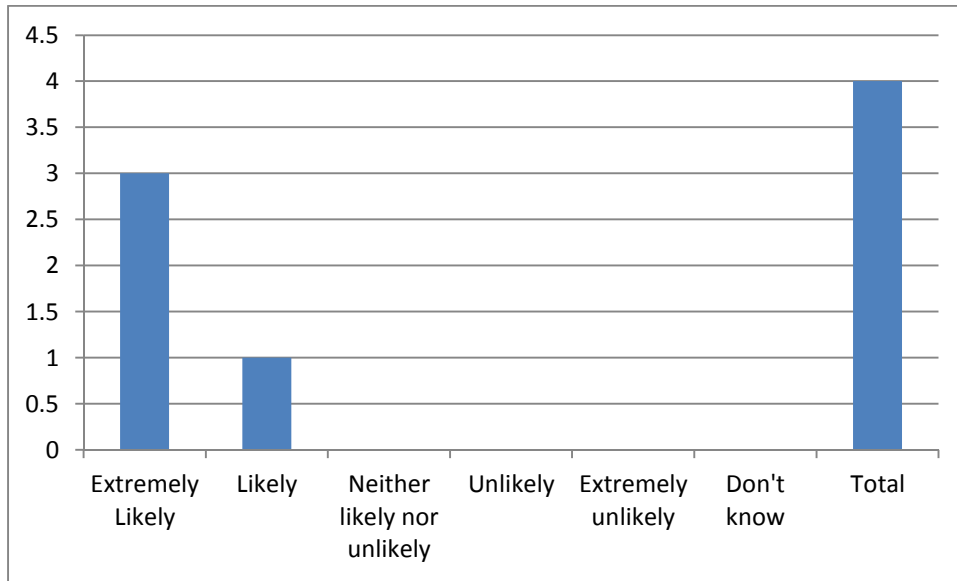


Results of Family and Friends (FFT) Survey for January 2016



Thank you to those of you who completed the Family and Friends Survey for us in January. We are again pleased with the feedback we have had. However, we didn't receive as much feedback as we have of late. As you can see from the above graph, three patients were 'extremely likely' to recommend us to their family and friends and one patient felt they were 'likely' to recommend us.

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 only one of the two patients gave us permission to do this.

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

"The Practice is caring, efficient and the service is always good."

"Fantastic experience, as ever. Professional, efficient and friendly service. Dr Laure was extremely thorough. Hilary swift to sort out faxes. Kerry brilliant on reception and the calming effect of Jeanette taking my blood all combined to make my experience fearless and reiterate that I was in the best hands possible for medical issues in the whole of Eastbourne."

"The staff are always friendly, kind, helpful and ready to do their best to solve your problems. The wait time before being seen was minimal."

The Patient who was 'likely' to recommend us said...

"My doctor is always very reassuring and professional."

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. The third responder 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?

We received two responses with permission to publish to this question...

"Everything is perfect"

"There has been a slight decline in reception service since the familiar faces have been replaced by new staff. The waiting time to be checked in has increased as well as the new staff appear to be already working on something or chatting to each other."

We are sorry that you have experienced a decline in the reception service in recent times. As you mention, we have had a number of retirements amongst our longer serving staff and this has obviously led to the need to recruit new staff. The role of receptionist is a complex one and training each individual takes around three months until they are fully competent. During this training time the response at reception may be slower as new staff are being shown the ropes by a more senior staff member. Hopefully this accounts for your recent experience but if you feel the service does not improve with time, please do feed back to us again as we are always striving to provide the best possible service.

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.