

**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?

<b>Month, location and total respondents</b>	<b>Extremely likely</b>	<b>Likely</b>	<b>Neither likely or unlikely</b>	<b>Unlikely</b>	<b>Extremely unlikely</b>	<b>Don't Know</b>
<b>Heathgate December (18)</b>	15	0	1	1	0	1
<b>Rockland December (4)</b>	4	0	0	0	0	0
<b>Heathgate January (19)</b> (Inc 4 on-line)	16	3	0	0	0	0
<b>Rockland January (0)</b>	0	0	0	0	0	0
<b>Heathgate February (9)</b> (Inc nil on line)	8	0	0	1	0	0
<b>Rockland February (1)</b>	1	0	0	0	0	0
<b>Heathgate March (13)</b> (Inc nil on line)	11	0	0	2	0	0
<b>Rockland March (0)</b>	0	0	0	0	0	0
<b>Heathgate April (4)</b> (Inc 2 on line)	4	4	0	0	0	0
<b>Rockland April (1)</b>	1	1	0	0	0	0

<b>Heathgate May (6)</b>	5 (nil on line)	0	0	1	0	0
<b>Rockland May (0)</b>	0	0	0	0	0	0
<b>Heathgate June (9)</b>	9 (nil on line)	8	1	0	0	0
<b>Rockland June (0)</b>	0	0	0	0	0	0
<b>Heathgate July (6)</b>	5 (nil on line)	0	1	0	0	0
<b>Rockland July (0)</b>	0	0	0	0	0	0
<b>Heathgate August (11)</b>	9 (nil on line)	1	0	1	0	0
<b>Rockland August (0)</b>	0	0	0	0	0	0
<b>Heathgate September (6)</b>	5 (nil on line)	1 (nil on line)	0	0	0	0
<b>Rockland September (0)</b>	0	0	0	0	0	0
<b>Heathgate October (7)</b>	5 (nil on line)	2 (nil on line)	0	0	0	0
<b>Rockland October (1)</b>	1 (nil on line)	0	0	0	0	0
<b>Heathgate November (7)</b>	6 (nil on line)	1 (nil on line)	0	0	0	0
<b>Rockland November (1)</b>	1 (nil on line)	0	0	0	0	0
<b>Heathgate December (4)</b>	4 (nil on line)	0	0	0	0	0
<b>Rockland December (0)</b>	0	0	0	0	0	
<b>Heathgate January (4)</b>	3 (nil on line)	0	0	1 (nil on line)	0	0

<b>Rockland January (0)</b>	0	0	0	0	0	0
<b>Heathgate February (6)</b>	5 (nil on line)	1 (nil on line)	0	0	0	0
<b>Rockland February (0)</b>	0	0	0	0	0	0
<b>Heathgate March (1)</b>	1 (nil on line)	0	0	0	0	0
<b>Rockland March (0)</b>	0	0	0	0	0	0

**Latest comments for the month of March**

- Good quality care. Doctors and Nurses take time to communicate well. Not often kept waiting beyond appointment time. Regular newsletter so I stay informed about new developments.

**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.**