

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) (Inc 4 on-line)	16	3	0	0	0	0
Rockland January (0)	0	0	0	0	0	0
Heathgate February (9) (Inc nil on line)	8	0	0	1	0	0
Rockland February (1)	1	0	0	0	0	0

Latest comments for the month of February (a comment from each respondent)

Excellent service and knowledgeable doctors. Would like family planning service such as coil fitting.

Nice friendly and very helpful.

Excellent service from GP, NNUH breast clinic and surgery when lump discovered.

I think this surgery, the GPs I have seen and the midwife are excellent. I have moved a lot recently and seen a range of surgeries. This one is exemplary.

Staff always very helpful and offer a very prompt service when an appointment is necessary. Can not fault the Practice or the hospital.

Very helpful and caring.

My husband and I have both received excellent care for the last 14 years since we moved to Norfolk.

Friendly and efficient reception and admin staff. Excellent GP in Dr Thirkell, who is always very thorough in her approach.

Knowledgeable doctors.

Unhelpful receptionists whilst trying to get an appointment with a GP. Came across rude.

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 continue to contact the patient direct.