

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

Latest comments for the month of May

- It is the only hospital in Norwich (?)
- Always helpful and fit you in for appointments if you really need to see a doctor straight away.
- Very pleased with both doctors and not waiting for an appointment.
- The Doctor needs to show more interest during the consultation. They (changed) appeared disinterested and keen to move onto the next patient.
- GP appointments work well – seen within 10 minutes of appointment. Internet access very helpful. Pleasant staff who give eye contact and smiles. Blood tests not so good, had to wait 20 minutes after appointment time.
- Excellent service from Doctors, Reception and Pharmacy staff.

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.