# FFT Monthly Summary: April 2018

VANBRUGH GROUP PRACTICE Code: G83021

# connecting patients transforming healthcare

## SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT01
101	30	7	1	6	3	1	0	0	147	0	0

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

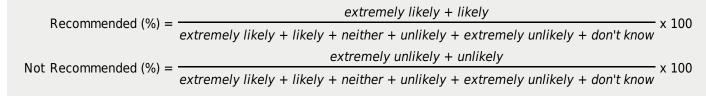
#### **Surveyed Patients:** 446 148 **Responses:** Neither Extremely Extremely Likely Likely nor Unlikely Don't Know Total Likely Unlikely Unlikely SMS - Autopoll 100 30 7 1 6 3 147 SMS - User Initiated Tablet/App Web/E-mail Manual Upload 1 0 0 0 0 0 1 101 1 6 3 148 Total 30 7 Total (%) **68**% **20**% 5% 1% 4% 2% **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.

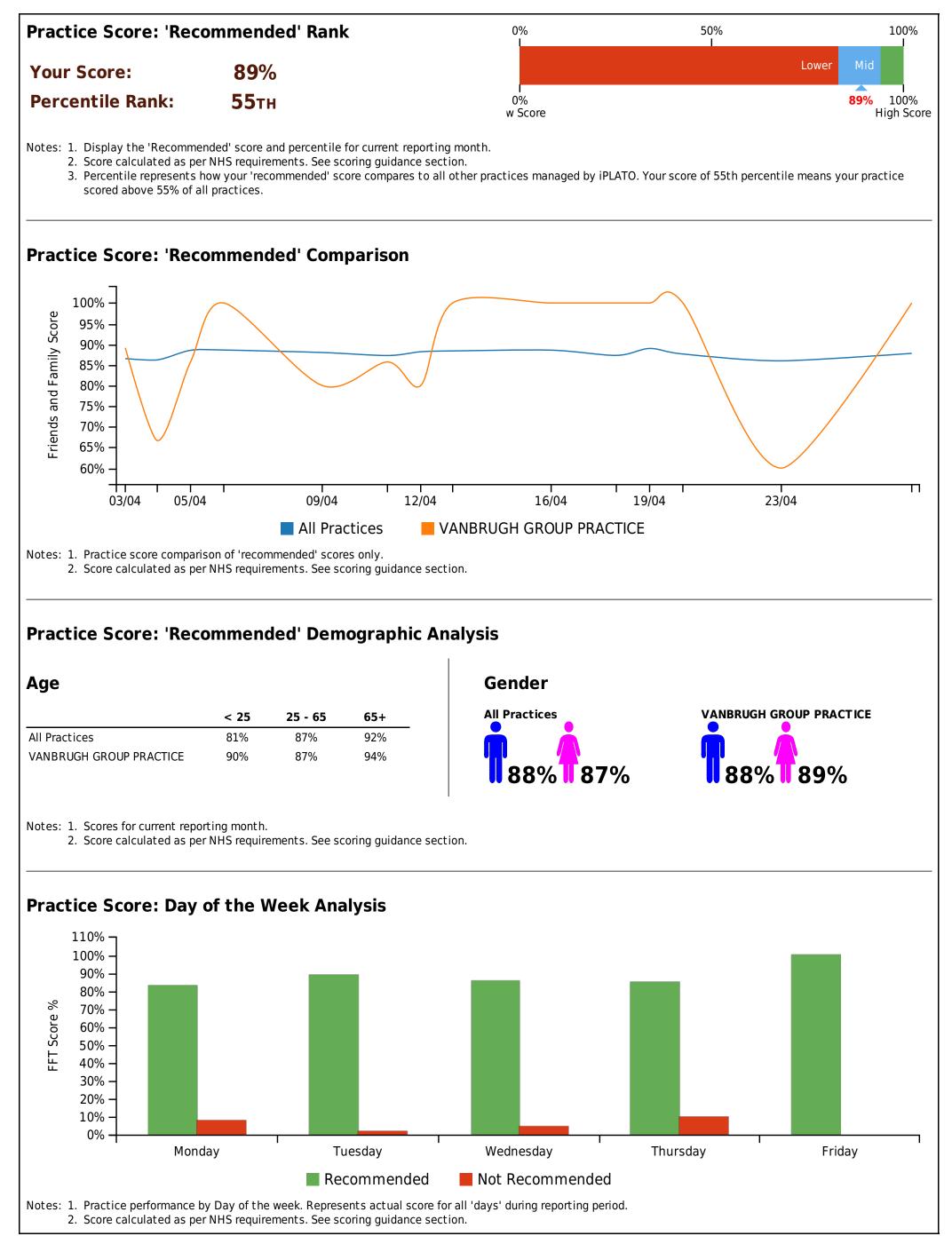
The percentage measures are calculated as follows:



