# FFT Monthly Summary: April 2017

VANBRUGH GROUP PRACTICE Code: G83021



## SECTION 1 CQRS Reporting

### **CQRS** Reporting

59 24 2 6 8 1 2 0 0 98 0 0	1	FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
59 24 2 6 8 1 2 0 0 98 0 0		111001	111002	111003	111004	111005	111000	111007	111000	111009	111010	111011	111012
		59		2	6	8	1	2	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:	281						
Responses:	100						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	58	23	2	6	8	1	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	1	0	0	0	0	2
Total	59	24	2	6	8	1	100
Total (%)	59%	24%	2%	6%	8%	1%	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 (%) =

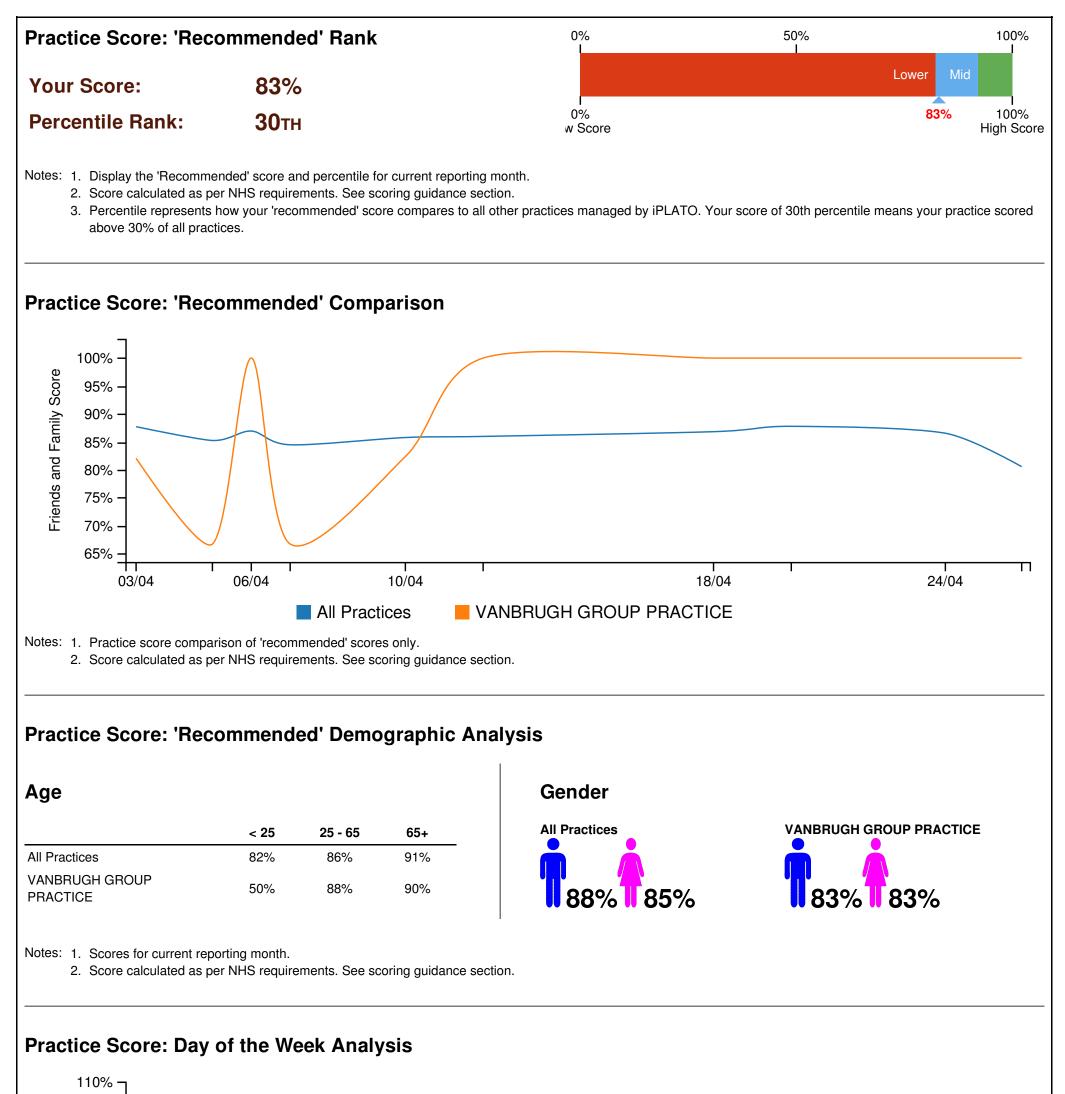
<del>-</del> x 100

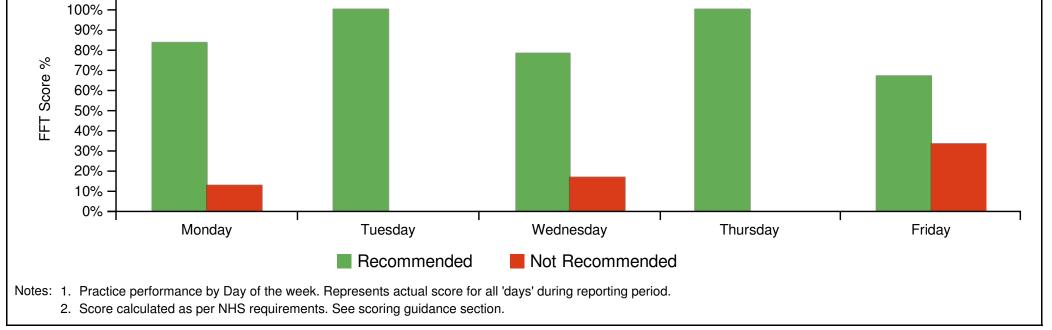
extremely likely + likely + neither + unlikely + extremely unlikely + don't know

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

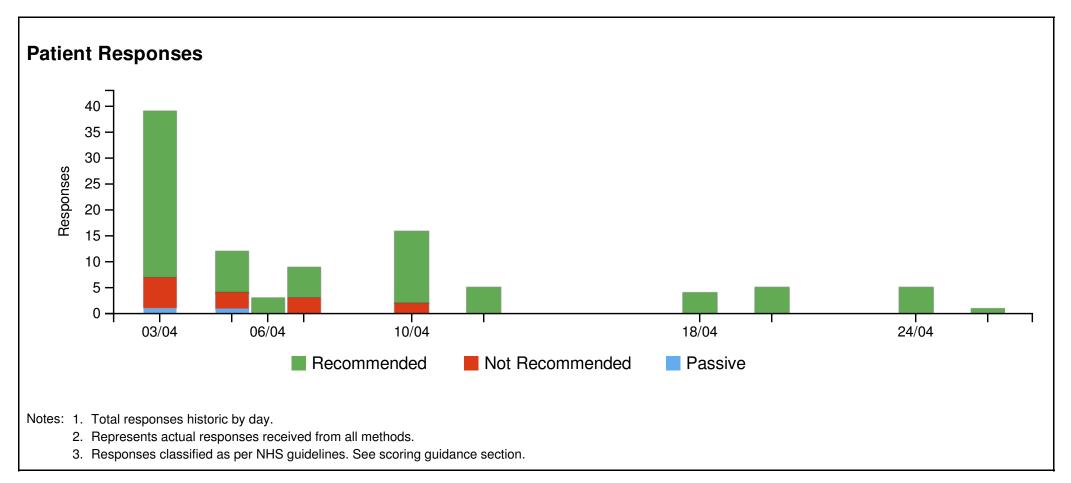
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

