## FFT Monthly Summary: May 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	FFT012
99	33	3	5	7	0	0	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

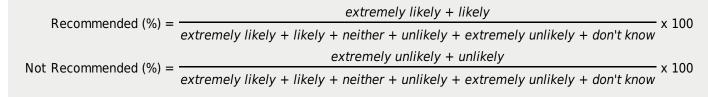
Surveyed Patients:	479						
Responses:	147						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	99	33	3	5	7	0	147
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	99	33	3	5	7	0	147
Total (%)	<b>67</b> %	22%	2%	3%	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.

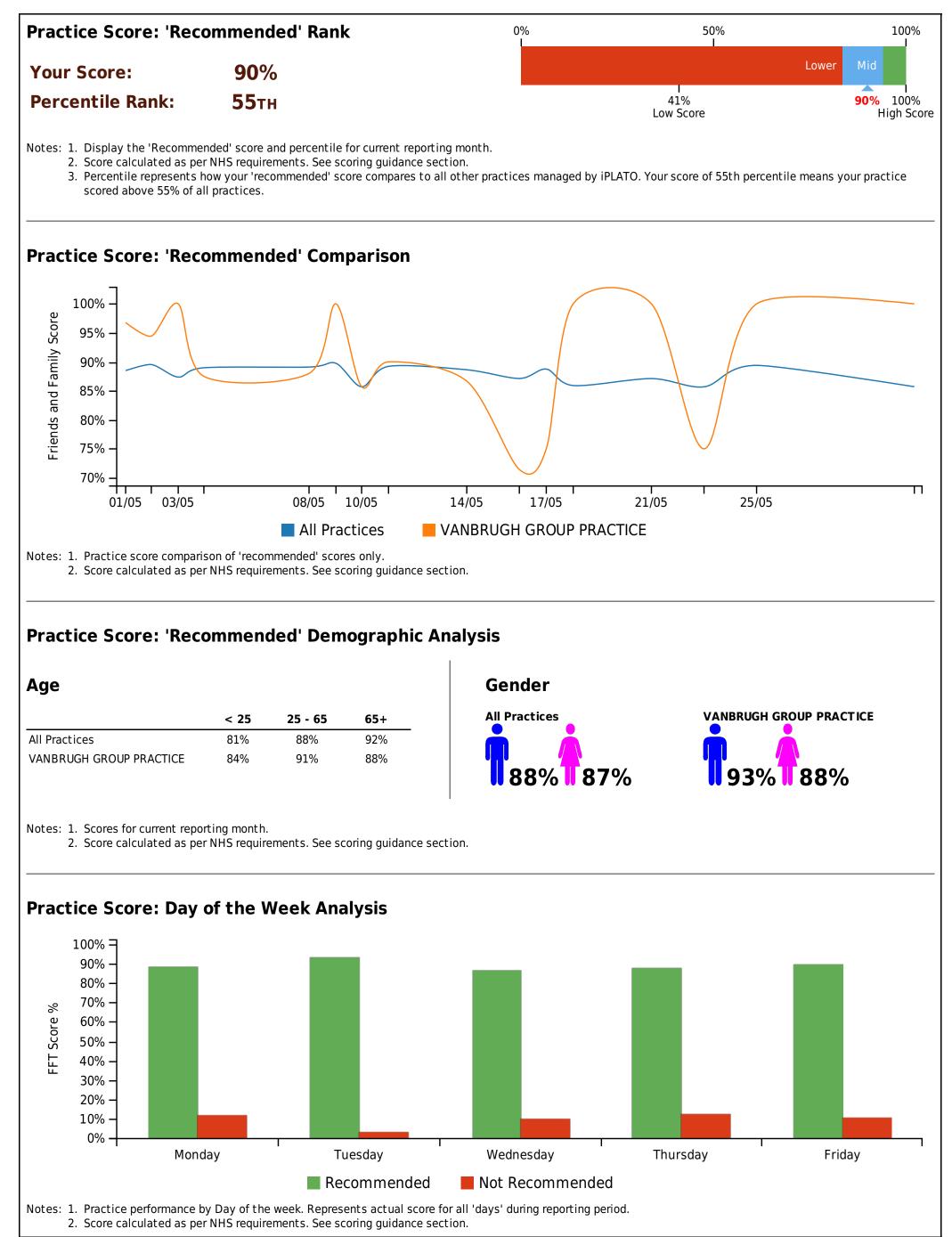
The percentage measures are calculated as follows:



