FFT Monthly Summary: February 2017

VANBRUGH GROUP PRACTICE Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

| · | | | | | | | | | | | |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
| 64 | 19 | 3 | 3 | 7 | 3 | 1 | 0 | 0 | 98 | 0 | 0 |

Notes: 1. The CQRS Reporting table scores above should be entered directly as presented into the CQRS System. For further information please contact the CQRS service desk on 0800 440 2777 or email them at cqrsservicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

| Surveyed Patients: | 328 | | | | | | |
|----------------------|------------------|--------|-----------------------------------|----------|-----------------------|------------|-------|
| Responses: | 99 | | | | | | |
| | Extremely Likely | Likely | Neither Likely nor Unlikely | Unlikely | Extremely Unlikely | Don't Know | Total |
| SMS - Autopoll | 64 | 19 | 3 | 3 | 6 | 3 | 98 |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| Total | 64 | 19 | 3 | 3 | 7 | 3 | 99 |
| Total (%) | 65% | 19% | 3% | 3% | 7% | 3% | 100% |

Summary Scores

NHS Scoring Guidance

Recent guidance issued by NHS England has confirmed the move away from the 'Net Promoter' scoring methodology to a simpler 'Percentage Recommended' and 'Percentage Not Recommended' method.

The percentage measures are calculated as follows:

