FFT Monthly Summary: March 2018

VANBRUGH GROUP PRACTICE Code: G83021



SECTION 1 CQRS Reporting

QRS Re	porting										
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
95	32	6	6	8	0	0	0	0	147	0	0

SECTION 2 Report Summary

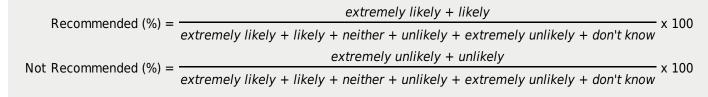
Surveyed Patients:	437						
Responses:	147						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	95	32	6	6	8	0	147
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	95	32	6	6	8	0	147
Total (%)	65 %	22%	4%	4%	5%	0%	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.

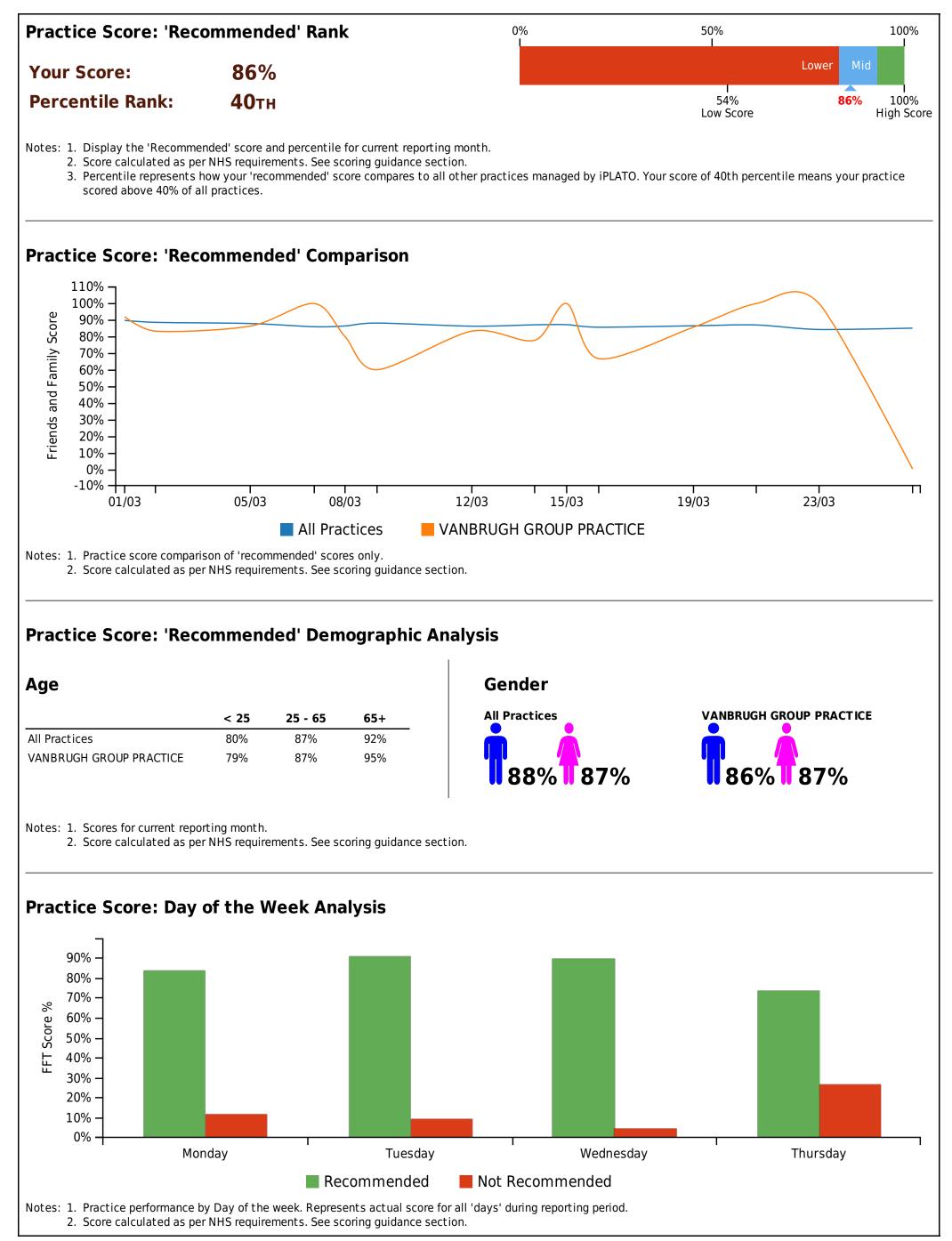
The percentage measures are calculated as follows:



