

## **Heathgate Medical Practice - Friends and Family Test (FFT) – cumulative results (2017/2018)**

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 for the **12 months to 31st March 2018** are published below.

### **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>Poringland April (3)</b>	2	0	0	0	0	1
<b>Rockland April (0)</b>	0	0	0	0	0	0
<b>Poringland May (6)</b>	5	1	0	0	0	0
<b>Rockland May (0)</b>	0	0	0	0	0	0
<b>Poringland June (2)</b>	1	0	0	0	1	0
<b>Rockland June (0)</b>	0	0	0	0	0	0
<b>Poringland July (6)</b>	5	0	0	1	0	0
<b>Rockland July (0)</b>	0	0	0	0	0	0
<b>Poringland August (2)</b>	1	0	0	0	1	0
<b>Rockland August (0)</b>	0	0	0	0	0	0

<b>Poringland September (3)</b>	2	0	1	0	0	0
<b>Rockland September (0)</b>	0	0	0	0	0	0
<b>Poringland October (12)</b>	10	2	0	0	0	0
<b>Rockland October (0)</b>	0	0	0	0	0	0
<b>Poringland November (4)</b>	3	1	0	0	0	0
<b>Rockland November (0)</b>	0	0	0	0	0	0
<b>Poringland December (2)</b>	2	0	0	0	0	0
<b>Rockland December (0)</b>	0	0	0	0	0	0
<b>Poringland January (4)</b>	4	0	0	0	0	0
<b>Rockland January (0)</b>	0	0	0	0	0	0
<b>Poringland February (5)</b>	4	0	0	0	1	0
<b>Rockland February (1)</b>	1	0	0	0	0	0
<b>Poringland March (8)</b>	6	2	0	0	0	0
<b>Rockland March (1)</b>	1	0	0	0	0	0
<b>YTD</b>	<b>47</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>
<b>Total - 59</b>						
	<b>79%</b>	<b>10%</b>	<b>2%</b>	<b>2%</b>	<b>5%</b>	<b>2%</b>

### **Comments for the month of April**

- Please thank Dr Palframan for sorting my health problems for me.
- Dr Ames has been supportive with my husband over the past 12 months.
- John has gone. Claire has gone. Can hardly see Dr Tony (appts) so I will be re-viewing whom I wish to see in the future. I have chatted to Amy. Very helpful. All change.

### **Comments for the month of May**

- Quick, friendly, helpful – thank you!
- From the receptionists, pharmacy to the whole team and great doctors and nurses, you have shown great kindness to me and my partner over the years. Kind and very professional service. Will miss you now we have moved out of the Practice area.
- Heathgate is a friendly, efficient and helpful surgery for its patients.
- Excellent staff, both clinical and admin. Always great care and attention when needed. We have been well served at Heathgate for 30 years.
- Dr O'Connell has helped me understand my diagnosis. She has a lovely manner about her.
- Timely, professional, great building and facilities.

### **Comments for the month of June**

- One set of comments was particularly specific to a patient and so not published here.
- Very friendly staff and clean area.

### **Comments for the month of July**

- Always accessible and able to help.
- Doctor O'Connell has helped me through a difficult few months.
- I have had an excellent introduction to the surgery, experiencing welcome and helpful receptionists and doctors. My father is in the Thorpe area and at the age of 81 he can rarely see a doctor easily and would welcome similar treatment at his surgery. I am very impressed with my new doctors.
- The newsletter is very informative.
- I have just seen your staff handle a hard situation very well. He was very rude to the receptionist and even ruder to the man who she asked to speak with the patient. He supported the receptionist in asking the man not to be rude to the staff and then you could help.

- I don't like having to tell the receptionist what is wrong if I need to see a doctor. Also the wait to get into the doctors is ridiculous.

### **Comments for the month of August**

- Many issues. Lost joining forms, lost copy of prescription. Went to Boots Pharmacy four times before being told you could not get required tablets. Booked nurse and doctor appointment – only needed the doctor. Name provided and contacted.
- Dr O'Connell has been a good replacement for Dr Thirkell who was our GP for a number of years. She listens to our problems and has provided a different view on things.

