FFT Monthly Summary: May 2017

VANBRUGH GROUP PRACTICE Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

| F | FT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|---|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | 69 | 23 | 3 | 2 | 4 | 2 | 3 | 0 | 0 | 100 | 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: | 317 | | | | | | |
|----------------------|------------------|--------|-----------------------------------|----------|-----------------------|------------|-------|
| Responses: | 103 | | | | | | |
| | Extremely Likely | Likely | Neither Likely nor Unlikely | Unlikely | Extremely Unlikely | Don't Know | Total |
| SMS - Autopoll | 67 | 23 | 3 | 1 | 4 | 2 | 100 |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | 2 | 0 | 0 | 1 | 0 | 0 | 3 |
| Total | 69 | 23 | 3 | 2 | 4 | 2 | 103 |
| Total (%) | 67% | 22% | 3% | 2% | 4% | 2% | 100% |

Summary Scores

८ 89% ♀ 6% ☜ 5%

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 (%) =

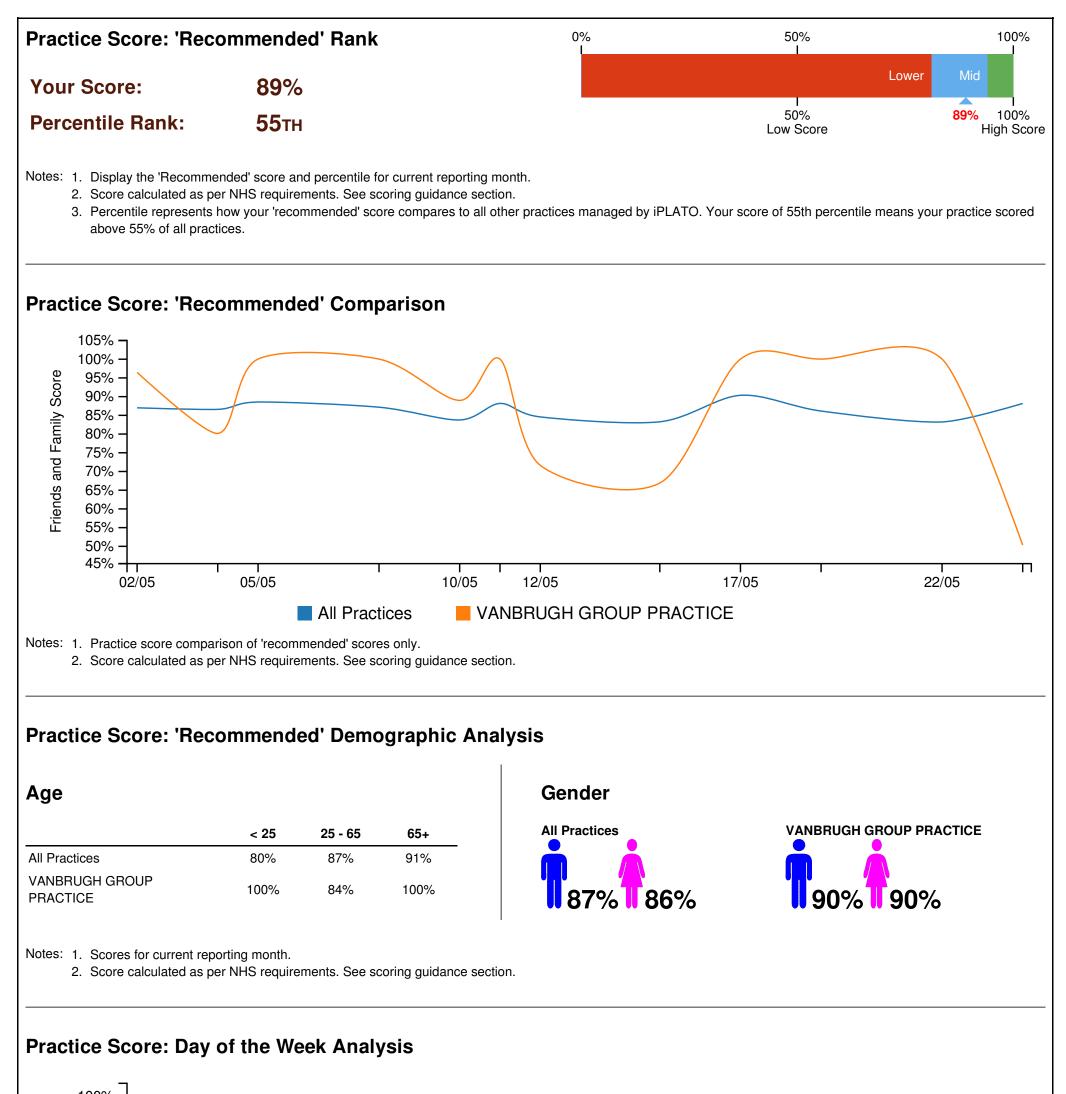
- x 100

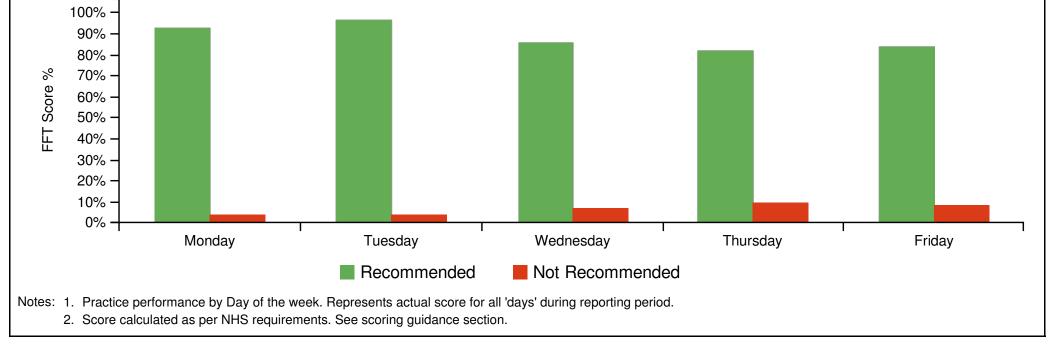
extremely likely + likely + neither + unlikely + extremely unlikely + don't know

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

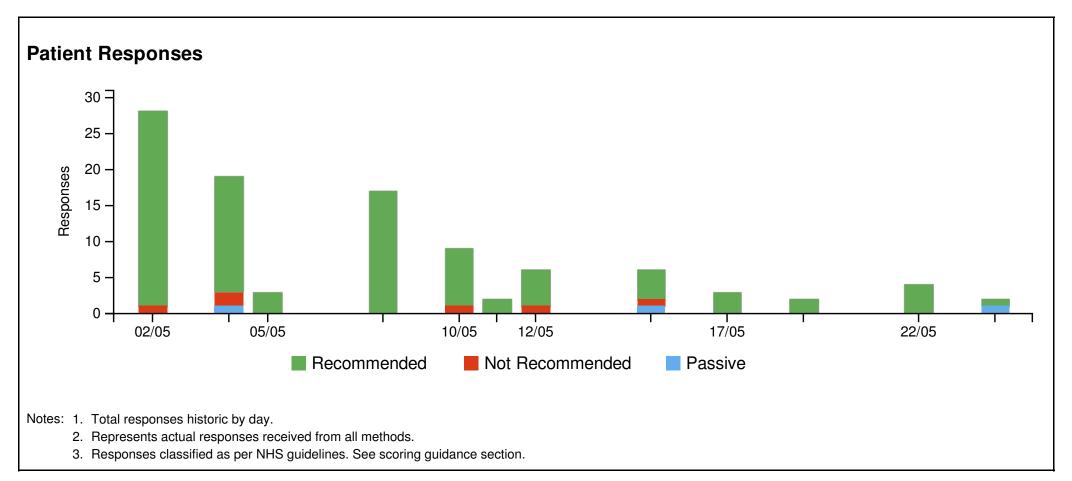
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

