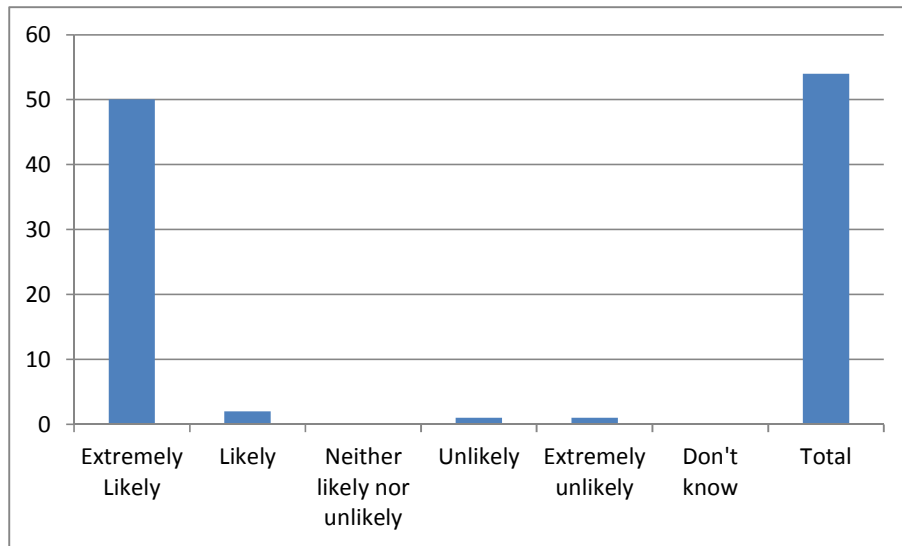


Results of Friends and Family (FFT) Survey for April 2019



Thank you to those of you who completed the Friends and Family Survey for us in April. We are again on the whole delighted with the feedback we have received. As you can see from the above graph, out of the 54 patients completing the survey, 50 were extremely likely to recommend us, 2 were likely to recommend us, 1 was unlikely to recommend us, and one was extremely unlikely to recommend us to their family and friends.

Remember you can complete the survey as often as you like as your comments are a reflection on 'today's' experience.

We asked patients to tell us why they gave us the rating that they did and here are the answers that were given.... Please remember that we can only publish your comment if you give us permission to do so by ticking the box. This month four patients gave us permission to do this. Comments received via SMS are not published due to the difficulty obtaining consent.

Patients who were 'extremely likely' to recommend us said...

"I have been extremely unwell and come to Dr Davison for pain and advice. She was most patient and helped me with blood tests etc. In days I was so much better."

"I have been a patient for more than 25 years and have always received excellent service and care. Thank you."

"Excellent. Prompt at appointment. Reassuring and helpful. Unhurried. Thank you."

"Excellent compassionate response from all. Reception and Doctor too."

The other responders did not wish to share their comments publicly.

Our follow-up question asked patients...

If we could change one thing about your care or treatment to improve your experience, what would it be?

"Nothing at all."

"The pavement access to premises is extremely difficult with a manual wheelchair."

The issue with the pavement has been raised by patients 6 times in the last 6 months and the Patient Participation Group have included this problem in a letter they have addressed to the council about the parking.

In addition to this we would encourage patients to report the problems they are experiencing to the Council directly to highlight the immensity of the problem. Pavement issues can be reported on their website at <https://www.lewes-eastbourne.gov.uk/streets-parking-and-travel/report-an-issue-on-a-path-or-walkway>

Please do keep the feedback coming. It's very encouraging to read all your positive comments at the end of a busy day but equally we need to know when we are getting it wrong so that we can make improvements to the service we provide.