FFT Monthly Summary: September 2017

VANBRUGH GROUP PRACTICE Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting												
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012	
91	37	7	5	6	4	0	0	0	150	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

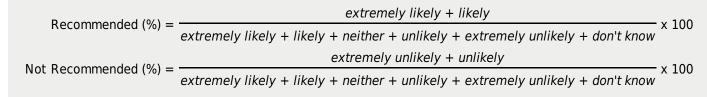
Surveyed Patients:	489						
Responses:	150						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	91	37	7	5	6	4	150
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	91	37	7	5	6	4	150
Total (%)	61 %	25%	5%	3%	4%	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.

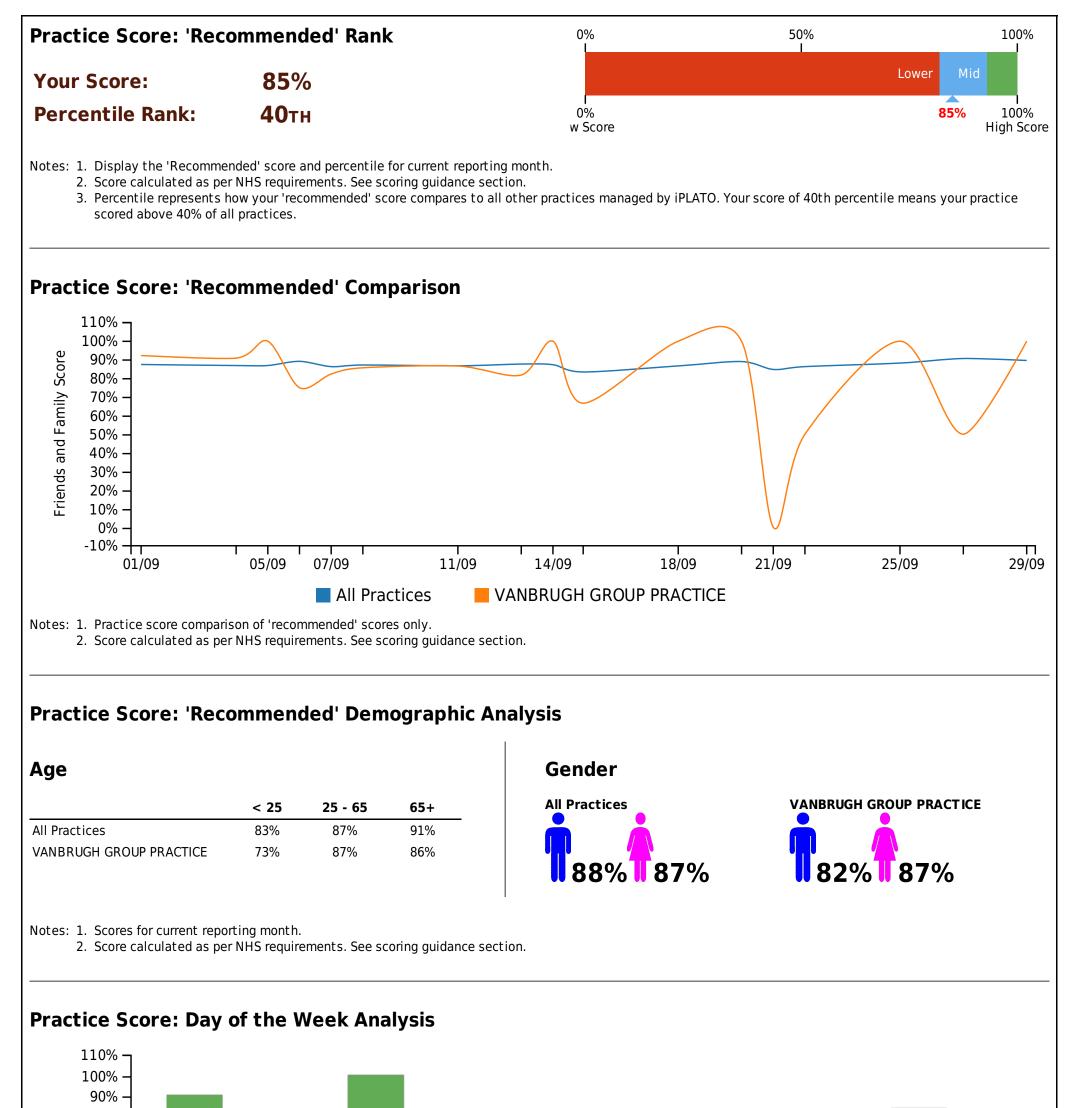
The percentage measures are calculated as follows:

