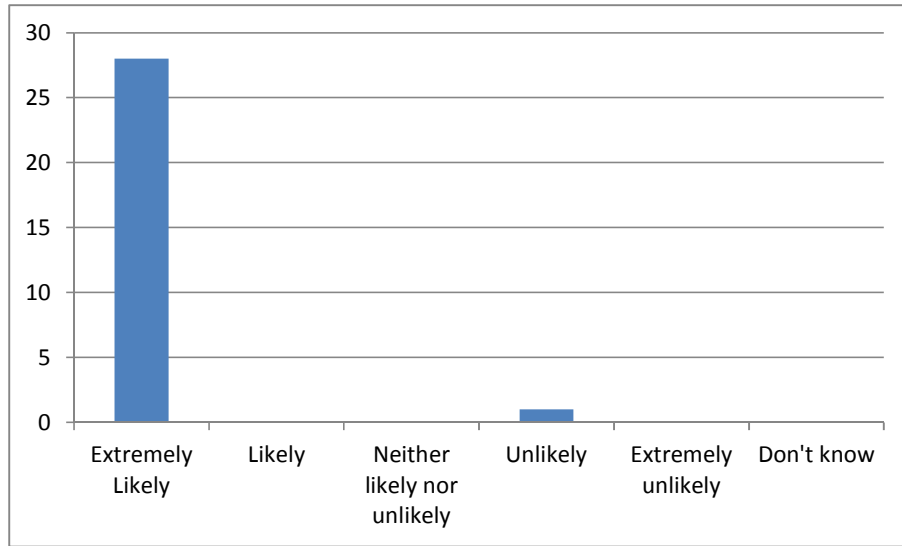


Results of Friends and Family (FFT) Survey for March 2018



Thank you to those of you who completed the Friends and Family Survey for us in March. We are again, on the whole, delighted with the feedback we have received. As you can see from the above graph, out of the 29 patients completing the survey, 28 were extremely likely to recommend us, 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 four 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...

"All staff extremely competent, very helpful. Always helpful on phone and Dr Ahmad is a marvel."

"Both the clinical and administrative staff are professional, helpful and caring."

"While on holiday in Majorca my husband collapsed with pneumonia. Our insurance company wanted proof of existing conditions of my husband's health. Within 24 hours the surgery had furnished the information they required and the insurance company agreed to pay for my husband's treatment and my hotel. Such prompt help relieved me a lot of worry at a very distressing time."

"I have been a patient at Arlington Road since moving to Eastbourne 26 years ago. The surgery and all the staff have always proved a professional and reliable NHS service for which I am very grateful. The GP's I have had consultations with have generally been thorough and keen to get to the root of any health issues I have presented with. My own GP, Dr Lofts, has always provided me with caring, efficient and empathic health care service including (on rare occasions) home visits. The Reception team have always been friendly, welcoming and willing to help during my visits to the surgery."

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?

We received one response with permission to publish to this question...

"Unfortunately there are often occasions when I would like to see my own GP but waiting times to see her can be in excess of 2/3 weeks. I completely understand the pressure the surgery is under though and unless the Government injects a vast amount of money into the NHS as a whole the improvement in our health services are greatly limited due to the need to continually prioritise!"

Thank you for your understanding, we do understand your frustration. Whilst we will always offer you an appointment with another GP in these circumstances we do understand this does not, regrettably, provide the best continuity of care.

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.