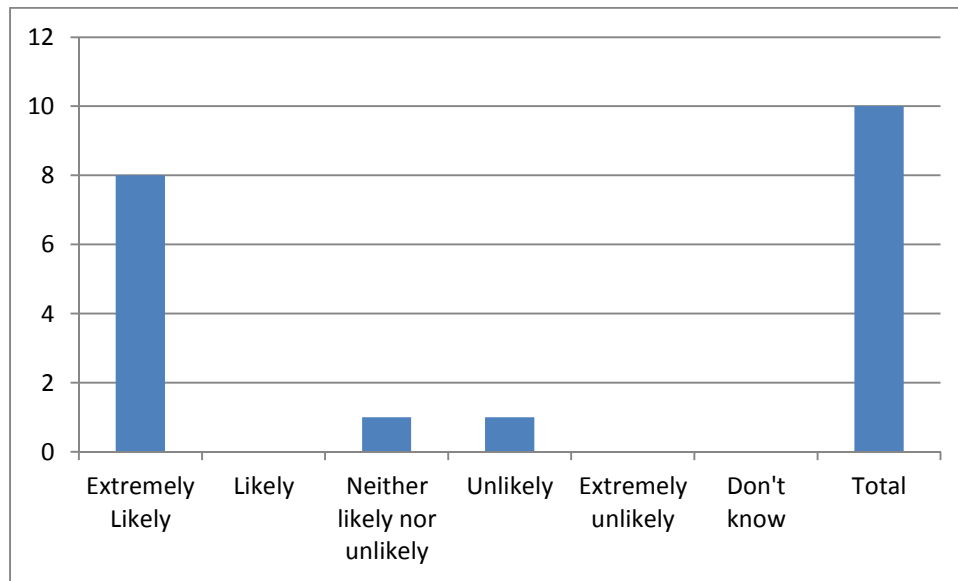


Results of Friends and Family (FFT) Survey for June 2016



Thank you to those of you who completed the Friends and Family Survey for us in June. We are again mostly pleased with the feedback we have had. As you can see from the above graph, eight patients were 'extremely likely' to recommend us, one patient was 'neither likely nor unlikely' and one patient was 'unlikely' 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 seven patients gave us permission to do this.

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

"Reception were very, very helpful and understanding when I visited for the first time and on subsequent visits. Dr Frisby is an excellent GP and always takes time in appointments to discuss my health and that of my son thoroughly. Nurse Sue is also excellent."

"My GP Surgery from Receptionists to Doctors are always helpful and responsive to my family's needs. I cannot praise them enough."

"All staff - from Doctors, Nurses, Receptionists are always helpful and with solving problems - (Or doing their best by referring us to specialist advisors)."

“Fantastic service - lovely efficient reception staff and lovely, friendly, approachable Doctor (Dr Marin). You are all doing a fantastic job - on the NHS as well!

“I have been a patient and a patient's (now deceased) carer for a number of years and have ALWAYS found ALL members of the practice helpful, supportive and ALWAYS there when needed.”

“I particularly appreciate the approach of the medical staff which is not only courteous, but offering discussion on issues on an adult to adult basis. All practice staff are friendly and efficient and the Surgery feels welcoming.”

The other responders did not wish to share their comments publicly.

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.

A patient who was 'unlikely' to recommend us said...

“Too many GP's in training are used and it is often hard to get appointment with a fully qualified GP.

We are sorry you feel you can't always get an appointment with a doctor of your choice as soon as you would like, but one of the reasons we are always able to offer on-the-day appointments for urgent problems and usually within 24-48 hours for non-urgent problems, is that we have two Registrars and one Foundation Year 2 (FY2) Doctor working and training with us at the Practice. This is in contrast to many GP practices that are short of doctors and cannot offer an appointment without having to wait a week or more.

The trainees are fully qualified doctors – the Registrars are in their third and final year of additional training to become GP's and the FY2 Doctors are in their 2nd year of training after qualifying as a Doctor. Whilst they are fully qualified, we do acknowledge that inevitably they will not have gained the experience that our longer standing doctors have, but all of them are fully supervised by one of our senior doctors for every Surgery they hold and can ask for help from a more experienced GP should they need to.

The registrars are a great asset to the Surgery and the struggle to recruit doctors and retain them locally is a national problem but we are making many attempts in East Sussex to improve this situation. As a Practice we view it as a very important part of our commitment to quality training to contribute to this and many of our Registrars remain local after completing their training and we are often able to recruit new Salaried GP's or Partner's from the Registrars who have trained with us.

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 four responses with permission to publish to this question...

“Make it easier to get through on the phone to book appointments and install an automatic door for patients with mobility problems or pushchairs/wheelchairs.”

What we have done so far to improve telephone access:

- Online appointment booking – whilst we appreciate not everyone has internet access, patients who do use Patient Online Services help to keep the phone lines free for other callers.
- Our current appointment system helps to spread appointment calls out throughout the day as it minimises the need to call at 08:30 to book non-urgent appointments.

What we have planned to improve telephone access:

- We plan to install a new telephone system in the coming months which will be designed to use different lines for outgoing calls to ensure all of our existing lines are kept free for incoming calls.

We are currently looking into changes that can be made to improve access for wheelchair and pushchair users.

“Nothing”

“Informative leaflets about general health, welfare and dietary advice would be helpful - prevention being better than cure most times. Well done everyone and thank you.”

We have leaflet racks/tables in all our waiting rooms (on the first floor you will find this in the far waiting area). Our Patient Participation Group takes responsibility for replenishing the supply and aim to keep a good range of leaflets available. We will pass your comments on to help them ensure we are offering the advice and information our patients wish to see.

“More continuity of care.”

We do understand the importance of continuity of care but the majority of our GP's are part-time and unfortunately the number of appointments each GP is able to offer are limited.

We pre-book appointments with all of our GP's up to five weeks in advance as well as offer on the day routine appointments followed by on the day urgent appointments via the triage doctor.

There are times when you will have to decide whether your need to be seen 'soon' is greater than your need for continuity of care in waiting to see your own GP.

How soon you can see your own GP will vary according to annual leave, other surgery commitments/rotas and general patient demand for a particular GP. Sometimes you will be able to book with your own GP on the day or within a day or two. At other times you may have to wait a week or two. We will always ensure there is another doctor available to see you when your own doctor isn't.

Doctors with their own list of patients, eg. the Partners, only offer their appointments to their own registered patients to try help with continuity of care and fair allocation of their appointments. You will therefore be offered a Salaried GP or a Registrar when your own GP is not available.

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.