FFT Monthly Summary: March 2017

VANBRUGH GROUP PRACTICE Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
59	26	3	7	5	2	3	0	0	99	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: Responses:	301 102						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	58	26	3	6	4	2	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	0	1	1	0	3
Total	59	26	3	7	5	2	102
Total (%)	58%	25%	3%	7%	5%	2%	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 (%) =

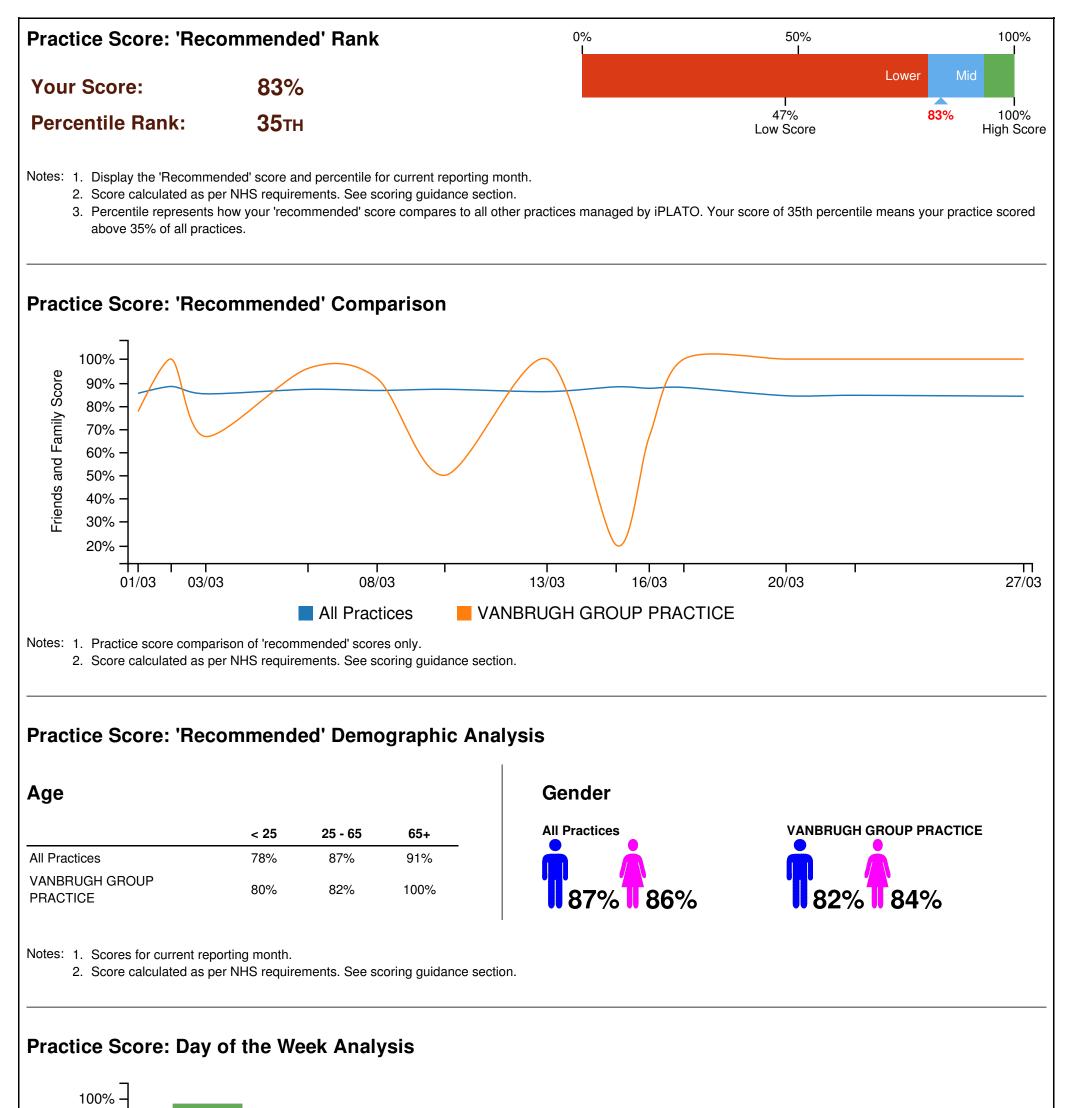
- x 100

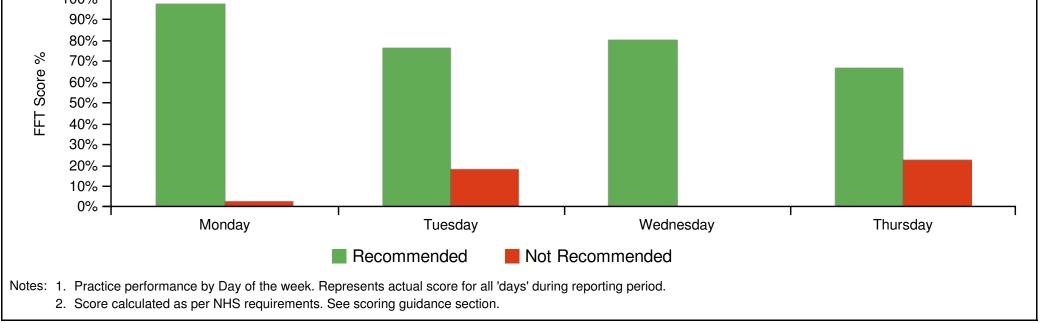
extremely likely + likely + neither + unlikely + extremely unlikely + don't know

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

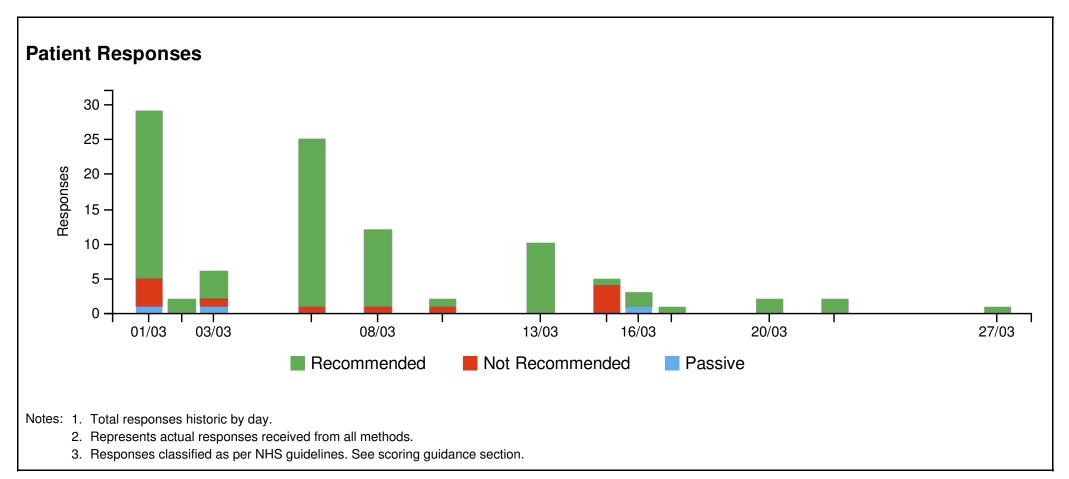
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring





SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary

Thematic Tag Cloud bloody overall **Reception Experience** 16 hardl dreadful general Arrangement of Appointment 22 recent Reference to Clinician 28 lowever Caring Notes: 1. Thematic analysis for current reporting month. showing 2. Thematic analysis covers the most rude discussed themes by analysing sentence fragements and is not an ra impatient serious exhaustive analysis of all talking points. ju_{st} addressing 3. Tag cloud is rendered using the most anxious urgei used present participle verbs, gerund impo verb, adverbs and adjectives where the word frequency is reflected in text size. mooth quickly young dealing

