# FFT Monthly Summary: June 2017

VANBRUGH GROUP PRACTICE Code: G83021

## SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
68	22	3	6	3	0	5	0	0	97	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.

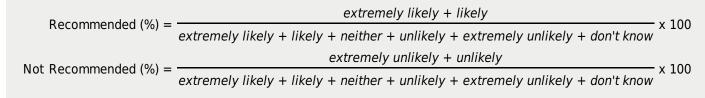
### SECTION 2 Report Summary

Surveyed Patients: Responses:	319 102						
responses.	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	65	21	3	5	3	0	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	3	1	0	1	0	0	5
Total	68	22	3	6	3	0	102
Total (%)	67%	22%	3%	<b>6</b> %	3%	0%	100%

#### **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:

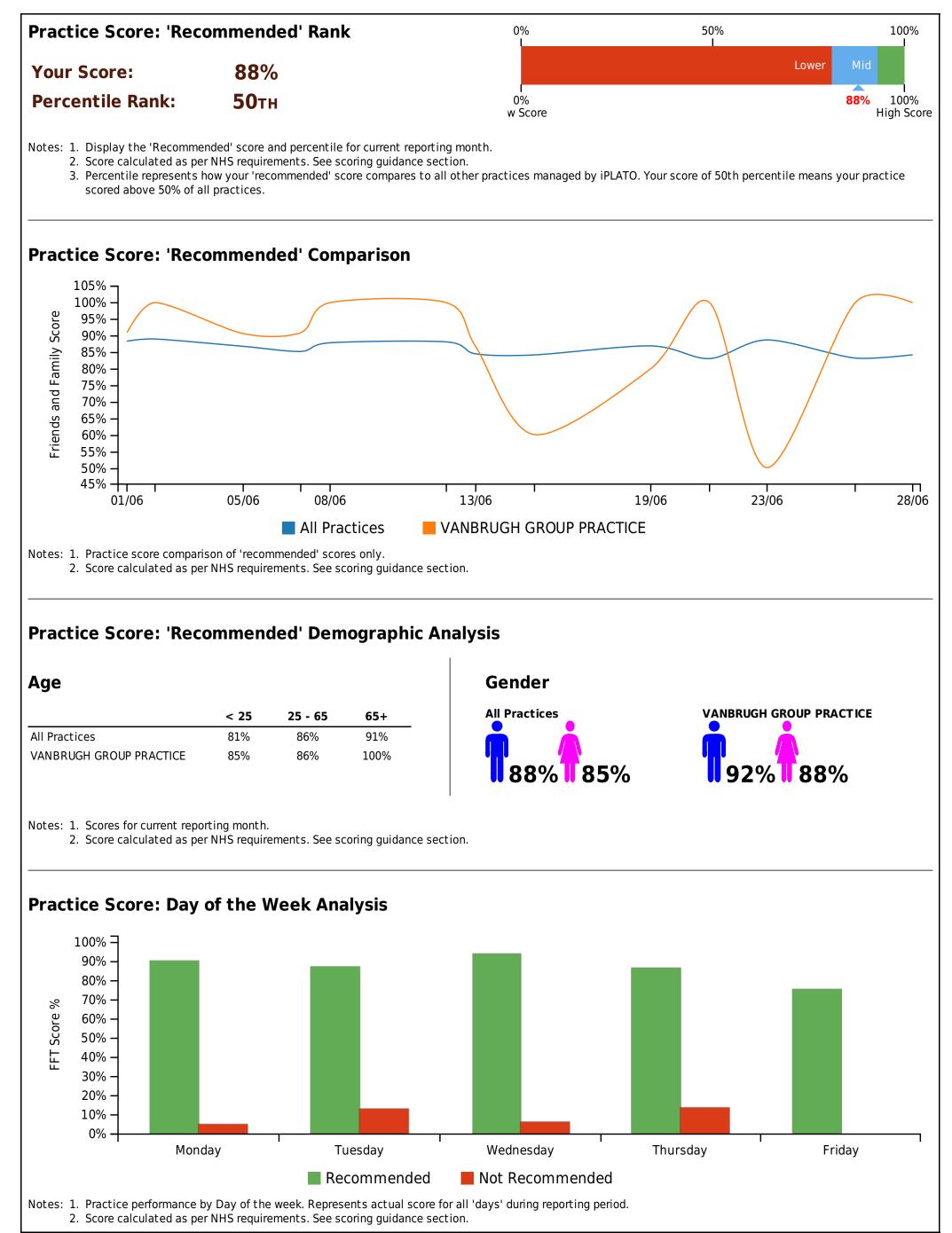




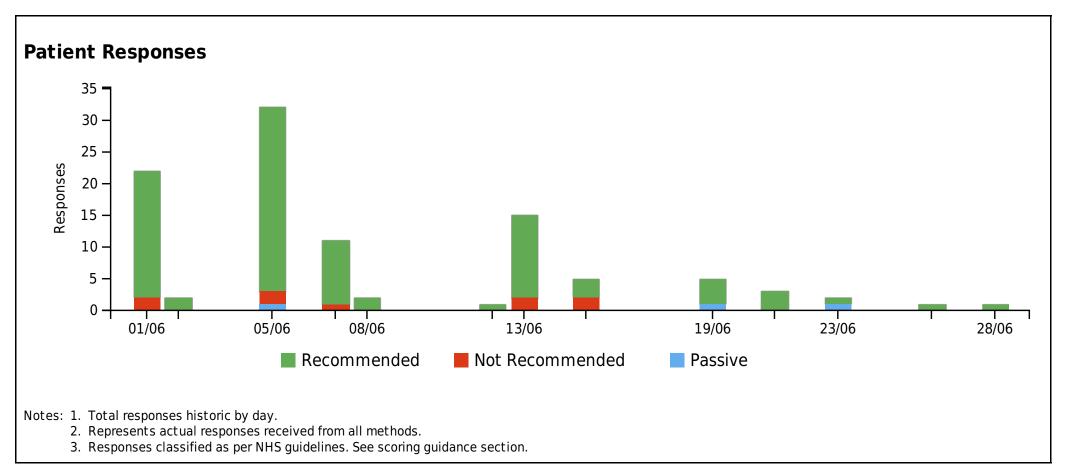
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

Reception Experience	16
Arrangement of Appointment	13
Reference to Clinician	34

- Notes: 1. Thematic analysis for current reporting month.
  - 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points.
  - Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.



### **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

- When you get in contact with somebody they are always very good however it is the getting in contact that is the problem. Very difficult to get through by phone, so much so I usually walk to the surgery to book appointments. Fine for me, but for the elderly or those who don't live nearby it must be difficult for them.
- $\checkmark$  My doctor go to see is very nice and helpful and the receptions r friendly and helpful to.
- ✓ No delay, quick service, friendly doctor & a fresh building
- ✓ My GP, David Shepherd, is excellent and I have been with Vanbrugh Practice for many years, always been happy with the health care I received.
- ✓ visited dr parker 2day who was very helpful listened to all i had say felt very comfortable with her
- ✓ Great gp
- ✓ BECAUSE YOU WANTED TO KNOW MY VIEW
- ✓ Ability to book appts online.
- ✓ I was very happy with appt but as I'm going for X-ray I need to see how that is dealt with before I can give a complete answer
- ✓ Doctor was friendly and wanted to help not just finish with me and treat me as a robot like other doctors do
- ✓ Very capable, proactive and professional staff.
- ✓ I'm happy with all the services provided at the practice.
- ✓I like doctor smile she is a very good doctor.

