

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

Latest comments for the month of September

- Dr Palframan has been a real support to me for over 10 years and is the best doctor in the area.
- A very caring Practice and one that is well run.
- Sensible system of appointments and excellent treatment.
- We have always received very good care and been able to get an appointment when required.
- When Dr Sampson left we were allocated a doctor but like the idea of being able to see who we like. The surgery appointment system for urgent appointments is better than having to wait at the end of the day.
- Dr Ames has been very caring to my parents and has the time to spend with them. Thank you.

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.