

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?

Month, location and total respondents	Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
Poringland April (6)	5	1	0	0	0	0
Rockland April (0)	0	0	0	0	0	0
Poringland May (6)	6	0	0	0	0	0
Rockland May (0)	0	0	0	0	0	0
Poringland June (4)	4	0	0	0	0	0
Rockland June (0)	0	0	0	0	0	0
Poringland July (0)	0	0	0	0	0	0
Rockland July (0)	0	0	0	0	0	0
Poringland August (3)	3	0	0	0	0	0
Rockland August (0)	0	0	0	0	0	0

Poringland September (2)	2	0	0	0	0	0
Rockland September (0)	0	0	0	0	0	0
Combined October	80	21	0	0	1	0
Combined November	4	1	0	0	0	0
Combined December	0	0	0	0	0	0
Combined January	3	0	0	0	0	0
Combined February	2	2	0	0	0	0
Combined March	4	1	0	0	1	0
YTD	113	26	0	0	2	0
Total -	80%	19%	0	0	1%	0

Comments for the month of April

- Clean new building, helpful reception, and 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?

Comments for the month of May

- Always excellent care and treatment provided by Heathgate clinicians and support staff.
- Caring Doctors and Nurses. Dr Wallace was wonderful when my husband was dying of prostate cancer.

- I just witnessed your Manager handle a very difficult patient before the Doctor also had to step in. He was calm and handled a difficult situation well. The Manager publically supported Anna, who had tried to help the man.
- Easy booking of appointments. Text message service the night before was brilliant. Very polite and lovely nurse (Catherine).
- Always found it efficient and friendly.
- Dr Ames has such a calming manner with my mother, who can be difficult at times.

Comments for the month of June

- First class Practice in all respects.
- Seen on time. Taken seriously.
- Carol – nurse. I have a phobia of needles and blood so coming today for a blood test I was extremely anxious. Carol made me feel at ease. She is fantastic!
- Very pleased with the service provided. Appointments quite quick if not requesting a particular doctor. I had an appointment within 10 minutes of calling. Most impressive. Also very helpful and friendly staff.

Comments for the month of July

- None

Comments for the month of August

- We cannot praise both the Practices enough for all their care and attention to us over the last 50 years! Both the doctors and nurses and also reception staff are always so helpful and kind and we do appreciate this enormously. Thank you.
- Admin staff always friendly and helpful. Medical staff professional and friendly too. In a recent emergency I was dealt with efficiently and quickly. I am pleased to be a Heathgate patient. Thank you.
- Excellent service from all staff but some reception staff need to be a little less condescending when on the phone or in person. Occasional ‘attitude’.

Comments for the month of September

- Smooth running, honest, knowledgeable staff.
- Satisfaction for the past 30 years.

Comments for the month of October

- Flu jabs are so well organised. I was out in a few minutes. Brill. Great to have advance warning text too. Always good to get date in diary early.
- Service always excellent and friendly.
- Regular health checks and advice. Good people.
- Always happy with the service available within the budget constraints.
- Never had any reasons to complain. Never had any problems getting appointments.
- Friendly, quick and professional service.
- Everyone is efficient, helpful and friendly.
- You are all brilliant.
- A very good experience.
- Nothing but a friendly service for the past three years.
- Seems efficient.
- The doctors, nurses and staff at my local surgery in Rockland St Mary are always polite helpful and accommodating. The service I have received is of a very high standard.
- I find everything efficient and organised.
- Everyone is very helpful and the follow up aftercare for emergencies and bereavements are second to none.
- Friendly staff in a great village Practice and they are always willing to help and give good advice.
- If I needed care or treatment my first port of call would be the surgery or the hospital as appropriate.
- Since moving to Poringland last year we have been most impressed by the standard of care we have received from this Practice and the hospital. It has exceeded our expectations.
- Have always had good service. Listen, engage and do the best for you. Believe they really care about patient's well-being.
- Very organised. Friendly assurance and advice from the doctor.
- Friendly and caring quick service.
- Very caring. Always ready with a suitable appointment.
- Quick, easy and caring.
- Well organised community flu clinic. Fast moving queue, plenty of admin staff and clinicians.
- I have lived in Poringland since 1969 and during that period I was first registered with the surgery in Long Road and then with the Practice in The Street. During the whole of that period, I have always received the upmost

care, consideration and efficiency from all the doctors, nurses and staff. I would therefore have no hesitation whatsoever in recommending the Practice to anyone. My thanks to all.

