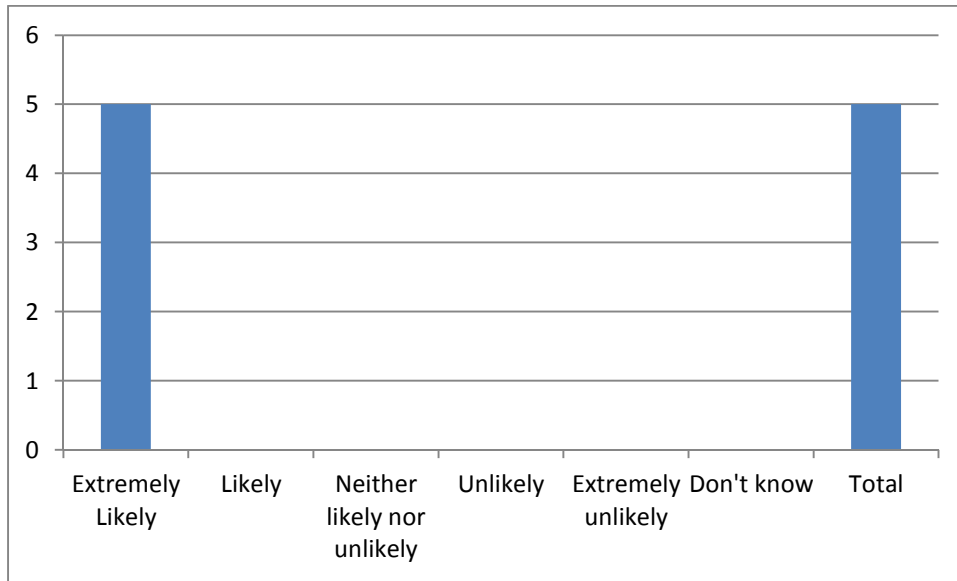


## Results of Family and Friends (FFT) Survey for February 2015



Thank you to those of you who completed the Family and Friends Survey for us in February. We are again delighted with the results, although it would have been good to have received more feedback. As you can see from the above graph all five 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.... Please remember that we can only publish your comment if you give us permission to do so by ticking the box. We also received some lovely comments that patients chose not share publicly.

"Excellent premises and pharmacy. More important:- Helpful, caring, efficient doctors, Nurses +++ and receptionists. (I have been with this practice for 20 years)"

"On behalf of my parents, who are both 87, I cannot praise the care they receive from your practice highly enough. On my own behalf, I have had occasion to call the surgery several times during the last few months to ask advice as my parents have both been seriously ill. Each time I have been treated with the utmost patience and compassion and my queries and concerns have been dealt with quickly and efficiently. Thank you all so much."

"I have always received excellent advice and treatment here. The receptionists are friendly and efficient. My doctor has known me for 22 years."

Whilst we are once again 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?

Some of the responding patients felt there was nothing that needed improvement, or opted not to share their comments publicly. Here are the suggested improvements we received from patients this month...

"Just keep doing what you're doing - I wish I could live in Eastbourne so that I could join your practice too!"

Thank you for your lovely comment!

"One's own GP spend more time at the surgery. There is usually a 2 weeks' wait to see him."

We acknowledge there is often a wait to be able to pre-book an appointment with your own GP but routine appointments are released daily for each GP on the days they are in, it is not just 'emergency' appointments we offer on the day.

There was an article in our December 2014 Newsletter that may be of interest on this point, which gave a bit of an insight into why your GP is not always available. We are always looking at ways to improve the appointments system and will bear your comment in mind in future planning.

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.