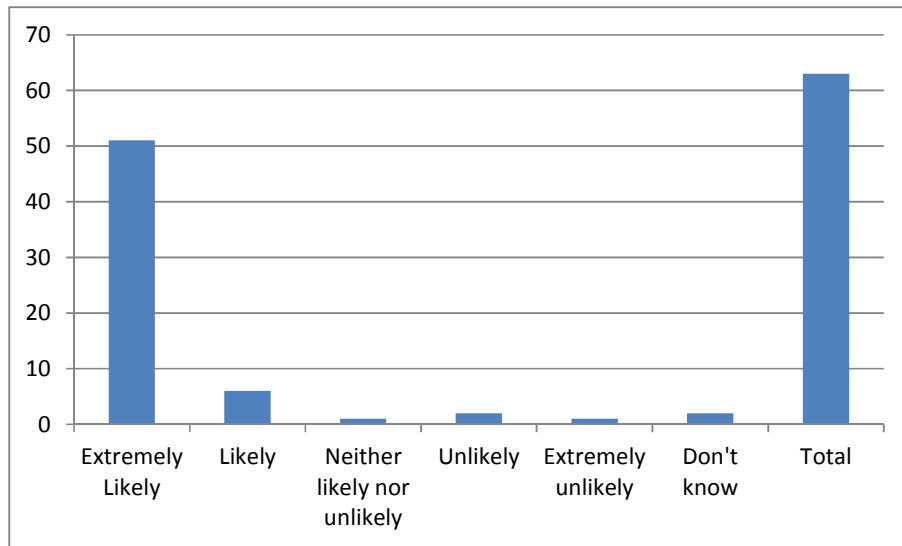


Results of Friends and Family (FFT) Survey for July 2019



Thank you to those of you who completed the Friends and Family Survey for us in July. We are again, on the whole, delighted with the feedback we have received. As you can see from the above graph, out of the 63 patients completing the survey, 51 were extremely likely to recommend us, 6 were likely to recommend us, 1 didn't feel strongly either way, 2 were unlikely to recommend us, one was extremely unlikely and 2 patients didn't know how they felt about recommending 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 nine 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...

"Still the best practice in town. Having a named GP is very important to most people. Friendly and efficient staff from reception to doctors and nurses."

"This is a very well run practice. If I want to see my own GP I am happy to wait but if I need to see someone sooner, I am confident about seeing other GPs."

“Always lovely people, very helpful and kind.”

“When one is ill, patience and understanding is very important and I always receive this from both your qualified staff and your receptionists. Thank you.”

“20 years of great healthcare for my family.”

“Dr Higgs is a very caring and understanding doctor who always explains all my medical needs and attention. He really is worth all his weight in gold as a professional in all he does.”

“Very helpful staff and attentive doctors.”

“Kind calm response by receptionists for relative pushing patient in wheelchair to hurry to surgery to book on the day appointment. Patient, reassuring response on late return to surgery for appointment. Expert thorough examination by Dr Jones with clear explanation of the options available.”

“Calm and clear.”

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?

***“More Patient Choice in terms of who we get to see and whom we are registered with.
Greater ease in booking appointments too.”***

Our long-serving staff, both clinical and non-clinical at times would like to go back to the simplicity of General Practice 20+ years ago, when you could usually see your registered GP within a week or so. However, we have had to change our way of working to be able to continue to provide an effective service to our patients. This means having more part-time GP's and other Professional roles in the Practice working alongside the GP's. We have been forced to choose clinician availability over patient choice. We have to allocate patients a registered GP rather than giving the patient choice to be able to evenly balance the workload amongst the GPs.

General Practice is a fast changing world and GP recruitment continues to be difficult, however, compared with many practices we are very fortunate to have a healthy number of GPs, despite some recent retirements, as well as other healthcare professional roles. We are therefore able to always offer an appointment/triage advice on the day, if your need is urgent. It is our routine, own doctor, pre-bookable appointments that are booked further ahead, sometimes leaving patients feeling it is difficult to book an appointment. We do our best to balance availability and are constantly thinking of new ways to best use the resources available to us.

To improve patient access, we now offer some appointments outside of our usual opening hours here at the Practice as well as having access to a local service where our patients can pre-book a routine appointment to be seen outside of normal surgery hours at another local GP surgery. Please ask our receptionists for more information.

“Remind us older patients how to get a visit if necessary in real emergency. One often feels cut off.”

If you require a home visit during normal surgery hours, please telephone the Practice and select the option for home visits. One of our receptionists will take your details and arrange for one of our clinicians to visit you.

If you need a visit when the Surgery is closed please telephone NHS 111 by dialling 111 on your telephone keypad.

If you think you are experiencing the symptoms of a life-threatening condition, such as chest pains or a stroke, please do not delay in calling 999 for the ambulance service.

"Is there any way we could be given advice by a very short phone call. It would save older people arranging help to visit the surgery and take up less of the doctor's time. As one gets older one forgets certain things and needs reassurance of details correctly understood."

We do offer telephone consultations as an alternative to face to face appointments. Please ask our receptionists if you would like a telephone consultation.

"Ask council to improve wheelchair access from road onto patient inc. tree roots to negotiate."

"Pavement issue"

The issue with the pavement has been raised by patients 9 times in the last 9 months and the Patient Participation Group have included this problem in a letter they have addressed to the council about the parking. Unfortunately, the council have been and inspected the pavement but unfortunately, they have said that it does not fulfil the criteria for repair/upgrade because the tree roots have been tarmacked over.

We would encourage patients to report the problems they are experiencing to the Council directly to highlight the immensity of the problem. Pavement issues can be reported on their website at <https://www.lewes-eastbourne.gov.uk/streets-parking-and-travel/report-an-issue-on-a-path-or-walkway>

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.