The reason is that I have received all my treatment as it should be the togetherness of the staffs and easy to see any Doctor and referrals to hospital if necessary

- ✓ Helpful receptionist
- ✓ Long wait for routine appointment but good doctor
- ✓ Appointments when I need them, pleasant and helpful reception staff and most importantly I rushed consultations. Great service.
- The nurse was excellent in terms of professionalism and very understanding. She took her time and I didn't feel I was rushed. It was a pleasant experience.
- I have had good service for 39 years
- ✓ Great reception staff, lovely efficient GP
- Helpful doctors and modern facilities

✓ Everyone from receptionist to GP have been so helpful. I have never been let down, I might have had to wait but for open access it has worked for me. It is inconvenient to wait to turn up for an on the day appointment and continuity of care is challenging as I meet different members of the team. Each time I need to repeat what is going on but I do appreciate that demand is high and resources to fit demand do not necessarily give best fit to a pre-booked/fixed GP appointment. I am very grateful for the care, advice and access. Thank you

- ✓ I was able to get an appointment this morning and Dr Smiley Crane was wonderful.

Able to be seen same day. The doctor we saw was very good-I had a lot of confidence in her, she was thorough and put me at ease.
 Good nurse but had to wait 30 mins to be seen.

✓ The only reason I marked my option down a little is due to the surgery generally always runs late.

✓I like the doctors I have seen

✓ Friendly, helpful approach by all I've dealt with i.e. reception staff, nurses & Drs.

✓I didn't have to wait for long.

✓ Good service, easy to book

✓ Great doctors andstaff, especially Dr Mownah, but all are extremely helpful, knowledgeable and kind.

✓ Phone appointment available within the week - Dr rang early in the slot of time.

✓Excellent hard working doctors

✓ Good GP, terrible phone infrastructure. Investing into a better, queue based system would benefit everyone.

✓ All staff have always been polite and helpful. Very easy to speak to and/or see a doctor as an emergency if necessary.

✓ Very efficient

Cos everybody is polite and helpful and they take care of me

✓ Good availability due to offered appointment times

✓ Good treatment and easy to book appointment online

✓ The appointment was convenient and the Dr proposed a solution

Didn't have to wait around for appointment very professional was involved in decision about further treatment!!!

In Sheppard is a very caring abd good listener and I am always happy and satisfied to receive his help and support. Please keep employing Drs like him

✓ very helpful and lovely receptionists nice doctors especially Dr Crane.

- ✓ receptionists are very nice BUT too long waiting time when arriving for appointment. 30 Minutes is unacceptable
- ✓ Just a great Service
- ✓ Clean surgery, great reception staff, good drs.
- $\checkmark$  Helpful reception. Very local. Not too long to wait. Pleasant surroundings.
- ✓ Friendly, professional and effective service
- ✓ Dr Smiley Crane.So supportive and has been so helpful.
- ✓ Happy with walk in service without making any appointment in some urgent cases. Friendly staff and helpful consultant from doctor
- Been under your care since i was born when it was Dr Livingstone 73 years ago
- ✓ because I love the NHS.
- Because its a good service and all the Staff are helpful
- XNice caring attitude from GP and reception staff to help me out.
- X The doctors are good people and same as the receptionists.

#### Not Recommended

#### ✓ Unfriendly

- ✓ Patient problems are not dealt with efficiently
- I have been at this practice for many years and I can't believe the decline in medical care. In fact I am frustrated by the lack of care I received due to the inability in diagnosing my symptoms. As a result I keep returning in deep hope of a care plan that might actually help. On occasions I google my symptoms and ask the doctors to examine my medical guesses. I have symptoms that at times require more thorough examinations and sadly the GP practice as a whole does not support my needs. This view is shared with many of my neighbours. I hate to complain because I am actually very fond of the Doctors and I do recognise their value in all our lives. The truth is that more is needed in particular for working people who simple do not have easy access to the fast lane of daily appointments. B Johnson
- poor prescription service 4 requests for loratadine not dealt with repeated chasing eventually told by boots this has to be bought over the counter. I appreciate I need to buy
  this but you have wasted a lot of my time
- Sorry I forgot to say after my rant about being seen late dr Sheppard was amazing. Have been suffering for three weeks and thanks to the drops and tablets he supplied I feel normal again !

#### Passive

XIts a fairly good service but needs more staff on reception to answer the calls because of the length of time it takes to get the calls answered