extremely likely + likely

extremely unlikely + unlikely

Not Recommended (%) =

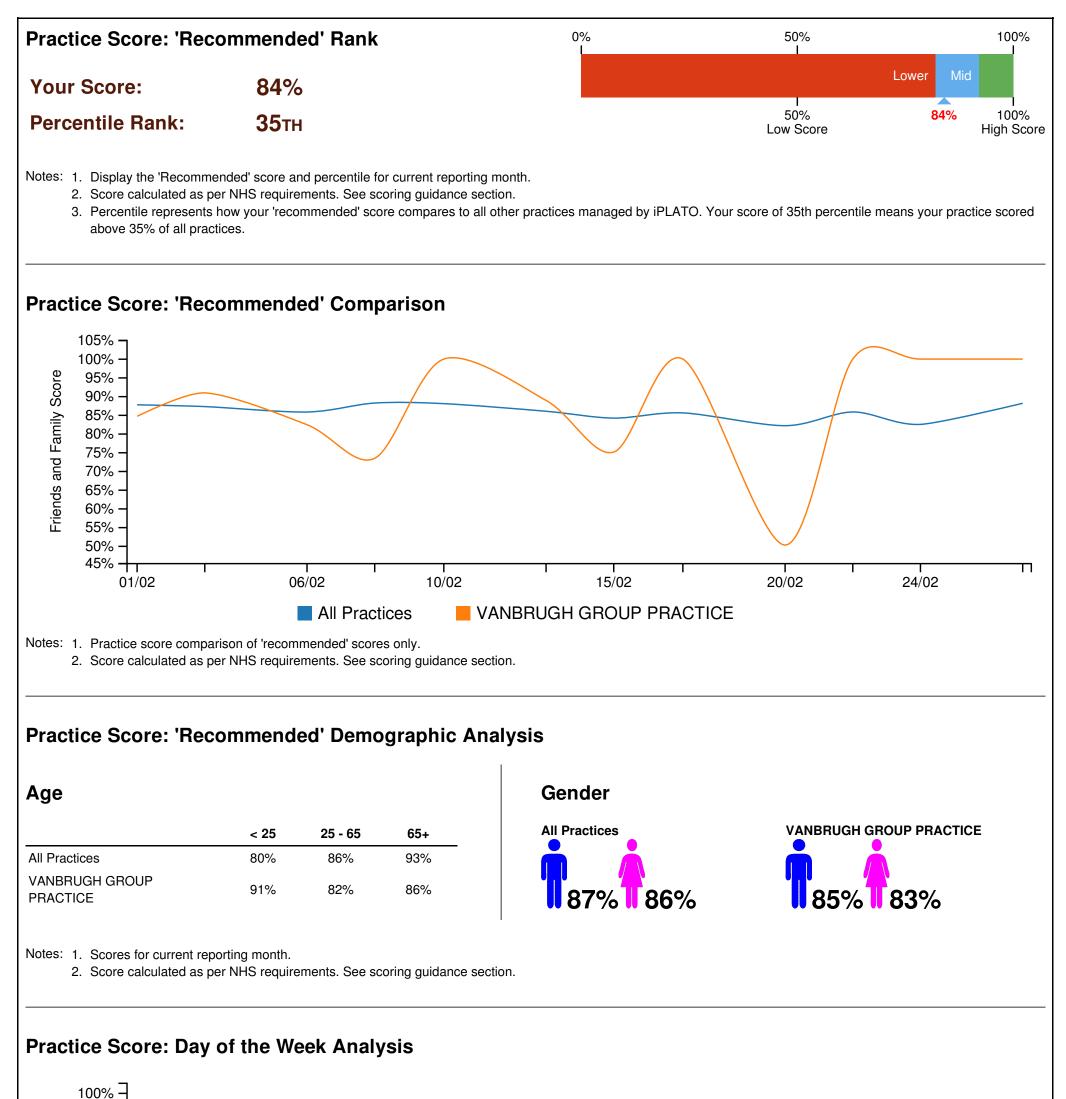
- x 100

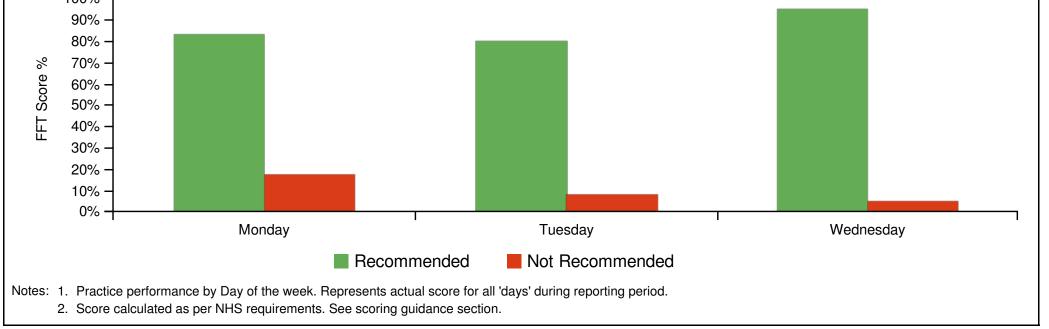
extremely likely + likely + neither + unlikely + extremely unlikely + don't know

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

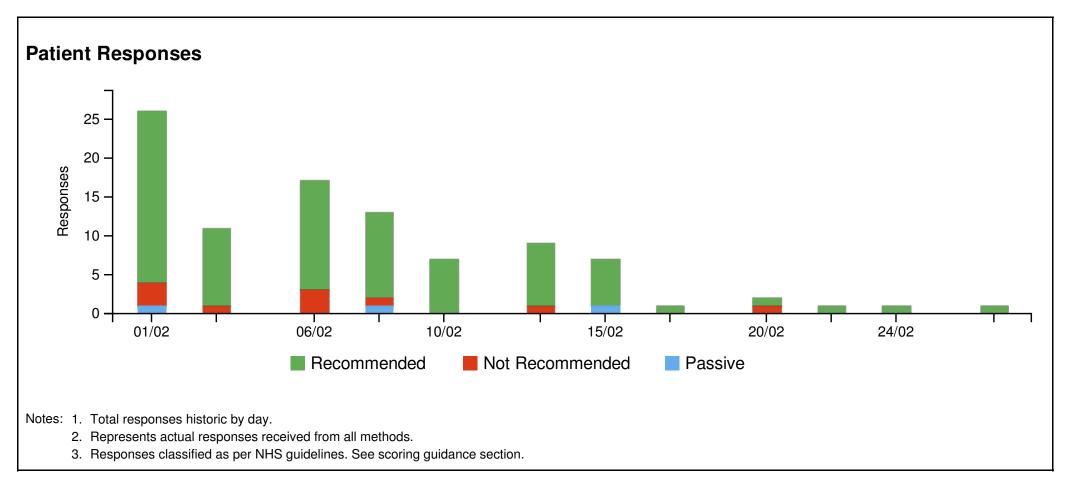
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring





SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary



Patient Free Text Comments: Detail

- Notes: 1. Free Text Comment received for current reporting month.
 - 2. Classification based on initial response to Q1 rather than content of message.
 - 3. Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

Recommended

- ✓ Fast efficient service
- ✓ The service provided was excellent and the staffs are very helpful.
- \checkmark I like having several female doctors in the practice to see me
- ✓ extended opening hours and telephone consultations
- ✓ I had a next day appointment . I saw the doctor at the allotted time with no wait and he c was very helpful
- The reception staff. Are very helpfull they go above and beyond to to ensure I get whatever I ask them for. And I allways get to see Dr Jr Jason who knows me and so I don't have to see a different doc every ry time I go there. Sadly I do have to wait along time for an appointmntment with him as he is only there 2 times a week. But I always am ha ha
- Friendly professional service
- ✓ If one calls in the morning at 8am and get through . Then you definitely get an appointment.
- 10 min per appointment is just too short
- ✓ Doctor is very understanding of my varying health issues and happy to discuss treatments
- I have moved around the country and been a member if many GP practices we were in this group practice 15 years ago when we lived in Greenwich but moved away. We always said it was the best practice we had been too. We are glad to find returning to the area it is still the same high standard or even better than it was.
- Skilled and sensitive nurse made an unpleasant procedure bearable.
- Quick pleasant service clean waiting room
- In Sheppard is an excellent, pragmatic clinician, very approachable and professional. I would strongly recommend him to anyone.
- ✓ Little waiting time and great care from the practice nurse.
- Courteous staff and doctors
- Efficiency
- ✓ Always manage to get an appointment when needed or a callback from a Dr, friendly and helpful reception staff.
- I was Treated with respect and dignity
- ✓ Find every one helpful
- Joyce Skeete is a lovely nurse, professional, puts you at ease and very friendly. New updated electronic checkin not very quick, keeps sticking and eventually moves on and asks unnecessary questions about smoking?!
- Long delay so can't choose "extremely likely" but good service once seen.

✓ Very helpful new doctor.

✓ The way i was treTed by all of the staff with care

✓ Clean surgery. Auto check in. Friendly doctor

Prompt reply

✓ The people who work there. Also Doctors obvious level of care and concern.

✓ Dr. Parker is awesome. Very thorough and efficient. She takes time to listen to her patients and is very methodical in diagnosing the cause of her patients' issues.

✓ Friendly nurses and GPs, appointments on time

Thorough care, good availability of appointments

Really friendly helpful nurse and reception

✓ Satisfied with the service.

Friendly&helpful staff

Friendly staff and patient doctors

Friendly, helpful service.

The staff are friendly and helpful and the doctors actually take the time to listen to your problems and not just brush them off as nothing

Empathetic doctors who listen

✓ The staff are very polite and friendly.

✓ Nice environment for the practice, appointments on time and Sister Joyce Skeete very good and professional today.

✓ Pleasant staff

- ✓ Felt well looked after.
- ✓ Always had first. Class treatmennt, receptionists have always been kind and very polite. In my view, there is nothing to improve on. Thank you.
- ✓ Good service provided
- ✓ The doctors are good
- ✓ I like the practice, in the way that there are a variety of doctors so I can find one that suits me. However it is difficult to get an appointment sometimes
- ✓ Kate Irving very good nurse and puts you at ease.
- ✓ Fast reliable appointment system

Not Recommended

- ✓ Doctors are not helpful and rude
- ✓ Wrong number!! Meant to be 1
- Inable to get through on the phone on repeated incidents had to take time off work to come down and physically book an appointment. Imagine if I were disabled ?

Passive

- Unfriendly dotors
- ✓ I found it a bit useless
- I got what I went for but had to wait for an hour to get the inoculations I needed. There was no obvious reason for the delay although apologies were proffered and accepted.