## SECTION 3 Practice Scoring

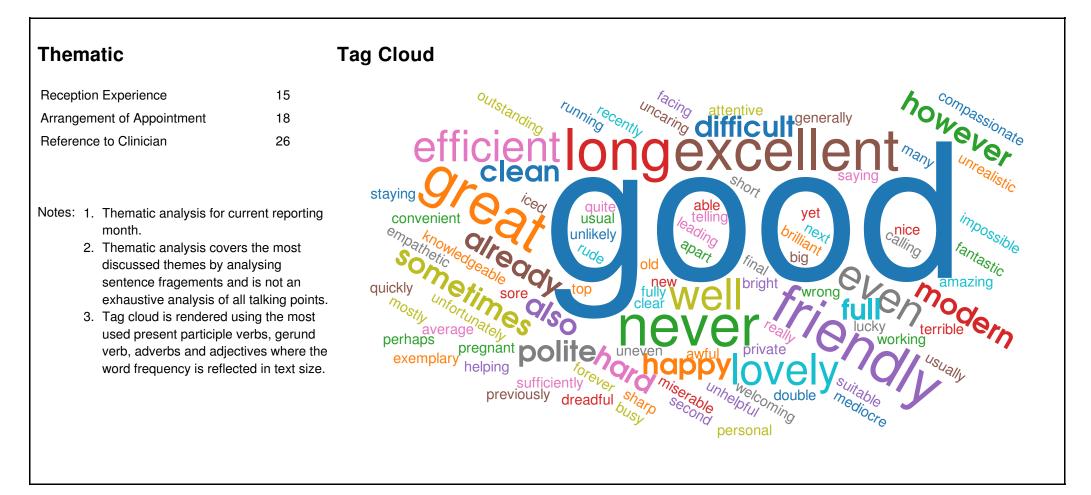




## SECTION 4 Patient Response Analysis



## 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

- Professional & knowledgeable doctors, convenient service.
- ✓ Sarah is very understanding, helpful & gives great advice
- ✓ It's new, clean, bright and big
- Blood test was efficient and prompt and I did not wait long for the appointment
- Brilliant Doctor
- ✓ Good service
- Always do your best to accommodate children on the day, good number of helpful and empathetic GPS, great nurses service, modern and clean practice. What's not to like! Carol Day.
- ✓ Doctor Ali took time to listen and also explained the reasons for tests etc
- Have always been able to see or speak to a dr for myself or for members of my family within a suitable time frame. Have never had to wait long for an appointment.
- Text reminders for appointments and appointments on time
- My experiences have been generally good
- I don't think reception staff are sufficiently trained or qualified to give blood test results on the phone & this could have been an issue had I not already been booked in for a follow up appointment
- In Kelly Gibbs has been very professional and helpful
- I have been registered with these surgery for over 16 years and always had an outstanding customer service.
- Friendly staff and GP's that listen.
- Excellent service
- Very helpful GP. Saw me Evan though I messed my appointment time up up. Came out with a clear planlan
- ✓ 3 of the doctors are great but the running of the surgery is awful and the front desk staff , apart from an exception are miserable and unhelpful and uncaring. Average wait on the phone 10 to 15 mins to speak to anyone or book a first come first serve appointment which you only get if your lucky. I wouldn't recommend this surgery if it wasn't for the doctors.
- Polite and helpful reception staff, good attentive doctor
- Good receptionists
- I am pregnant and not feeling well (cough, sore throat, weakness) and a doctor call me on the same date and ask me to go so she can check me, helping me solve my illness and discomfort quickly!

Iovely staff, well organised practice

I experience my consultations as very uneven in quality. Mostly very good when the doctor is fully engaged and mediocre at times. I being unrealistic when I expect a greeting and perhaps asmile? The waiting room is a dreadful space with most seats facing the wall and the screen. A most unwelcoming space which does nothing to relax patients as they

wait . Previously the doctors name as well as the room number was displayed which was guite welcoming and personal on a way.

✓ Good service but terrible waiting times (2 weeks for an appointment!)

Friendly and professional.

- Appointment on time to the second. Sister Bligh is always good news.
- ✓ Very helpful

Lovely doctor

Friendly nurses and GPs, appointments usually on time

It's good when whosoever you see if it is a doctor or a nurse they listen to the patient and discuss options in a friendly manner, not telling you what they think and that's the final answer. The ones I saw gives a good service.

A very efficient service

Good Service and reception staff are great

The waiting time was 10 mins The doctor was very polite and helpful

The doctor's are amazing the reception staff compassionate and helpful.

✓ Good service

Dr Cassidy is an exemplary clinician in every respect. She is a hughuge asset to the practice.ce.

✓ All staff excellent - Dr Parker is a fantastic GP.

- ✓ I find that the doctors nurse and receptionist are all very help and professional
- ✓ Helpful receptionists and very happy with Doctors services
- ✓ No waiting time
- Efficient on time service. However if anything can be improved it is the waiting time to get an appointment
- ✓ Care, thoroughness & lovely approach taken by GP
- ✓ Good Practice and Nice Modern Building Receptionist are always very helpfull
- X My experience of the practice is excellent. From the reception team through to the doctors and nurses. Sometimes it's hard to get an answer when you call it other than that: excellent.

#### **Not Recommended**

- Waiting time to see a Doctor and Doctors failure to diagnose what was wrong with me yet when I went private I got a dig iced with in 4 minuets because the Doctor took the time to listen to me and asked what had gone on in my life leading to me fealing unwell the pharacy side of the practice is exelant as are the nieces
- Takes forever to get an appointment, staff are rude and got double-charged for a prescription that was recommended on top of my usual requirement even though i was told it was a trial.
- Impossible to book an appointment even if staying in the line at 8 am sharp
- ✓ I didn't recieve a call from the emergency doctor when I was supposed to. I can never get an appointment either.
- Phone takes long time to be picked up and sometimes never picked up or auto message saying mailbox is full
- ✓ Waited an hour to be seen even though i had an appointment. And also waiting times for appointments, next one being over 2 weeks!
- I think you already have too many patients to deal with, appointments for my 1 year old are difficult to make, no flexibility around who does children's vaccines and when (we have to fit in with a 'vaccine clinic v difficult when working full time)
- ✓ Lack of attendant on appointments booking.. The Gps are too busy doing nothing.
- XVery hard to get through when calling

#### Passive

I was always very happy with this gp. I really like the fact that you can have an appointment in a short period of time. The waiting time is never long. You get reminded. This is all facts why I like this gp. However the friendliness of the reception staff is not always given. And unfortunately I recently had an unlikely case with one of the doctors where I lost lots of time and some money for no reason.

✓ Waiting times. Today waiting 75minutes for an appointment.