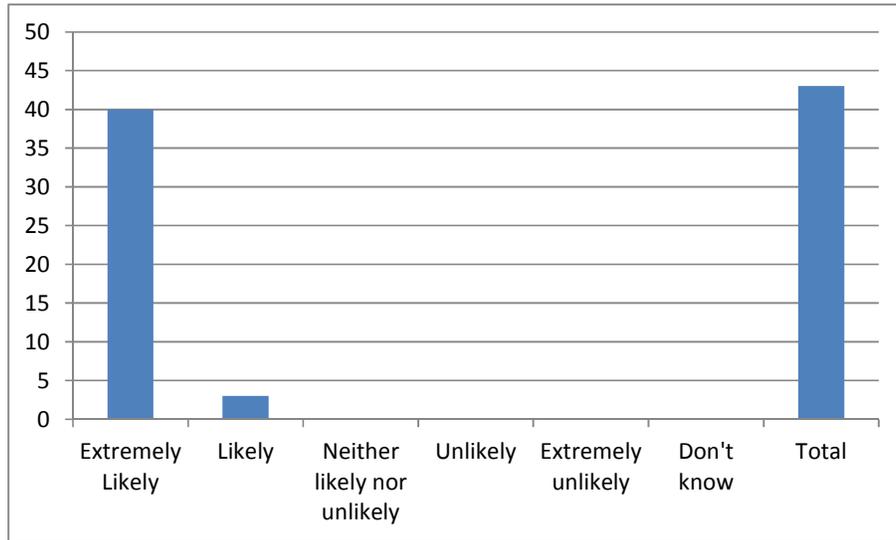


Results of Friends and Family (FFT) Survey for November 2018



Thank you to those of you who completed the Friends and Family Survey for us in November. We are again delighted with the feedback we have received. As you can see from the above graph, out of the 43 patients completing the survey, 40 were extremely likely to recommend us and 3 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 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...

"Wendy was brilliant – blood pressure check"

"My elderly mother came to the Surgery on a Saturday morning on the wrong day for a flu jab. The surgery was closed but Dr Frisby, who was just on his way out, took my mum in and gave her the jab then took the trouble to ring me to tell me what he had done. That was above and beyond all expectations. Thank you so much Dr Frisby." 😊

"I have never received, in another surgery, the outstanding service you give – receptionists, the 5 doctors and 4 nurses I have seen. They tell me you are a happy team and it's obvious!"

"Trainee receptionist extremely helpful and calm despite stressful start to my day. Dr Ahmad, as ever, courteous, patient, reassuring and helpful."

"Excellent handling of our missed appointment (Julia) and patience (Fiona and Debbie) with making new appointments."

"Personal, support, genuine."

"Dr Higgs is such a good doctor who is very caring and understanding when I go to see him. Certainly a gentleman who is worth his weight in gold; nothing but praise for him."

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?

"Nothing"

"Tackle council about tree roots between pavement near Surgery and between depressed access to pavement at junction with Old Orchard Road."

"Pavement difficult for wheelchair!"

The Council have already done some pavement repairs outside the Surgery, so unfortunately that's probably as good as we are going to get it! However, if you would like to report the difficulties you are experiencing, this can be done via the following link to the Council <https://www.lewes-eastbourne.gov.uk/streets-parking-and-travel/report-an-issue-on-a-path-or-walkway/>

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.