

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

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

- Always helpful – wonderful staff. Attentive and caring but a pity about the wait for appointments.
- Professional, informative, friendly, always training and I have recommended you to our new neighbours.
- All treatment needed by my family has been quick, efficient and extremely professional. The service we have received could not have been better.
- Our family have been registered for over 20 years and the care we have received has been excellent. It has worked well as a training Practice allowing new GPs to gain experience.
- A very well organised service.
- I have been a patient at Heathgate for about 30 years. I have been blessed to be taken care of by the Doctors and Nurses who are just the best. Knowledge and kindness, supportive and caring.
- Always helpful making appointments for my two children who are under 3.
- Always been courteously treated by staff and Doctors – felt cared for.
- Always been able to get an appointment when needed. The Doctors and Nurses have treated me extremely well. I was very impressed a when a Doctor on call rang me after the weekend to arrange a blood test.
- I can always, without fail book myself or my two young children in for an emergency on the day, which at other surgeries is very rare! All staff including reception and pharmacy staff are always so welcoming and polite. Overall an excellent surgery.
- Whenever we have had the need to use the surgery, the staff have always been helpful, also the Doctors.
- Getting through on the telephone is near impossible t times. I have experienced the telephone being put down on me after being on hold. Also problems with repeat prescriptions. There is one Doctor I would never want to see again. (Anonymous)

- Cannot get an appointment until you are over it or dead! (Anonymous).

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.