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

- ✓ the new app makes it alot easier
- ✓ Gps are knowledgeable and spend enough time to explain all my queries and concerns
- ✓ Dr jaison is marvellous
- In Kudari is most efficient, compassionate and helpful. The reception staff on the phone and in person are very warm.
- Seen promptly which is important with 2 impatient toddlers
- ✓ Always a positive experience at this practice
- Modern processes and seems well managed. All staff are helpful.
- ✓ Great practice. Friendly team and very professional.
- Helpfulness
- In Cassidy is an amazing dr, very knowledgeable and always happy to give the best treatment. She has been wonderful with my family for several years now. Jacqui and Debby at reception are always very polite and helpful too. We arealways seen very quickly too x
- ✓ Just very good service!
- ✓ Prompt appointment Dr listened gave thorough examination gave apptmt for blood test to find cause. K M
- ✓ BEING REFORD BACK TO THE HOSPITAL WOOLWICH
- ✓ My GP listens and refers on where appropriate.
- ✓ All staff professional, friendly and efficient
- Great reception staff and generally good doctors, although diagnosis on a couple of things has required quite a few visits.
- I had cancer & waa referred very quickly to hospital. Also treated effectively & respectfully over the years by doctors & practice nurses.
- Excellent service by all staff. Telephone conversation with a doctoctor always very helpful and reassuring. No problem using patient ac access wonderful service.ce.
- ✓ Waiting for outcome of consultancy
- Everyone is very helpful and very supportive
- ✓ Because i was late and was still seen to,could have easily cancelled so was appreciative
- ✓ Friendly service. Clean and spacious environment. Dr Sheppard is a good listener
- Excellent and very attentive GPs and other healthcare staff friendly and helpful Reception staff. Always feel confident that my family and I are receiving high-quality primary healthcare. Can be difficult to get through on the phones, which, I assume is proof of how popular this surgery is.

✓ Staff were friendly and helpful

- Because of doctor smiley kranes helpfullness and understanding thank u
- ✓ I have been a patient at this practice for many many years and have always received excellent treatment.
- ✓ My concerns were dealt with and appropriate advice given.
- ✓ Very clean. Minimal waiting time. Nice team.
- ✓ Would have given a '1' but I had to wait for 45 mins even though I had booked an appointment
- ✓ It was a 5 minute appointment- I didn't have to wait long, it was at a time that enabled me to get to work on time
- Every visit I have been to has been fine except for blood test I found the nurse was very rude and didn't take care whilst putting needle in.

✓ It's a very good surgery.

- ✓ We are always satisfied with service.
- Receptionists helpful, appointment on time and GP helpful. Thanks

Location

- ✓ Dr Gibbs shes so understanding nmakes you fill at ease her voice is so carming n she explains every think to you
- Today was very good, but not always so. Sometimes I feel there is a stopwatch against me. Also I really could do with more appointment availability outside of normal business hours.
- ✓ The practice nurse Audrey was enthusiastic, knowledgeable and compassionate
- \checkmark Dr Mownah is charming reassuring and always seem to have the best answer thank you
- ✓ Dr Mownah is charming reassuring and always seem to have the best answer thank you

- ✓ I didn't have to wait too long, the doctor was brilliant as always.
- ✓ Short wait time, friendly nurse and efficient but personal service
- Seen on time. Doctor professional and friendly. Receptionist helpful and efficient. Nice building and facilities.
- ✓ Lovely Christine the nurse
- Doctors were pleasant but not rated 1 because they all seem quick to send us home for yet another period of lets see what happens. How many times do I need to go back?
- ✓ Usually prompt service, close to home.
- ✓ Helpful advice and options from the doctor I saw, friendly service from doctor and reception staff.
- Excellent in-surgery appointment service but follow up phonecall to make appointment for bloodtest had long wait for reply.
- ✓ Very professional service all round
- ✓ I'm a new patient and your team Dr and nurse have been great
- ✓ The GP was really helpful and I was called in ten minutes before my appointment
- ✓ Doctors are friendly attentive and knowledgeable.
- ✓ I know my G P surgery are stretched to the limit, but the Doctors are doing their best. My consultation to day with the Dr.was very satisfactory!!
- X Kate Irving is reliable, informed , supportive and empowering really trustworthy .
- X It takes too long to get an appointment

Not Recommended

- ✓ Takes far too long to get an appointment
- ✓ My appointment was 45 minutes late and it took over 2 weeks to get the appointment!!
- ✓ When calling the surgery it can take anything up to 20 mins to get through
- To long waiting on phone
- Long lead time for docs appointments, no one ever answers the phone- some mornings when trying to get an emergency apt i have been 1 hour trying to call

Passive

- ✓ My appointment was cancelled and I can't get another one soon enough to be useful.
- ✓ 25 mins late to see me but generally quite pleasant