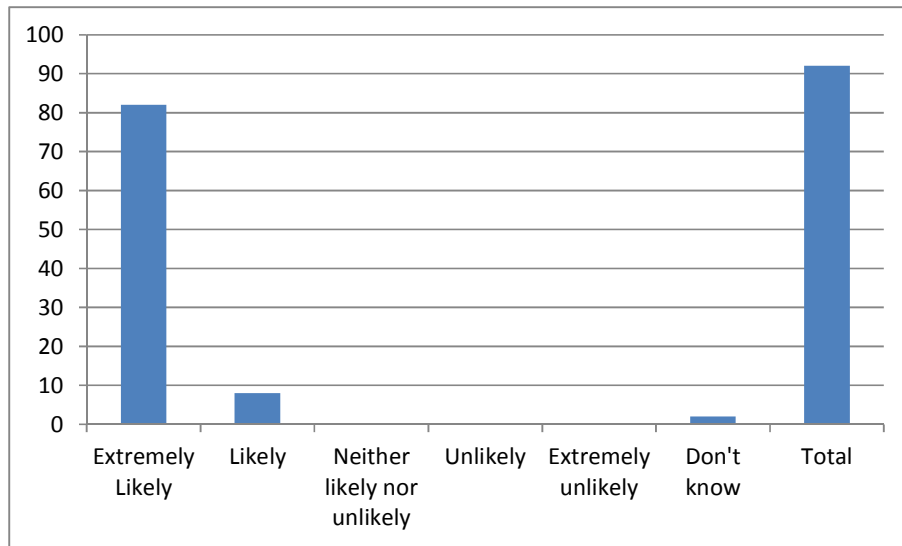


Results of Friends and Family (FFT) Survey for August-September 2018



Thank you to those of you who completed the Friends and Family Survey for us in August and September. We are again, on the whole, delighted with the feedback we have received. As you can see from the above graph, out of the 92 patients completing the survey, 82 were extremely likely to recommend us, 8 patients were likely to recommend us and 2 patients didn't know if they would 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 five 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...

"My Doctor (Dr Higgs) is so caring and attentive, puts me at ease when I have medical queries, he is very popular with patients I know and staff are always able to make my appointment with him every time."

"Tremendous service from both clinical and administration staff."

"Every member of staff absolutely amazing. So kind and helpful and understanding. Best surgery I've ever been to."

"Dr McFadden was amazing with my daughter, he has a lovely kind manner and was extremely helpful."

"Very personable doctor, understanding and helpful. On time too!"

"Excellent: Calm, capable and approachable Beverley who sorted urgent prescription and reassured me."

"I've just seen Dr Zacks after recently moving to the area and such a thorough, professional and pleasant man!"

"Exceptional help this morning – phone call returned by Dr Ahmad within one hour of calling surgery and speaking to Tabitha (wait at another Surgery for phone appointment 5 days!"

"As returnees to the UK we heard all kinds of horror stories about problems getting help from/registering with a GP. Arlington has been so friendly and helpful and very solution-focussed. When there is an emergency they are very proactive."

"Wonderful service. Knowledgeable answers. A friendly hug and caring attitude. Thank you very much Dr Williams. "

"Friendly and helpful staff, kind Doctors who listen and have much knowledge and always have time for you."

"Brilliant service with good access for appointments."

A patient who was 'likely' to recommend us said...

"I am quite pleased with the service and realise how much the demands have increased for NHS services. However, after visiting the nurse yesterday, I wanted to say PLEASE get rid of your awful new waiting room music. Absolutely DIRE!!!"

The waiting room music referred to here was a free trial that was designed specifically for GP Practices. We received more complaints about our waiting room music during the few days we used it that we do in a whole month or maybe even a year! We are now back to using the radio, which seems to suit the majority of patients.

"I have been a registered patient for over 65 years at the Surgery."

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?

"I don't need anything changed about my care or treatment at this surgery. My Doctor is wonderful and very supportive. Knows my family history and loss of my husband in 2013."

"Automatic power assisted front door for buggies, wheelchairs etc."

We will certainly look into the feasibility of having adjustments made to our existing front door for the benefit of wheelchair users, parents with buggies etc. In the meantime, should you experience any difficulties, please do not hesitate to ring the doorbell and a member of our staff will be happy to assist you.

"Things seem to be ok as they are."

"Nothing."

"Nothing."

“Saturday/Sunday doctors surgeries, plus one late night in the week would improve the service provided. It’s not always possible for working people to get time off to visit the doctor.”

Extending our opening hours is something we consider from time to time but actually creates quite a difficult dilemma. This could not be done without recruiting additional GPs, and as you are no doubt are aware this in itself is a national problem.

Should our existing GPs provide appointments at other times, eg. evenings and weekends, this would unfortunately take away their appointments from other times during the working week, as none of them are in a position to increase their hours. This would therefore not actually generate more appointments but leave us more stretched than we already are.

Whilst we have no plans at the current time to adjust our opening hours, there are plans in the Eastbourne, Hailsham, Seaford and Bexhill area, which will come into fruition in the very near future, to offer a ‘New Extended Access Service’ centrally for patients of GP Practices in the area. The service will be provided by a partnership between ‘South Downs Health Care’ and ‘Here’.

The Service will offer pre-bookable, routine appointments between 18:30 and 20:30 Monday to Friday, 08:00 and 12:00 on Saturdays and between 09:00-12:00 on Sundays. These appointments will be bookable via the patient’s own GP surgery.

Further information about this service will be advertised once it becomes available.

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.