- I am completely satisfied with the advice and treatment given to me by all the staff at the surgery.
- All staff and doctors are extremely caring, helpful and friendly. They make you feel you REALLY matter! Doctors give you plenty of time and make you feel truly heard. An excellent Practice – thankyou.
- Always received first class treatment at Poringland Heathgate Medical Practice.
- Always treated with care and respect. Made to feel like an individual and not a number. Being able to make appointments on line and order repeat prescriptions is a big advantage.
- My main reason is because the staff at the Practice (both medical and admin) are welcoming and always do their best to help me. People who are eligible to attend their pharmacy are very fortunate.
- Since moving to Poringland 9 years ago, I have always received first class treatment whenever I needed medical attention. This also applies to my wife.
- All the staff at both sites have been extremely helpful to us.
- Everyone has been extremely good to us.
- It is imperative that the NHS continues for the benefit for all.
- Because I have always a good service and all staff have been very helpful and polite. It would be helpful if you could see your named GP within a week to 10 days.
- All staff are helpful and polite. Good service considering the number of patients to care for.
- In the 20 years that I have been visiting this Practice, I have received nothing but first class care and attention.
- Always get to see a doctor or nurse when needed.
- Look to your health and if you have it, praise God and value it next to a good conscience. For health is the second blessing that we mortals are capable of. A blessing that money can't buy.
- No wait – very efficient.
- Convenient, quick and thorough.
- Good service at surgery.
- Always very helpful.
- Always an excellent service – quick and efficient. Well done all – keep it up.
- I selected the above (extremely likely) because all of the treatment and care which is shown by all NHS staff.
- Always friendly, helpful – both to me and my wife.
- All services satisfactory.
- Satisfaction with all services.
- Efficient, friendly, helpful – have confidence in the service.
- I have had excellent support for all my little problems – thank you.
- You have a very caring, sympathetic staff who are kind and always give their best.

- Key areas – staff understanding, friendly and efficient. Nurses – professional and helpful. Excellent doctors. Concerns around the length or wait for appointments – seems to be getting worse. Overall a great Practice.
- Efficient and friendly service.
- I have every confidence in all the staff in the Practice. Professional, caring and they listen to me!
- Efficient and friendly staff.
- I have always received excellent care and attention.
- Having gone through major problems recently, I can't praise enough the NHS. Thank you so much.
- Very, very good in all departments.
- Everyone at Heathgate is so friendly. From top to bottom.
- Friendly staff, very helpful. Doctors are approachable and knowledgeable. Can usually get appointments OK.
- I have had nothing but efficient service when booking appointments or ordering pills from polite staff.
- Because all the staff are brilliant and very caring.
- Good, efficient service. Friendly staff.
- Excellent care.
- Very good service from everyone.
- Always good service from doctors, nurse practitioner and nurses. The receptionists are also helpful and friendly.
- Everything at this Practice is exemplary.
- We feel that the whole team us trying hard to meet individual needs (which are many and varied).
- Excellent service on all levels. Great team ethos. Special thanks to the nurses, pharmacy and receptionists. Also most recent visits impressed with Dr Kirby's help with neck cyst.
- Excellent service. I think the initial phone contact (not Dr Palframan's voice) but the receptionist could be a bit more compassionate and speak softer. It's too regimental and dismissive.
- The doctors and staff at Poringland surgery have cared for my family over the last forty years (I am 80 now). I take this opportunity to thank them, especially Dr Palframan who was our designated doctor.
- I have a strong belief in the NHS! Where would we be without it. But why waste money on this form (FFT survey). The money could be spent more wisely.
- The NHS has given me great support my whole life. From my near fatal motor cycle accident until present at no cost to me.
- The NHS should have more like Anna – she is a credit to the Practice.
- Very good service if you get the right doctor. It can be a gamble as I found out!
- Location, doctors and staff – well run Practice. Against 3 day opening at Rockland St Mary.
- Have always had a good service from doctors and nurses at Rockland St Mary and most of the staff.
- Always polite and helpful. Prescription ordering is a very good service.

- Friendly service.
- Friendly service.
- After 35 years care from you, I am still here and kicking. No experience in later years to compare.
- Always had a good service.
- Communication to general public is good. Appointments system is flexible and prescription service is good.
- Prevent better than cure – friendly efficient service.
- I receive a professional service. Both Practices are clean and hygienic. They appear to be run effectively. One area for improvement – I feel that there is insufficient privacy at both receptions.
- Satisfied with service both at doctor’s surgery and hospital.

Comments for the month of November

- Good straight forward systems and opening hours plus service of a qualified nurse practitioner for routine issues.
- I have always had good and caring treatment at the surgery.

Comments for the month of December

- None

Comments for the month of January

- Because excellent help with whatever we want.
- High quality service, flexible appointment system and friendly staff. This surgery has cared effectively for myself and family for 13 years. Keep up the good work.
- I have heard about Dr Palframan leaving. This is a sad day but I am getting used to the new doctors.

Comments for the month of February

- Very good in ‘wheeling into action’ regarding my mother’s Alzheimer’s and subsequent death, during which you supported me. It made the inevitable easier to deal with.
- Polite and helpful staff. Very good at emergency appointments – no problem with getting appointments on the day. The wait for planned appointments of three weeks though is unacceptable.
- Close to where I live.

- The GP's, Junior Doctors and all staff are always polite and do all they can to help. There have been one or two cases where I have been seen for an issue but have had to return and then been given different diagnosis/information, so sometimes it can be frustrating.

Comments for the month of March

- A nice friendly Practice and everyone seems to have plenty of time to speak to patients.
- The Practice staff are always helpful, kind and polite. Also they are all very professional and this inspires confidence.
- A service that cares. The best I have ever had.
- Brilliant service.
- We have always been treated and seen to promptly.
- A six week wait to see Dr XXXXX. Unacceptable. Staff rude and extremely unhelpful.

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.