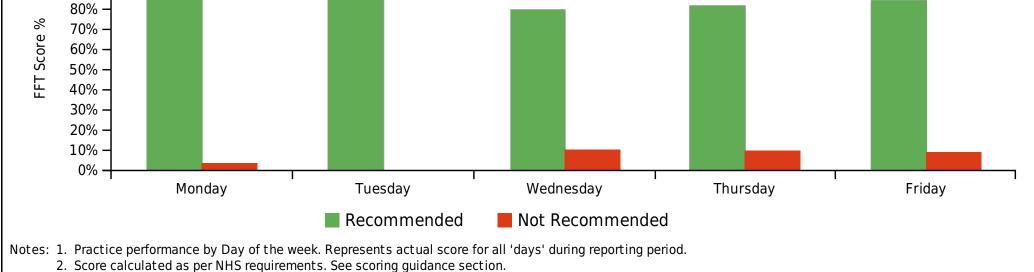


For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

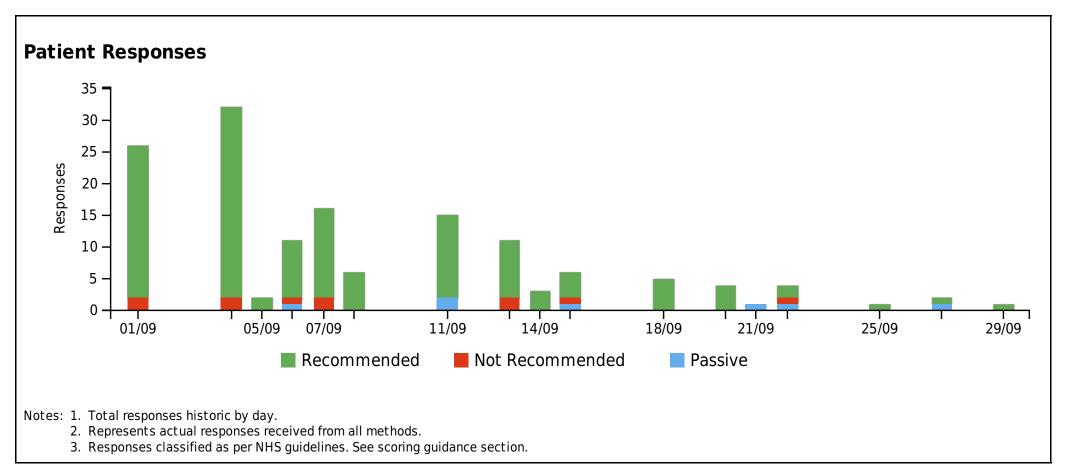
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring





SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary

Thematic

Reception Experience	20
Arrangement of Appointment	18
Reference to Clinician	37

- 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.
 - 3. 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

- ✓ Doctor's service
- ✓ Friendly helpful staff
- ✓ Dr Mownah is a very nice, approachable GP. I'd recommend her personally to my family and friends in the area.
- The doctors are so helpful and really care for patients wellbeing and offer very good advice. Also greenwich centre is very organised and clean. All the staff are very nice and welcoming.
- I had excellent service from a GP today but I didn't give 1 as this was in contrast to the previous time and I was late being called in.
- ✓ I always receive excellent service from the ladies at reception to the doctors and nurses. We are very lucky to receive all the services that we do from you.
- I love the fact that the doctors don't me despite the fact that I have just 10mts for an appointments. I still get to be listened to and not rushed.
- ✓ Helpful, fast and efficient.
- ✓ Efficient service
- ✓The nurse made the experience much easier to deal with. She was very kind and reassuring. Thank you!
- ✓ Friendly efficient help
- ✓ Longer waiting time as expected
- The nurse was really nice and friendly
- ✓ Appointments were on time and both nurse and sister were quite nice on listening and informing me
- ✓ Clean modern facilities, service on time and friendly staff
- ✓ Friendly and professional nurse. On time appointment with little waiting time
- ✓ Good service
- ✓ Friendly,easy to talk to, patience, helpful,polite, facilities are clean, easy access & nearby to my house. Thanks
- ✓ Doctor was very helpful. Answered all my questions & I didn't have to wait long
- ✓ GP listened very well, knowledgeable about the subject, gave several pieces of advice, supported by leaflet to read
- ✓Always able to get an appointment and especially good with kids.
- \checkmark Little or no waiting upon arrival, very friendly and knowledgeable doctor
- \checkmark Good, efficient and caring service from the reception and from the doctor.
- ✓ The doctor was caring and understanding. She was reassuring and made me feel as though my health was important
- ✓ Been there since I was a child and now I'm 55
- Whenever I need to see a GP they will do anything to put me in, find an appointment elsewhere like eltham hospital or refer me to a specialist so for me that's all I require.