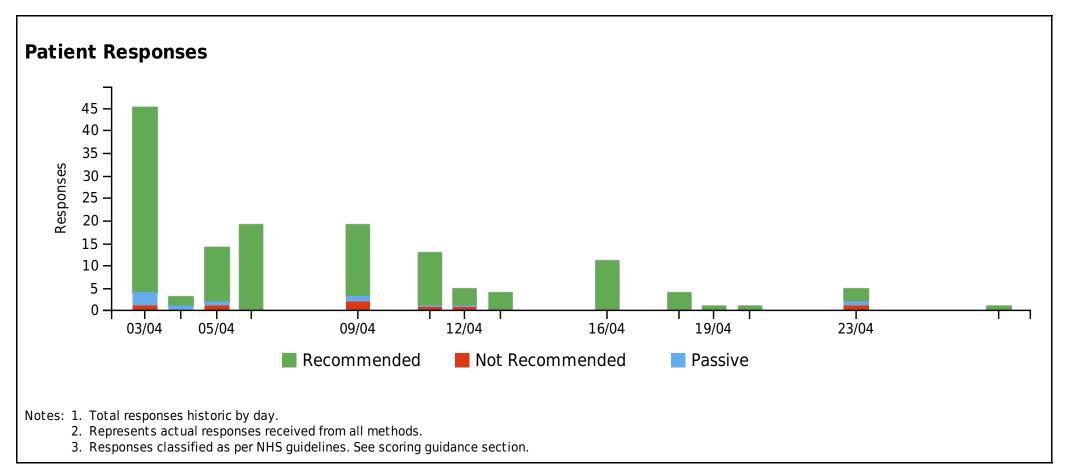
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring



# SECTION 4 Patient Response Analysis



#### Thematic

Reception Experience	11
Arrangement of Appointment	13
Reference to Clinician	33

- 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.

#### **Tag Cloud**



#### **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 /  $\checkmark$  No consent to publish comment

#### Recommended

- Kate Irving was extremely helpful when informing me about which travel vaccinations I need. She also called me afterwards to let me know a website to loo@o look at which had further information. Great service and would highly recommended.@nded.
- $\checkmark$  Satisfaction with service received for past 50 years or so.
- Friendly competent people and good systems
- ✓ The sympathetic treatment by staff both Medical and Admin.

✓ Great customer friendly service

- Comms could be better. Delay in passing on reports from hosp to doctors. Delays in answering phone calls.
- ✓ Prompt response to call and being attended to at the exact time of of my appointment nt
- ✓ I have always had a positive experience with this practice.
- Overall, it's a good surgery. Two things could be improved the speed of answering phones (although the new system is much improved) and not being able @able to order prescriptions for children remotely. @ely.
- ✓ The efficient and kindly help the receptionists, nurses and D r Mownah have given me. Thank you all.
- ✓ Phone call from doctor. Good timing. Helpful and informative.
- ✓ Online booking system is good, and it's relatively easy to get an emergency appointment
- ✓The doctor explained everything clearly. Didn't have to wait too long to be seen.
- ✓ Doctor calling me to discuss symptoms and course of follow up action.
- ✓ Prompt, efficient and really helpful service.
- The doctors have been great however it can take awhile to get through on the phone... saying that this has gotten slightly better recently
- $\checkmark$  I have the best doctor in the world. Dr Rebecca Moore
- ✓ I was seen on time for my blood test and the nurse was quick and efficient. Very good service. Thank you.
- modern premises and friendly staff and doctor
- ✓ I would be extremely likely if they lived nearby. There needs to be be
- ✓ Reception staff very helpful on the phone and when at the surgery . Dr was on time and very caring and helpful
- ✓ Generally a good service. There have been issues in the past getting through on the phone to book an appointment
- Everyone is very nice and helpful
- ✓ The place looks beautiful and well organised but the nurse was one of the best medical professionals I ever met in my life.
- The GPS took the time to ask questions in order to get more information even if the appointment was 40 minutes delayed.