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

- In Kudari was efficient, straight talking, honest. I appreciated that. I had been more anxious than i realised about addressing my issue and i left more relaxed, feeling like progress had been made as a result of his efforts.
- ✓ receptionists are very efficient and professional health check was given plenty of time
- ✓I feel cared for
- ✓ Good / friendly service however impossible to get through on the phone + needing to wait at least a week for an appointment.
- ✓ I'm just really happy with the services I have been getting from the surgery right from the receptionists to the Doctors.
- ✓ Excellent doctors. Online appointments and repeat prescriptions
- ✓ Staff are very willing to help.
- I get appointments the same day I need to see the DR.Staff are friendly and helpful. The Doctors at the surgery very polite and they do their job perfectly showing that they care about their patients
- Its a good surgery and the doctors and staff a really helpful. The only issue I have is trying to make an appointment and not getting one till a week later
- Great doctors. Nice building
- ✓ I was able to get an emergency appointment for my toddler at very short notice with a very nice doctor who took time in assessing her.
- ✓ Hardly any wait time, vaccination with small child went very quickly/smoothly
- ✓ I was really happy with the care we were given. In addition, the staff were all very lovely and welcoming. Thank you.
- ✓ Efficient and ease of dealing with appointments etc
- The centre has a good availability of appointments, same day for emergencies and within a couple of weeks for non urgent issues. All of the doctors and nurses I have met have been very nice. The centre is clean and guiet and I like there is a children's area. The only drawback is the wait time. Generally I am always kept waiting 20 mins or so after my
- appointment time even after arriving early.
- ✓ Generally good service is offered--- but getting an appt is dreadful
- ✓ Drs have always phoned when they said they would and provided support and understanding
- ✓ Didnt wait long and dr cassidy never rushes you out
- ✓ All has been good, apart from wrong address registered. My test results were sent to a wrong house.
- Appointment was prompt, facilities appeared very good, the doctor was courteous and helped me appropriately. Thank you.
- Everything was good- appointment ran on time. I do wish I could have been seen sooner.

Modern facilities Generally friendly staff

The nurse and the receptionists were all very helpful and kind. My appointment was on time and everyone was very understanding.

✓ Dr Cooper is the most approachable doctor I have seen and I would highly recommend her

Efficiency

- ✓ 90% if the time I've had great support from the Dr
- The appoiment was more or less on time the doctor was good a good service overall but had to book an appointment two weeks in avance. thank you

✓ Staff helpful and efficient

The service is mostly efficient and the staff are very welcoming.

✓ I didn't need to attend the doctors which freed up my time and the doctors time for a referral letter.

- \checkmark Professional staff but also with a caring manner when needed
- ✓ Friendly and nice environment
- Excellent service Always courteous and efficient

✓ Convenient

- When I was stuck in traffic my daughter was waiting for the appointment and spoke to them about why I wasn't available and dealt with it very understandably, they also gave us great advice and information.
- ✓ Helpful reception staff and GPs who go out of their way to be helpful, particularly Dr Moore

✓ Smooth operation

Clean, new facility, friendly enough staff, GP willing to take the time to listen and engage. Not a 1 because appointments are hard to get!

No as bloody minded as other surgeries, the receptionists do not act like god & most of the GP's have a good bedside manner so to speak, not brusque, disbelieving, or up their

own backsides. There is one young Asian male GP, not Dr Jaison, who is very patronising, off hand, talks at you with attitude rather than listen and talk to you on an equal level, not good.

✓ Professional, efficient and friendly

- I am always able to get an appointment or have a GP call me the same day. The service is always efficient and friendly and I must say it seems superior to a lot of GP practices based on the experience of friends and family living both in he same area and elsewhere.
- Doctor Monah and dr Moore are the two doctors I see the most. They're both excellent listeners, and make me feel like they care about my health issues and provide excellent service in that department. The nursing and reception staff are also super. Kind, helpful and always go above and beyond. Thanks to everyone! I appreciate you.
- Good availability of appointments when needed.
- ✓ The exceptional service provided by the nurse I saw
- Good professional help and support but not always seen on time and often very difficult to get a quick appointment for important but not emergency problems.
- The Dr was extremely thorough, put me at my ease, asked me lots of questions, told me how she was going to examine me and what happens next.
- ✓ All good except quite hard to get an appointment.

Not Recommended

- gp was impatient behaved rather condescending towards serious questions by parent. she was non committal in her consultation. Four to ten weeks is a long window to me.
- ✓ because I start ringing at 8am but no one answers for 20 or 30 minutes
- ✓ It's very difficult to get an appointment or to talk with anyone properly with enough time
- Last week I saw a GP who wanted me out of the door as soon as I walked in, and dismissed anything I said. He phoned me this week to discuss bloods and told me he wasn't going to do anything and again dismissed my suggestion. I asked for a second gp to phone me with a second opinion today but not between the hoursOf 9 and 11 but phoned twice before 930. Was then told by reception that that was myAppointment and I missed it. The service here is diabolical and will be moving surgery to get the care that is not being provided
- ✓ Nurses are really friendly
- ✓ Never answer phones, difficult to get appointments, short and sometimes rude doctors
- Length of time in getting an appointment. Also my appointment always runs late.

Passive

Inability to get through on phone. Rang for 30 mins first thing on Monday without getting through, when I did get through was told all Monday appointments had gone. Phone response time in general seems to have gone downhill in recent times.

✓ Takes ages for phone to be answered