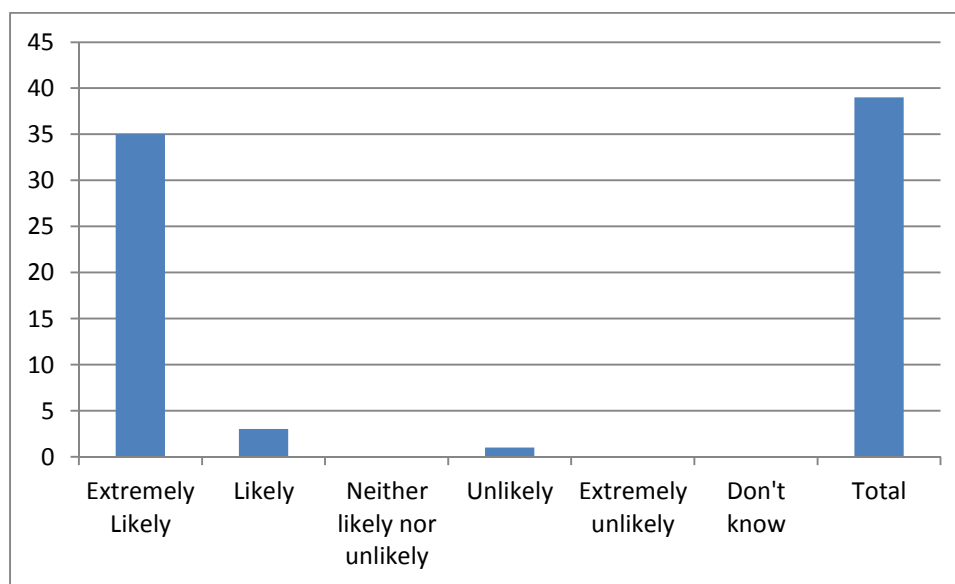


Results of Family and Friends (FFT) Survey for October 2015



Thank you to those of you who completed the Family and Friends Survey for us in October. We are again delighted with the results! As you can see from the above graph 35 out of the 39 patients, who completed the Survey, said they are 'Extremely Likely' to recommend us to their family and friends. A further 3 patients were 'Likely' to recommend us, leaving one patient 'Unlikely'.

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. We also received some lovely comments that patients chose not share publicly.**

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

"I have been a patient at the Arlington Road Surgery for 43 years and during that time I have never had cause for complaint and am most grateful for the care, patience and courtesy I have received from all the staff at the surgery."

"Very friendly. Nice flu injection!!"

"As a family we have been attending Arlington Road Surgery for 40 years and have always received a friendly, helpful and the best of support when needed."

"Excellent service by all - docs, nurses and staff, including the pharmacy."

"Staff & Drs all friendly and helpful. Very good service, including the pharmacy"

"I have always found the surgery to be helpful, efficient, friendly and professional. I feel that I receive expert and considerate treatment and advice from my doctor."

"Staff always very helpful and patient. Bright clean waiting area. Addiitonal pharmacy on-site."

"What a brilliant doctor... (Dr Konu). Extremely helpful and friendly too."

"Helpful reception, excellent GP"

"Well I think the Surgery is one of the best in Eastbourne. The staff are very helpful and if you can't see your own Dr they will let you see another one"

"Flu jab queue moved really fast - staff friendly and helpful as usual."

"Super doctors"

"A Saturday at end of July the Paramedics were called & diagnosed me with Pneumonia and were able to give me paracetamol and antibiotics immediately. On the following Monday morning I was phoned by Dr Deery's secretary who asked me if the antibiotics were working and whether I needed a home visit from a Doctor. My reply was that I felt somewhat better than I did on Saturday and did not feel I should call a Doctor out. I was most impressed with this attention."

"On the books for a lifetime."

"I recently requested to change my doctor as the doctor assigned to me I had only seen once, all other appointments have been with Dr Ben McFadden who is brilliant. This has been done."

"I have had Dr Williams as my Dr for over 30 years and always found him very caring, helpful and professional."

"Treatment and care from Dr P Williams. Helpfulness of reception staff.
Exceptional care I receive from Nurse Jeanette."

"Without exception, this amazing staff team offer our entire family immeasurable attention and care - with sincerity too."

"I have been a patient of yours for about 15 years and have always received excellent health care from my Doctor, Dr Deery. Dr Frisby mainly provides the management and care for my Type 2 Diabetes. His knowledge, skill, care, sensitivity and communication are, quite simply, ABSOLUTELY EXCEPTIONAL. Dr Williams is also excellent. I have also always received first class care from all of your NURSES that I have seen over the years."

"My husband and I have been with the surgery for twenty years and have had no reason to complain about anything. The surgery staff are very friendly and are always willing to help sort out any problems. The doctors and nurses are the best you could have."

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

"Very efficient and helpful service."

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...

"My experience over the years has led me to believe that the degree of doctors' care is minimal and results in the patient losing the trust that should be present in the relationship."

It's disappointing to learn that a patient feels this way, but difficult to address without knowing if this relates to one specific doctor or to the Practice as a whole.

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?

Several of the responding patients felt there was nothing that needed improvement, or opted not to share their comments publicly. Here are the suggested improvements we received from patients this month...

