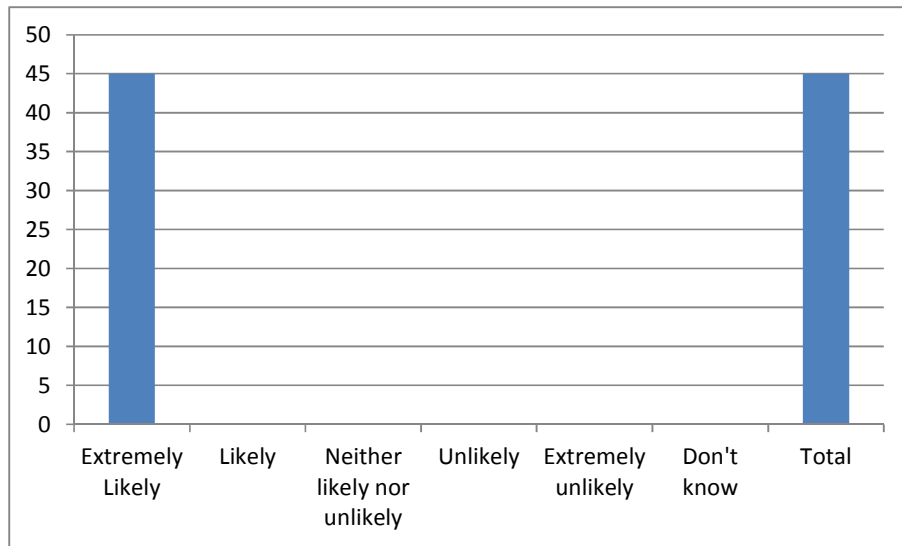


Results of Friends and Family (FFT) Survey for February 2019



Thank you to those of you who completed the Friends and Family Survey for us in February. We are again delighted with the feedback we have received. As you can see from the above graph, out of the 45 patients completing the survey, all were extremely likely 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...

"Prompt appointment (4pm) made during phone appointment at 1.20pm.
Sensitive and thorough consultation with Dr Malak."

"Dr Higgs is a very kind and considerate doctor, who is very attentive. Good advice with any medical problems I have. He is worth his weight in gold."

"Prompt appointment 1 hour after phoning surgery. Sympathetic registrar – listened carefully and explained fully and sensitively"

"Dr McFadden – Dermatology is excellent and his nurses. Friendly and professional."

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?

"Pavement Access"

"Improve wheelchair access to pavement from Old Orchard Road. Council need chasing"

Several patients have mentioned this of late. We feel that strength in numbers is probably the best way forward and would encourage individuals to report their difficulties to the Council. You can report pavement issues on their website at <https://www.lewes-eastbourne.gov.uk/streets-parking-and-travel/report-an-issue-on-a-path-or-walkway/>

"Nothing so far."

"Nothing at all."

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.