

## **Heathgate Medical Practice - Friends and Family Test (FFT) – cumulative results (2018/2019)**

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 2019** 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>	5	1	0	0	0	0
<b>Rockland April (0)</b>	0	0	0	0	0	0
<b>YTD</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total - 6</b>	<b>84%</b>	<b>16%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

- Clean new building, helpful reception, fair appointment system. Moved from Hertfordshire and this service is much better.
- Dr Ames has been a lovely doctor to my mum looking after her with compassion.
- Appointments kept punctually by the staff and always excellent service.
- Me and my whole family have been patients at Heathgate for many years and have always had an excellent service.
- You are a well-run practice that is not like the one in [REDACTED]. We moved here two years ago.
- There is only a choice of two doctor's surgeries in the village. The new staff are not very patient friendly and sometimes aggressive. Where is the smile?

**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.**