✓The difficulty getting the phone answered and then the lack of available appointments.

✓ Availability of an emergency appointment

✓ Sift and good service and good doctor's advice.

✓I had to call back when my wife didn't get the correct answer

Parking difficulties

Kate is very knowledgeable and thorough

I would have said Extremely Likely if it wasn't for the difficultly of getting an appointment with Dr Parker. I don't feel confident about the opinions of some of the younger GPs.

Because Sister Kate Irving did everything to help me be as relaxed as possible given I was very nervous about the discomfort I would have at the procedure I was having. She gave me all the information I needed, time and above all understanding and encouragement. She could not have done more. Thankyou.

✓1-Extremely likely

✓ Warm welcome

✓Very professional and reliable staff

The receptionists aren't rude which is very rare for a Drs practice. You can book through an app, most people I've seen have been very nice and useful, the fact my midwife and health visitors are in the same place is great. Clean everywhere, plenty of toilets and love the breastfeeding room

✓ Wonderful service Friendly staff

✓ Lovely doctors

✓ Been a patient for 20years or so & never had 1 problem with the service ever !

✓ Because I was completely satisfied with the Dr that I saw today and for once was on time with my appointment.

Staff were very helpful, clinician although very busy listened and my clinical examination was professional and respectful.

1

✓ Good service as usual

- The receptionist always try and help as much as they can. The doctors most of them are kind and caring. Thankyou for all you do. Dr home and dr smiley are angles
- We were seen on time. The doctor was very nice, but also professional. The reception staff did not acknowledge us waiting to speak to them. They just stared at their screens. One was holding the phone off the receiver. She wasn't having a conversation on the phone. It looked like she took it off to stop calls coming through.
- \checkmark Staff were really nice. Clean place. Like the online service.
- ✓ Friendly, professional and helpful diagnosis
- Fantastic doctors who always give you plenty of time and attention and genuinely care. Great reception team. I can't recommend highly enough.
- ✓ Fast and friendly service.
- ✓ Difficulty of contacting by telephone
- ✓ We always have a great experience with Dr Home
- ✓The place js clean welcoming & efficient
- ✓ The dr I saw was extremely good
- \checkmark Staff very friendly and the doctor was great
- I didn't have to wait long upon arrival
- ✓ Booking appointments online and access to results online. Early morning appointments and nice GPs
- ✓ The service was efficient
- Although it is sometimes hard to get an appointment, it is a good practice, accessible, clean and most of the staff / Dr's are really easy to get along with
- ✓ The doctor is very caring with great experience
- Trustworthy doctors with a friendly service all round. The practice is proactive in bringing forward things such as the opportunity to have flu jabs and anti pneumonia injections.
- ✓ Time management
- ✓ Excellent GP. Friendly staff. NHS delivery excellent service.
- ✓ The friendly, professional and helpful staff and doctors
- ✓Efficient booking, punctual, friendly staffing.

X Good responses to on going progress.

Not Recommended

- ✓ No one answers the phone. Appointments always late. X rays not ordered. And if I'm 10 minutes late, my appointment is canceled.
- Doctor Moore was great can't fault her it's just a shame that you have to wait 3 weeks for an appointment! I was lucky that I had booked in for a medication review and unfortunately developed shingles 2 days before if I hadn't already had that appointment booked then I would have been waiting weeks to be seen
- ✓ Not being able to get an appointment. Not getting through on the phone lines. Not enough time with the dr.
- ✓ The doctor dismissed my concerns about my baby and didn't do crucial checks later done by a private doctor
- Takes forever to get through on the phone for an appointment and when you do get through all the appointments gone for the day and you can't book for the following day. You have to phone again and go through the same rigmoral. You need to be able to book for the next day if you get through and an answering service which tells you which number you are in the que.
- ✓1 hour 10 min delay to appointment time
- The nurse today listened and was helpful and accommodating
- XOne member of reception staff not particularly helpful/friendly.

Passive

- The appointment was good but it is too hard to get an appointment in a reasonable amount of time
- ✓ Unlikely to have anyone ask me
- The inability to get through to a receptionist. I have waited twice today for over 20 mins each time to get through to a receptionist