January (0)	0	0	0	0	0	0
Heathgate February (9)	8 (Inc nil on line)	0	0	1	0	0
Rockland February (1)	1	0	0	0	0	0
Heathgate March (13)	11 (Inc nil on line)	0	0	2	0	0
Rockland March (0)	0	0	0	0	0	0

Heathgate April (4)	4 (Inc 2 on line)	4	0	0	0	0
Rockland March (1)	1	1	0	0	0	0

Latest comments for the month of April

- More Dr Ames please
- We had a very good experience with the new Dr Gardner
- Excellent treatment and service always

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.