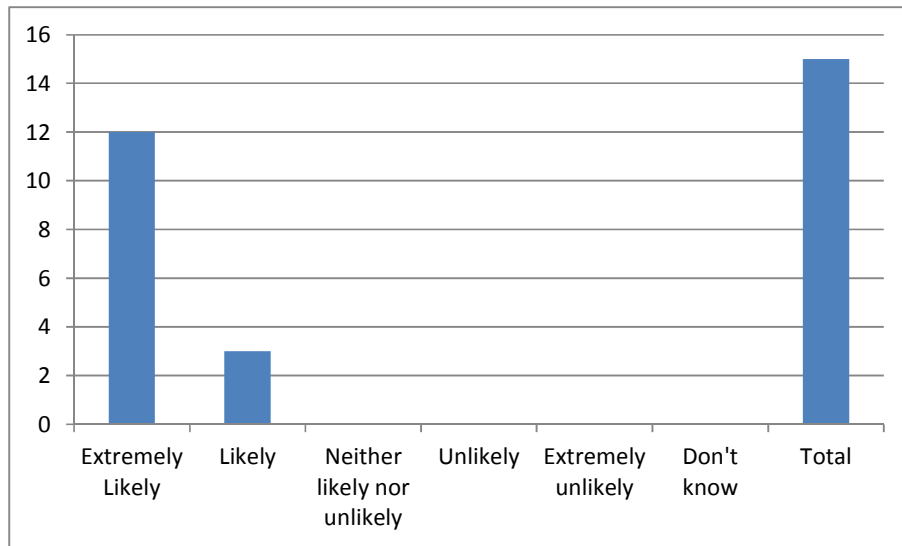


Results of Friends and Family (FFT) Survey for September 2016



Thank you to those of you who completed the Friends and Family Survey for us in September. We are again delighted with the feedback we have received. As you can see from the above graph, twelve patients were 'extremely likely' to recommend us and three patients were 'likely' 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 eight patients gave us permission to do this.

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

"I have had very positive experiences at Arlington Road Practice and I always feel that the receptionists, nurses and doctors alike listen to me and really care and try to help improve my health however they can. I have previously had very bad experiences at another practice so this has been delightfully refreshing and in particular I would like to thank Nurse Sue Kitchener, Dr J Katsoni and all the receptionists for being so kind, helpful and caring. You don't know what a difference you have made to me. Thank you so much!"

"The nurses at the practice are always pleasant, professional and in good spirits even when they are under pressure. Similarly the receptionists are warm, welcoming and calm. 😊"

"Helpful and friendly reception. Excellent doctors. Prompt appointments."

“After six years living in a pay health care system in Florida, extremely happy to return to the NHS service which is more than comparable to a paid service. Staff are just as caring and dedicated as when I left. I personally have always had a good experience and cannot see how you can improve my care. Many thanks to all the Doctors and staff at Arlington, very glad to be back in your care.”

“Excellent service and treatment by nursing staff in prolonged treatment of an injury. Very happy with the doctor’s care/treatment.”

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.

The patients who were ‘likely’ to recommend us said...

“As pensioners we feel Arlington Road has become too large and impersonal. We seldom see our own doctor. The appointment system is chaos, forcing us to physically go to the Surgery to make an appointment. The one friendly face is that of Nurse Jeanette who is always prompt, helpful and we feel really cares.”

We are sorry that you feel that we have become too large and impersonal – it’s rather a two-edged sword. If we didn’t expand we wouldn’t be able to offer the services and number of appointments that we do, but with expansion comes the larger team where perhaps the doctor you see doesn’t know you as well as your own doctor would.

We do understand the frustrations around not being able to see your own doctor as soon as you would wish to and how you can feel this leads to a lack of continuity of care and we are very aware of the impact this has.

In many ways we would love to go back to the days when each doctor’s working day meant they were at their desk and available to see their own patients but sadly the current demands on General Practice do not allow this.

To make the best of a difficult situation we always ensure that we have a doctor available to see urgent problems when patients are unable to wait to see their own doctor.

We acknowledge that our appointments system is under a lot of strain at the moment which has been impacted by several factors.

1. September saw the changeover of our computer system and various stages of this transition limited the appointments we could offer at times. Our online service is also currently unavailable.

2. Dr Deery took his 3 month sabbatical during August, September and October. Due to the national shortage of GP's we were unable to arrange as much locum cover for this period as we would have wished. In addition to this, we were unable to host a Foundation Year 2 Trainee Doctor during this time, as Dr Deery is responsible for their supervision.
3. It has been a particularly busy period, with high demand for appointments.

We hope that this particularly busy patch will soon subside with the bedding in on the new computer system, the return of Dr Deery to the Practice in November and the ability to take on a FY2 doctor from December. Please be assured that we are constantly addressing the challenges that the system faces and making improvements when we can.

“Both my family and I have been members of the practice for many years. I have always had good treatment from the Doctors that I have seen and excellent treatment from the Practice Nurses. However I have had problems over the years with the desk staff and found it very difficult at times to deal with them. However, over the last few months I have noticed a general improvement in their attitude.”

We apologise for any difficulties you have experienced in the past and are glad to hear your experience has improved in recent times.

“With the size of the area the surgery covers it is very difficult to get there by public transport from the eastern end of town, there once (many years ago) surgeries held at Princes Park/Wartling Road. Why can this not be reinstated for patients who live near to that end of town, also for drivers parking close to the town surgery is nigh on impossible.”

Sadly, parking and transport will always be problem in this area of the town and it's something that is completely out of our control. We ceased to offer surgeries at the Winifred Lee Health Centre when the Practice there became too small for their own patients and a new Surgery was built. At that time we felt we could better operate from the one site at Arlington Road.

Our Practice area has actually decreased since that time, so we no longer take on patients living in that area. We realise that there are patients who have historically been registered with us living in that area of town, and it may be beneficial for these patients to consider registering at a Practice closer to their home address for their own convenience.

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

"Advice on arrival as to whether the appointment time will be delayed."

This is something that our receptionists aim to do. However, there are times when a clinic starts to run behind after your arrival. We apologise for any occasions when you have not been informed.

"Let's wait & see the outcome of the new computer system."

"A better system whereby we could make appointments in advance. Parking is impossible."

Our system does allow for booking appointments up to five weeks in advance. Please see the article in our April-May 2015 Newsletter, which is still available on our website that best explains how our appointments system works.

"Difficulty in getting appointments with my registered doctor"

We do understand the frustrations around not being able to see your own doctor as soon as you would wish to and how you can feel this leads to a lack of continuity of care and we are very aware of the impact this has.

In many ways we would love to back to the days when each doctor's working day meant they were at their desk and available to see their own patients but sadly the current demands on General Practice do not allow this.

To make the best of a difficult situation we always ensure that we have a doctor available to see urgent problems, when patients are unable to wait to see their own doctor.

“Weekend surgeries would be an improvement and a proper out of hours response, just as there was years ago, the service has got worse, no wonder the ambulance and A&E are struggling to cope. Most of the reception staff are very pleasant, however I have found one or two who are very brusque (not rude) when answering the phone, maybe a training course is needed?”

None of our doctors work for the Out of Hours Service. Feedback can be given to the service by contacting the Eastbourne, Hailsham & Seaford CCG, who are responsible for commissioning the service locally. They can be contacted by telephone: 01273 485300 or by email: EHSCCG.enquiries@nhs.net.

Your feedback about the manner of some receptionists will be fed back to our reception team at our regular team meetings.

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.