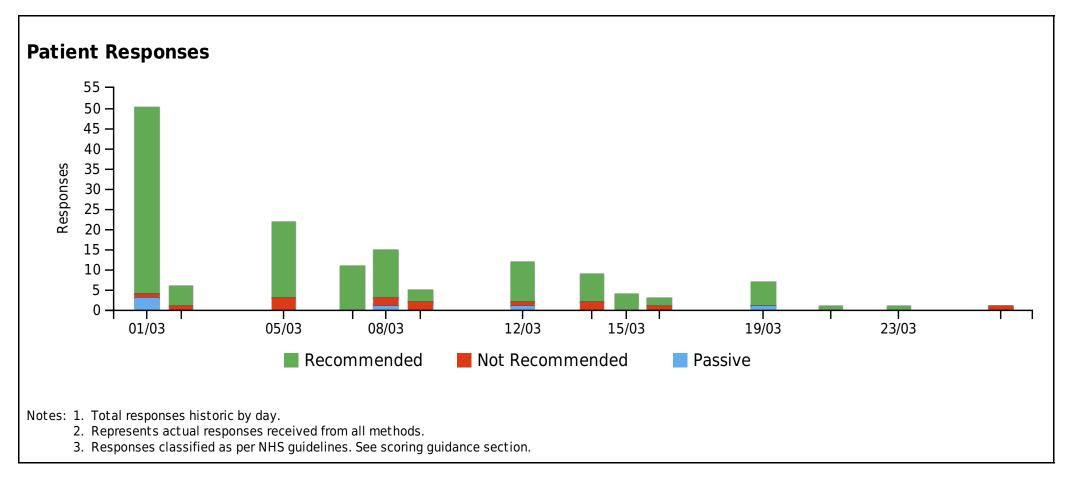
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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	31

- 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: \checkmark Consent to publish comment / $\rarksim X$ No consent to publish comment

Recommended

- ✓ Fantastic all round service
- ✓ Both the receptionist and the nurse who took my blood were very friendly, kind and professional.
- ✓ The nurse I saw for my blood test was very. Ice and pleasant, it felt very nice to have been seen by such lovely person
- ✓ Smooth and efficient no hassles
- ✓ All staff are lovely...but my appointments always run at least 15mins late.
- ✓ The treatment and approach from the GP
- ✓The doctors are generally knowledgeable, helpful and pleasant to deal with.
- ✓ I have not had any problems with this surgery
- Appointment on time Doctor excellent, listened and helped me. Friendly efficient reception staff, all very good just what you want from your GP surgery. @ery. Thank you @ you
- Receptionists can sometimes be rude and snappy. They also discuss ps patients information/problems loudly over the counter which isnt pr professional.al.
- ✓ Short wait and polite, friendly staff
- ✓ I was seen promptly. Thoroughly examined and treated in a courteous and pleasant manner.
- ✓ Because staff and doctors r very friendly and polite
- ✓ Very helpful GP
- In Gibb took her time to listen to my concerns. She acknowledged my worries and tried to give guidance on how to resolve the issue. I felt listened to an@to and my opinions were acknowledged with respect. @ect.
- ✓ Dr Sheppard
- ✓ Fast appointment. Helpful staff and quick diagnosis
- ✓ All the staff very helpful and friendly
- I like the practice. The reason I didn't say 1 is because I have to wait near 2 weeks to get an appointment and this is far too long. When ill you need t@eed to see the doctor much sooner.@oner.
- They Lisson to wot u have to say
- ✓ Excellent service
- ✓ I'm pleased with the support and service I get
- ✓ Good service
- ✓ Large back log of appointments, takes at least a week unless lucky with a cancellation.

