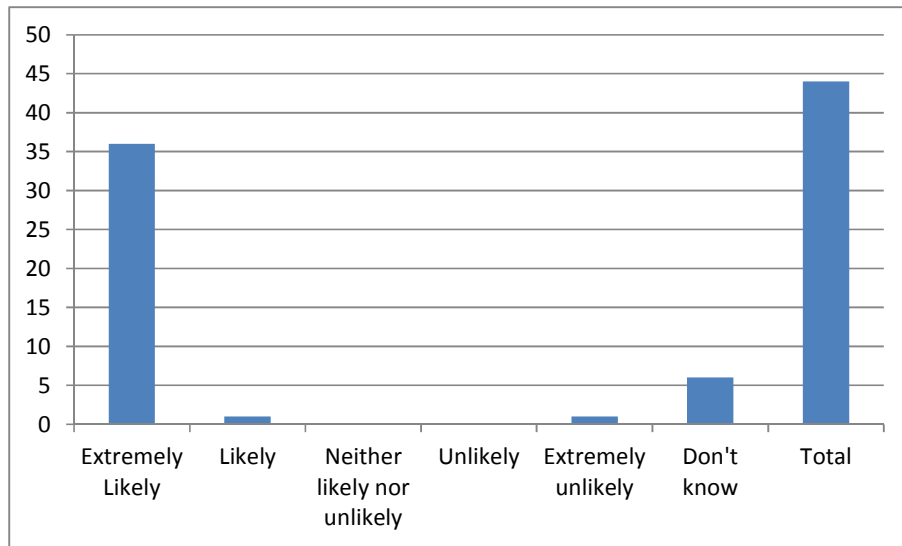


Results of Friends and Family (FFT) Survey for September 2019



Thank you to those of you who completed the Friends and Family Survey for us in September. We are again, on the whole, delighted with the feedback we have received. As you can see from the above graph, out of the 44 patients completing the survey, 36 were extremely likely to recommend us, 1 was likely to recommend us, 1 was extremely unlikely and 6 patients 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 five 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...

"Staff are always friendly and informative."

"Because everyone is always pleasant and informative."

“Very helpful receptionists, lovely nurses. Dr Laure a wonderful doctor who listens and goes beyond. She sees me regularly which is very important with cancer. It is important to see the same doctor.”

“Everyone is pleasant, friendly and informative.”

“Amazing Surgery. Great Doctors. Recommend this surgery.”

The other responders did not wish to share their comments publicly and there were no suggested improvements this month.

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.