“Less waiting time for doctors appointments”

“Not satisfied with appointments system. Took one month to get an appointment with my own doctor.”

“Always see my own GP”

“The appointment booking service is rather complicated and one sometimes has to wait quite a long time for an appointment.”

“Working full time - difficult to make appointments in advance if wish to see own doctor. Have to ring on day, not always easy when start work at 8.30am”

“Nothing, I fully understand that sometimes you need to wait.”

“Allow more than the current 10 minutes allocated for the consultation to enable the GP to read the notes on the file and properly assess the situation with the patient”

“I think that your new appointment system needs examining. In urgent cases I believe that it is unreasonable for patients to have to book weeks in advance to see the Doctor they are registered with or, alternatively, to have to take "pot luck" as to which Doctor they can see more promptly.”

Thank you for your feedback about our appointments system, which we have grouped together above. Whilst we are always striving to improve this aspect of our services, it is always very difficult to strike a balance and please everyone. We do appreciate that

most people would prefer to see their own GP and with our old appointments system we received a lot of complaints that people who were willing to wait were unable to plan and pre-book their appointment. This led to patients sometimes having to call several times to try to 'catch' their own GP when he or she had appointments available. Whilst patients were doing this, others who may be phoning for the first time would get in first and secure themselves an appointment on the day. We felt it was time to try to develop a fairer, first come-first served, system.

The new system means that you either choose to wait to see your own GP in their first available appointment – this can vary considerably from the next day to maybe the next week or two depending on whether he or she is taking any annual leave, has other surgery commitments or is just in high demand at that particular time. Or, see another GP more quickly. We pride ourselves in being able to offer another GP rather than expecting patients to wait when their need is more urgent as we often hear of other Practices who are unable to offer this option.

Please be assured that we are always looking for ways to improve what we offer – we encourage a culture within the Practice that is always looking for ways to deliver a better service rather than standing still and doing nothing. However, there are limitations that affect what we can deliver against your expectations.

Nearly all of our GP's are now part-time so the number of appointments each individual GP can offer is limited, however we do ensure we make up the appointment shortfall by providing appointments with other doctors. An article in our December 2014 Newsletter also highlighted some of the other factors that affect GP availability. We have included some of the text here...

"Sadly, gone are the days when, unless a GP really was on holiday, he or she was always doing a surgery and available to see their registered patients – we are sure there are many GP's who would like to go back to that time! The ever changing face of General Practice is such that in addition to seeing patients in routine appointments, GP's have many other services, tasks, challenges and commitments they are expected to fulfil.

More and more services are being passed to primary care (general practice) that were previously provided by secondary care (hospitals). Whilst it's excellent to have the expertise of the GP's that specialise in these clinics in the Practice and it can be very convenient for patients to attend their GP surgery rather than travel to a hospital, unfortunately when the specialist GP is running his or her clinic they are then not available to see the patients who are registered with them for routine appointments.

In addition to specific clinics (eg. Diabetes, Dermatology, Minor Surgery, Coil Fittings, Ear Microsuction), there are many contractual obligations enforced by NHS England, which require the GP's to take time out from doing routine surgeries to ensure we are providing the care and treatment we should to various different patient groups. So whilst in the background the GP's are working hard to ensure the best possible care for their patients, they are not always being seen on the frontline.

We are also a training Practice, meaning two of our GP's are qualified to train new GP's. This is a great asset to the Surgery in terms of keeping us up to date, but also in terms of the extra appointments the registrars (trainee doctors) give. However, the trainees have weekly tutorials with their trainer, so again that takes a routine surgery away from both trainers each week.

There are also the surgery rotas to cover, such as emergency doctor, visiting doctor etc. so again your doctor may not be available to see you when it's their turn to cover one of these rotas. However, they are more available to our most sick, vulnerable and high risk patients.

We are very fortunate at Arlington Road, being a training Practice, that we have the registrars on a daily basis to make up the appointments lost when the Partners are covering these other commitments. We do understand that there are times when you would prefer to see your own GP but we felt an insight into some of the tasks that the GP's have to cover would be helpful, as we do understand that at times it may sound like your GP is always on leave."

Other suggested improvements were as follows...

Better music system!

That's always a difficult one and we will never please everyone whatever we play! However, we are trying different options at the moment.

"Perhaps when you want to find out blood test results, they could tell us when they are in."

Whilst it would be nice to follow-up every patient personally, unfortunately the number of results coming through on a daily basis makes this task virtually impossible. We can receive around 60+ blood test results on a daily basis, finding the time to contact each patient and getting through to each patient first time would be an enormous task. If your results are very abnormal, it's quite likely that your doctor will contact you direct, but we would advise all patients to call us a couple of days after their test, in the afternoon between 2-4pm if possible, to enquire about their results.

"The online booking service makes exceptions of those of us with shared email accounts. Any way of resolving this would be great."

Many of the rules surrounding the online booking service are set by NHS England, rather than by each individual Practice. The rules that patients may find irritating or difficult to understand are all about ensuring patient confidentiality and to prevent patients being coerced into sharing information with other people. The sharing of email accounts for online services is one example of this. All automated appointment reminders go to the email address given and whilst you may not foresee that as a problem at the current time, there may be a time in your life when you would prefer this not to happen.

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.