

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) (Inc 2 on line)	4	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
Heathgate July (6)	5 (nil on line)	0	1	0	0	0
Rockland July (0)	0	0	0	0	0	0
Heathgate August (11)	9 (nil on line)	1	0	1	0	0
Rockland August (0)	0	0	0	0	0	0
Heathgate September (6)	5 (nil on line)	1 (nil on line)	0	0	0	0
Rockland September (0)	0	0	0	0	0	0
Heathgate October (7)	5 (nil on line)	2 (nil on line)	0	0	0	0
Rockland October (1)	1 (nil on line)	0	0	0	0	0

Latest comments for the month of October

- Please thank Dr Ames very much for his support during a difficult period in my life.
- Having seen Dr Lee on several occasions, I would like to say how caring, thorough and delightful she is. Everything a GP should be. Dr Lee would be an asset to any surgery and would be a perfect addition to Heathgate.
- I have been seeing with my 2 special needs sons, who love her. My mum and daughter also see her. Dr Lee is amazing, so helpful, calm and friendly. I would love her to stay here and be our family doctor. Truly amazing lady.
- Because Dr Palframan has always provided the best care for me and my family.

- But I had a long wait to see Dr XXXX, even when I had a booked appointment time with him.
- Friendly and helpful. My one complaint is because when I used to get free medication, I was prescribed 100 tablets. Now I have to pay, I am given 25 at a time, I am not a high earner and so this does not make sense. (Name not provided and so review and follow up not possible).
- Please thank Betty (Nettie) and Garry for sorting out my INR problems with Ipswich Hospital when I was staying in your area. The surgery appears very well run compared to those in Suffolk.

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.