

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 April (1)	1	1	0	0	0	0

Heathgate May (6)	5 (nil on line)	0	0	1	0	0
Rockland May (0)	0	0	0	0	0	0
Heathgate June (9)	9 (nil on line)	8	1	0	0	0
Rockland June (0)	0	0	0	0	0	0
Heathgate July (6)	5 (nil on line)	0	1	0	0	0
Rockland July (0)	0	0	0	0	0	0
Heathgate August (11)	9 (nil on line)	1	0	1	0	0
Rockland August (0)	0	0	0	0	0	0
Heathgate September (6)	5 (nil on line)	1 (nil on line)	0	0	0	0
Rockland September (0)	0	0	0	0	0	0
Heathgate October (7)	5 (nil on line)	2 (nil on line)	0	0	0	0
Rockland October (1)	1 (nil on line)	0	0	0	0	0
Heathgate November (7)	6 (nil on line)	1 (nil on line)	0	0	0	0
Rockland November (1)	1 (nil on line)	0	0	0	0	0
Heathgate December (4)	4 (nil on line)	0	0	0	0	0
Rockland December (0)	0	0	0	0	0	

Latest comments for the month of December

- I have always received excellent treatment (name provided).
- Dr Rashid has been a very caring doctor with my mum. He has looked after her very well and I am thankful he is a new doctor at the surgery.
- Because the doctors have been here a long time. The newer doctors such as Dr Ames have settled in well after the retirement of Dr Sampson and Dr Gilson a few years ago (name provided).
- Always get an appointment when needed. Always good friendly service on the phone or at the reception desk. Excellent doctors – I feel like a real person that matters as an individual (name provided).

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.