Efficient, friendly, clean

✓ I always feel well looked after at Vanbrugh Group

You have certain individual that goes the extra mile like the lady that served us today. All the team members in the surgery are good

Never had a problem

 \checkmark I'm very happy with the service and Dr Cassidy is great

✓ Nurse Angela so pleasant and efficient on her visit this morning.

✓ Great service

I was really pleased with the quality of care I received today. I was able to get an appointment on the same day, within two hours of when I called, whic@ which is brilliant. Dr Mownah was excellent she saw me at exactly the booked appointment time (no delay), and her manner was great. She took the time to lis@o listen to my ailment, took everything I said seriously and offered advice (and a prescription) to help. Thank you!@ you!

It's an all-round excellent practice. Good appointment times, easy to get an emergency appointment and I like the way you can do most things on line. @ne. Non medical staff don't see themselves as gatekeepers but are friendly and helpful. @ul.

✓ I have always been happy with the staff and service I have been given

The Service was very good

✓ Because they try to help me anytime I calledAnd refer me to the hospital if I needed to

✓ Likely 3 thanks

The free NHS check I had today was a 100% positive experience. Very professional, informative, useful and done with genuine care, respect and thought. Th@t. Thank you!!@you!!

✓I got what I want The doctor is caring and helpful

 \checkmark It's always easy to get appointments, everybody is always friendly.

- ✓ Efficient, helpful staff.
- ✓ Very friendly staff making patients feel at ease during test that most find stressful.
- ✓ Good quality care from Dr Mownah
- ✓ Clean, professional, polite
- ✓ My doctor was kind and attentive. She took the time to listen and asked appropriate questions.
- ✓I'm always impressed with Dr. Monah.
- Doctor took time to discuss things properly
- ✓ The nurse I saw today was so nice & extra helpful, it made my visit so pleasant!
- ✓ Friendly & helpful.
- ✓ Good service.
- Professional, caring, unrushed
- ✓ Ease of booking appointment and location
- ✓ Ive had to move doctors and your practice are so helpful
- ✓ Very good service professionally run practice minimal waiting time and a pleasant experience all round
- ✓ Good and compassionate service
- ✓ Less waiting time, good service, receptionists could be a bit friendlier I would say...
- ✓ Pleasant staff. Appointment on time and efficient
- ✓ appointment availability, helpful staff, approachable doctors, side range of services
- ✓ Very efficient and friendly doctors and nurses.
- ✓ Clarity on what said and next steps.
- Reception assistants and my doctor were very helpful
- ✓ Professional & knowledgeable doctors, convenient service.
- \checkmark I received all the information I asked for thank you.
- ✓ The GP was really friendly and took me seriously. She was thorough
- XQuick service

Not Recommended

- I asked twice to a different receptionist a print copy of my blood results. Because they couldn't find it in the computer they didn't want to look around@round. I came back and asked again for second time. Until I suggested to look around and she found it. @ it.
- I waited nearly 30 minutes on the phone then told to call back at 12, even after calling back and putting my son on the emergency call back list, I didn'@didn't get a call back.@back.
- Very prompt appointment timing and helpful staff
- Appointment was at 1 30. I arrived at 1 15 when the surgery was empty at 2 45 I was told the doctor was with a patient who had a double appointment. Ther@ There was another double appointment booked before me so I would not have seen the doctor until 2 15. I asked why was my appointment booked for 1 30!@1 30!
- \checkmark Reception staff are rude and have attitudes
- ✓ Not friendly staff, waiting for a long time despite my appointment..
- ✓ Dr Suzanne Cassidy she's been very rude to me for the second time
- Long wait for phone calls to be answered. A couple of occasions where I have waited 20 minutes to be seen by a doctor. Wanting an emergency appointment b@ent but doctor not called me until late evening@ening
- ✓ It's always extremely hard to get an appointment

Passive

- Long waiting times for appointments- 2 weeks! No Saturday or weekend appointments!
- ✓ Some unsatisfactory experiences, some good
- Ive been unable to call the practise. I asked for a smear test on on the app and it turns out you need a nurse for that. Fortunately thethe doc was kind to do it. However I specified this in my appointment.nt. My appointments are always delayed. d.
- XI was expecting a call back in early February from Dr Shepherd (after he had chatted to a colleague about my raised serum levels) to let me know whether @ther I needed further blood tests or whether we were monitoring the situation for now. @now.