

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
Heathgate March (13) (Inc nil on line)	11	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

Latest comments for the month of June

- Staff are both friendly and helpful, with a smile.
- Able to get an appointment when an emergency without a problem. Dr Palframan is a real family GP. Some of the others lack bedside manner but hopefully they will learn.
- They are very helpful and kind (Kathryn aged 12).
- Brilliant GP Practice. Staff are always helpful and friendly. Over 25 years never struggled/found hard to get an appointment. Good communication in Practice.
- We liked Dr Gardner very much. He took so much time with us.
- 40 years of care by this surgery and its predecessor at Long Road.
- We hope very much that Dr Gardner stays with the Practice long term.
- We had a long wait for one Doctor when we had a booked with him.
- I have been a patient of the surgery for approximately 31 years and have always found everyone very helpful and can usually see a Doctor if need be, even if it is not my own trusted Dr Palframan.

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.