### **Comments for the month of September**

- Quality of care – all staff are polite and professional. Appointments are available.
- Always been able to fit me in when I've needed to be seen that day due to mental health.
- Doctors are good at what they do but when calling a receptionist they can be rude. Doctors have made me feel welcome at most appointments.

### **Comments for the month of October**

- I am well looked after.
- Really happy and appreciate of the help we receive. Find receptionists and dispensary staff pleasant and helpful.
- All round excellent care.
- I have been with the surgery for many years when it was Dr Bellamy and have found it to be friendly and helpful with no long waiting times.
- Because we have always had good care and treatment.
- Dr Palframan (in the context of extremely likely of recommending our services).
- Dr Palframan is a fabulous GP.
- Despite the pressures on the Practice, I have always been able to get an appointment when required and the Doctors always ask if there is anything else I would like to discuss.
- All the staff are really caring and efficient. On occasion my local pharmacy has been unreliable and my resulting stress has been relieved by the helpfulness of the Practice dispensary.

- I have confidence in the staff. I have bene satisfied with my care. People listen to me. There is a comfortable and friendly atmosphere in the waiting room.
- I have always had good treatment from the surgery.
- The main reason (for being likely to recommend the surgery) is the waiting time and being able to see your doctor within a few days and not weeks.

### **Comments for the month of November**

- First time coming to this Practice and the receptionist was very helpful and friendly. The doctor that we saw was the best doctor that we have seen. Very good, easy to talk to and she listened. Very thorough in her examination. The doctor was Dr Khan.
- Approachable and efficient.
- We have recently moved to Brook. So far we have no need to see the Doctor but we are impressed with the efficiency of everyone and the Practice is excellent.
- I have felt listened to by the Doctor I saw and included in the treatment plan.

### **Comments for the month of December**

- Good service, friendly staff, sound advice and caring.
- My husband has myeloma and has had the BEST treatment from both the surgery and the hospital. We cannot thank you enough (name supplied).

### **Comments for the month of January**

- The service I get here is really excellent – caring staff and appointments made without having to wait too long. I really appreciate the patience of the doctors and nurses and wish there was more the public could do to support them.
- Always been able to see a doctor within a week. Very friendly staff.
- Never had a problem or issue with the surgery.
- Because of the way the surgery is run and managed.

### **Comments for the month of February**

- Friendly and helpful staff giving me and my family re-assurance and brightening up my day. All of the medicines that they prescribe always to the job. A great service.

- Having joined the Practice 5 – 6 months ago, I have found everyone working there extremely caring and conscientious. Easy to talk to and helpful. The ability to get an appointment has been very available, even an urgent request. Very impressed and grateful.
- Sincere gratitude for years of professional attention (almost) at all times. We are very fortunate to have the health service and wonderful practitioners.
- I was recommended to seek help from the Community Connector at this surgery. He has been so helpful with so much knowledge that I had wishes I had booked to see him sooner. Many thanks for the referral.
- I have just seen Sheila Brown. What a lovely lady. She gave me time, put me at ease and was very professional in her approach. Gave me a very good assessment of my health, putting me at the centre of my care. I felt cared for.
- Waiting time for appointments to see a doctor of your choice is too long – 5 weeks.

### **Comments for the month of March**

- Have always been treated with the utmost courtesy and professionalism.
- Friendly doctors and nurse. Good care. Efficient booking and checking in and dispensary service.
- Ellen was so lovely to my daughter, made her laugh and smile even though she was in pain.
- Very professional and caring staff. Right from the phlebotomist, nurses, doctors, the reception and manager.
- Very helpful with all care from making an appointment to seeing the doctor whatever age you are from (young to old) the care is always there. Thank you for the NHS, may we keep it as it is.
- Everything perfect. The Practice runs like a well-oiled clock.
- Really good care for me and my Partner recently by Dr Ames, Dr Meyerhoff and Dr Prescott.
- Able to see a doctor in reasonable time. Attentive appointment this time. I do not like the new answer phone message. It is off putting.
- I feel the surgery will always do their best for me. The staff are helpful, nurses good, doctors caring. What more could I ask.

**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.**