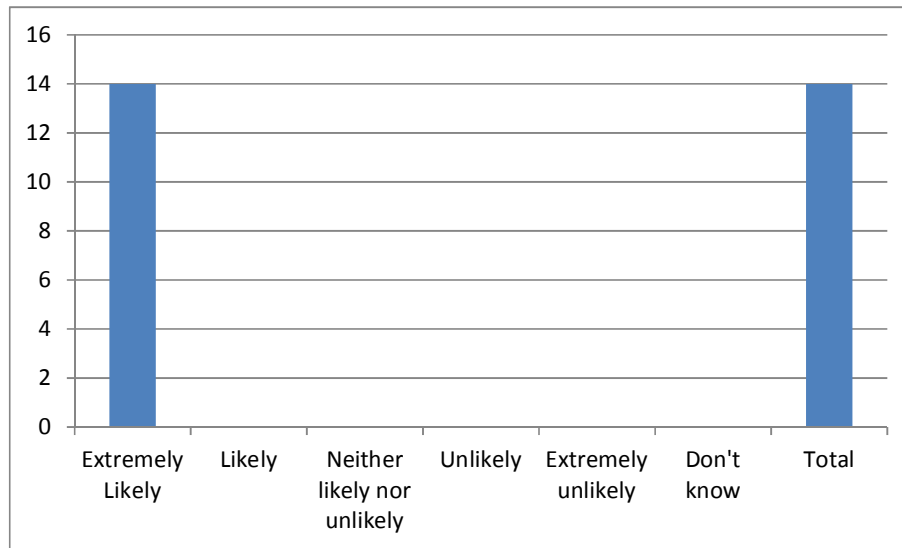


Results of Family and Friends (FFT) Survey for December 2014



Thank you to those of you who completed the Family and Friends Survey for us in December. We are delighted with the results! As you can see from the above graph all 14 patients who completed the Survey said they are '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....

"Arlington Road has been my family practice since the early 70s and we have all received excellent care. The doctors are approachable and professional and the reception staff so helpful and understanding despite having what seems like an extremely heavy workload."

"Yes I have always found practice very helpful and my doctor is great."

"I have seen the practice grow over the years but the service has never faltered. Always able to see a Dr, and always met with professionalism."

"I have been a patient at this surgery for over 20years and have always received the best treatment from all GPs and nurses. Today my nurse (Mary) was both thorough and efficient."

"I have been a patient at the surgery for 13 years, and have ALWAYS found the Receptionists and Doctors respond very quickly to any requests or questions. On one occasion a friend visiting from the US was very unwell on arriving at my home. I phoned the surgery and an appointment was made that very afternoon, for which we were so grateful."

"Wonderful doctors, nurses & staff"

"Since joining Arlington Road Surgery I have had excellent treatment both by Doctors and Nurses. The provision of a Lift is very helpful. The overall appearance both ground floor and first floor following the refurbishment makes any visit as pleasant as possible."

"Our family have been with this practice for many years, have seen many doctors, nurses and staff in that time all of which have always been friendly and helpful and in our opinion could not be bettered."

"Because it's the best practice in Eastbourne. They look after their patients and very polite on the phone. When you are ill you are well looked after."

"Because I have great faith in the Doctors and Nurses"

"Because I feel that as a practice the staff are committed to providing the highest level of care. I feel as somebody with a long term condition I receive a very high level of support, I feel my views are valued and I am treated as an individual not just a case"

"Highly satisfied with all-round service"

"I would be happy to recommend our GP Service to friends as we have been very satisfied with the care we have received."

"My partner and I have only been patients here since Jan but have both been very pleased by the service provided by this surgery."

Whilst we are delighted to receive such encouraging feedback, we would not become complacent and acknowledge that there is always room for improvement.

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?

8 of the responding patients felt there was nothing that needed improvement, however here are the suggested improvements we received from patients this month.

"To get a earlier appointment to see my doctor on the auto phone."

"The automatic telephone appointment system."

"Would it be possible for you to develop a system whereby I could select the name of a Doctor - you could show the dates and times he/she is available over a two week period - I could select and book a date? This would save me the need to sit by my telephone at 8.30 a.m. constantly dialling your number until I get through and would save the Receptionists from being hassled by patients. I realize that this would only be of use to patient who have a computer."

"To possibly have more continuity with my registered Doctor if anything happens healthwise."

"Getting to see my own GP is not always possible, but I would appreciate a more considered response from the receptionist who on occasions give a very unsympathetic answer when you ask why that person is unavailable for 2-3 weeks. If I need to see somebody urgently I don't mind seeing the person who is duty doctor but I feel I want to see my regular doctor to discuss certain other issues."

Cut out filling in forms!

There are two main issues raised in the suggested improvements.

1. The automated booking system.

Changes will be made early in the New Year as to how the pre-bookable appointments are made available. The Government have made it obligatory for GP Practices to offer online appointment booking to their patients by 31st March 2015 and we are in the process of putting systems in place for this. How the automated telephone booking system will play a part in the process will be reviewed as we implement the new system.

2. Continuity of Care.

We do acknowledge that it is not always easy to see your registered GP and did address this issue in the December Newsletter, explaining why your GP is not always available, please do take a look at this article. Unfortunately, this isn't a problem that has an easy answer given all the additional responsibilities that are placed on the GP's today, but we will continue to look at ways that we can improve the system and do understand your frustration.

It was disappointing to read that one patient felt that on occasions the receptionist gave a very unsympathetic answer as to why a certain GP was not available for 2-3 weeks. This has been fed back to the Reception Team and has been taken on board.

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.