service was excellent - quick, friendly and very reassuring as I was very very nervous. Lovely reception staff and overall brilliant practice
 She was a very nice doctor.

- ✓ Dr Mownah was very supportive and helpful
- Easy to deal with, my doctor is good (Dr Belgaumkar)
- ✓ Doctor provided very friendly and kind service
- ✓ Looks clean and tidy. Offers a verity of services. Friendly staff. 1 improvement I would suggest, MOVE SMOKERS AWAY FROM THE DOOR please
- ✓ Easy to book appt online. Excellent GP
- $\checkmark$  Short wait, kind manner of GP, thorough examination and appropriate action
- ✓ Sympathetic & helpful doctor
- High standard of care
- Because your friendly and very helpful
- Got the same day appointment, was seen by the doctor without havinving to wait, the doctors consultations was thorough and useful and Id I received the service I came forfor
- ✓ The youngx felmale doctor was very helpful n kindx thanksx
- ✓ The doctor was sympathetic and helpful. She was punctual and I felt that I had her full attention.
- The reception staff are welcoming and cant do enough to help you. Doctor also very welcoming and helpful . The surgery is spacious and the music is ver@s very relaxing . @ng .
- ✓The care has been tremendous
- ✓ Very efficient service and visit.
- Professional, caring service

- 1
- Friendly helpful service
- ✓ Helpful counter staff and sensible booking system.
- ✓ I was late for my appointment and the doctor still saw me. I am very great for this as I have had to go to moorfields eye hospital
- ✓ Prompt,polite efficient service
- ✓ Doctor was very helpful
- ✓ Helpful reception staff when called for appointment. Seen exactly on time for morning appointment.
- ✓ I always get an appointment when i need one and the waiting times are not long
- ✓ Quality of the service
- ✓ I like the music which improves the atmosphere
- ✓ Was seen quickly by doctor
- ✓ Been using surgery for nearly 20 years. Always great service and support. Thank you.
- ✓I has an IUD placed and was grateful for the practice to offer clinics to do this instead of my having to travel to another location.
- ✓ The services are great but trying to get through to reception by telephone is a nightmare often waiting 20 mins for phone to be answered
- ✓ Made to feel v comfortable at a smear test
- ✓ Good service
- 🗡 Fast
- 🗙 Dr Mownah.

#### **Not Recommended**

- Because I waited weeks for a phone appointment that hasn't happened so very helpful you might as well not have bothered ringing...oh wait...you didn't
- ✓ Happy enough with how long I had to wait to get an appointment and the doctor when I did see her was genuinely very attentive
- ✓ Waiting over an hour for a 5 min appointment for a repeat prescription
- Not happy with the service, cannot get an appointment. My husband is really ill, cannot walk and he had enquired about disability, but was told to 'get @'get another job' Perhaps he can get one in your practice, if it's that easy. Cannot set up online as I do not possess a utility bill proving my address, al@s, although I have a personal licence, issued by Greenwich council with photo and address, it is not accepted. Tried to get my husband set up but was told he@ld he had to personally come up!! I will also be requesting home visits now as told by your receptionist I can do when I cannot get an appointment. Not idea@ ideal I know but neither is the experience I have had. @ad.
  My GP did not respond to my symtons
- In seemed inexperienced and very tired/unhappy to be working so early in the morning. I was worried that she was not very alert and not very knowledgable@gable about my problem@oblem

#### Passive

- ✓ Poor service, having to wait 2 weeks + to see own doctor, Having to wait days to speak to own doctor on phone
- ✓ Long lead times to appointments