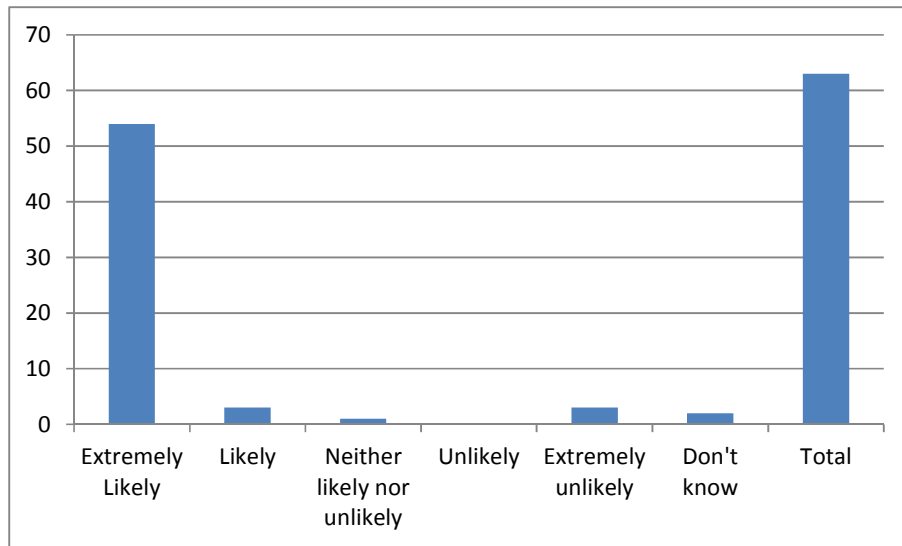


Results of Friends and Family (FFT) Survey for May 2019



Thank you to those of you who completed the Friends and Family Survey for us in May. We are again, on the whole, delighted with the feedback we have received. As you can see from the above graph, out of the 53 patients completing the survey, 54 were extremely likely to recommend us, 3 were likely to recommend us, 1 didn't feel strongly either way, 3 were extremely unlikely to recommend us, and one patient 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 seven 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...

"I think Dr Higgs is a very kind and *compassionate* with me as a patient. He is very attentive and helpful with my medical needs. He really is a doctor who is worth his weight in gold and very good."

"Seen before appt as arrived and checked in 30 mins early. Sympathetic initial appointment."

"Wendy must be the best 'vampire' in the world. Finds my blood where others fail. Give her my praise and look after her."

"All the doctors at this surgery are very good and taken time to listen."

"I find Dr Higgs a very caring and helpful doctor. He is worth his weight in gold. Also very attentive to my problems and gets them resolved, a true gentleman."

"Saw Dr Malak who was fantastic. Went above."

"I have the highest appreciation of this surgery - the receptionists, nursing staff and doctors are always so kind and caring. I feel safe when I come in here."

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?

"Pavement access to surgery (council's responsibility). Difficulty of double doors to surgery for wheelchair."

The issue with the pavement has been raised by patients 7 times in the last 7 months and the Patient Participation Group have included this problem in a letter they have addressed to the council about the parking.

In addition to this 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>

We appreciate the entrance layout is not always easy for wheelchairs and buggies. Our reception staff are more than happy to help, if you require assistance, please ring the doorbell. This is less of a problem in the warmer months when we can have the internal doors open.

"It would be nice to see my own doctor more often."

We too would prefer consistency but unfortunately General Practice is a fast changing world and GP recruitment continues to be difficult.

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. 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 consistency.

"To be able to book an appointment rather than wait a week."

If your need is urgent we will always offer an appointment/triage advice on the day. It is our routine, pre-bookable appointments that are booked further ahead.

"Nothing! BUT the pharmacy leaves much to be desired!!"

Please direct feedback about the Pharmacy to Pharmacy Manager, Hazel Winter or to the Day Lewis Customer Service Team at Day Lewis, Plc, Day Lewis House, 2 Peterwood Way, Surrey, CR0 4UQ. Tel: 020 8256 6205. Email: customercare@daylewisplc.co.uk

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.