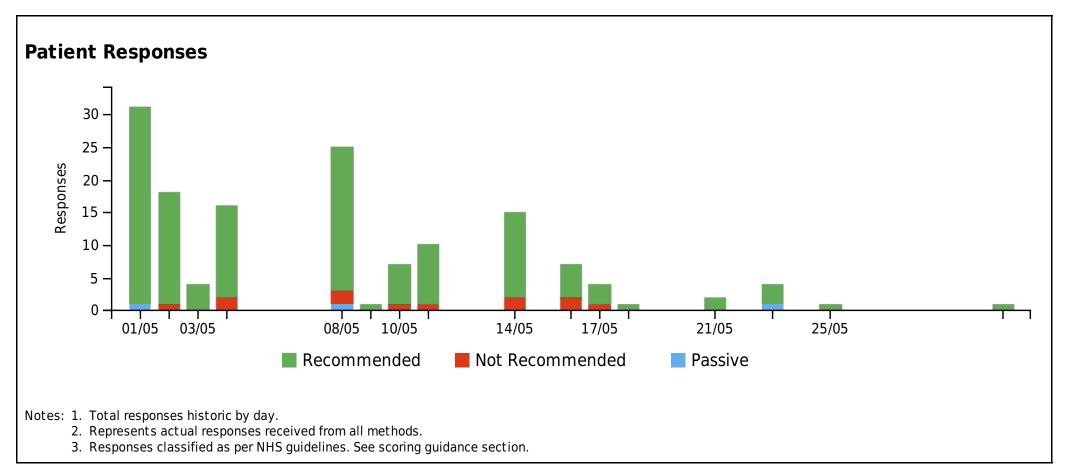
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring



## SECTION 4 Patient Response Analysis



#### Thematic

Reception Experience	18
Arrangement of Appointment	12
Reference to Clinician	39

- 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: 🗸 Consent to publish comment / 🗙 No consent to publish comment

#### Recommended

- ✓ I've sent you an Orange Photo/Video Message. Go to https://orange.mms.ee.co.uk/orange/ Your message is valid for 7 days
- ✓ Appt on time dr helpful and plesant
- ✓ Genuine interest in Patient
- ✓ Good facilities, helpful staff but appts often running behind/long waits can occur.
- I have always found all staff to be polite and helpfull and that it is a big practice which has many doctors the only issue i have is being able to get t@get through on the phone is very hard although i do go on line to book appts etc@s etc
- ✓ Your doctors are great
- ✓ The nurse (Ms Skeete) is so nice and good with people/kids
- $\checkmark$  I'm happy with urgent appointments available for the same day.
- ✓ Good service, on time and helpful
- $\checkmark$  Great staff, receptionists and doctors and nurses all excellent
- ✓ Friendly and efficient
- ✓ Made appt online all straightforward the doctor I saw very nice and helpful
- ✓ Very good practice
- ✓ Efficient service, good GP and nice staff
- $\checkmark$  Didnt wait to long for appointment and dr didnt rush
- $\checkmark$  Good communication and the doctor was clear and helpful.
- $\checkmark$  Quality of GPs and efficiency of support staff
- ✓ Seen and sorted all on time
- ✓ Speed
- $\checkmark$  easy to get appointment, seen promptly and very happy with result of consultation,
- ✓Very professional and efficient as usual
- ✓ All aspects of the prompt and friendly service on this occasion were very satisfactory.
- ✓ Its a first class practice.
- ✓ Helpful and friendly service and doctors
- Just good service most of the time
- ✓ Excellent GPs!

✓The service and staff

✓ Help and care of the doctors

 $\checkmark$  Hard to get hold of reception/get same day appointment in the morning.

✓ Appointment same day with the very good dr brown

Prompt assessment and treatment

✓ It was my first visit to surgery.everyone was helpful

✓ Job well done

✓Always seem to get a sane day appt when I need one, good doctors. Surgery pleasant enough.

✓ Doc was lovely.

✓ Seen very close to appt time

Called in this morning and after a couple of minutes in a queue (which is now it's an automated service tells me where I am in the queue) and got a morn@ morning slot for my child. @ild.

✓ Value the doctors, nurses and reception staff expertise

✓ Very good phone service

✓ Friendly, warm and informative Doctor

✓ Communication...supportive and attentive...and most importantly took the time to genuinely listen...

✓ Friendly and quick service

✓ I was very satisfied with your service today

I was thinking of putting 3 because I had a long wait but decided to put 2 because the doctor seemed to be genuinely listening and not just at the computer.

- ✓The nurse was excellent and spent time talking through my area of concern
- ✓ Excellent service of Dr Shepherd
- ✓I phoned in the morning early and got an appointment the same day, that is good service
- ✓ Trusted advice given by caring, interested medical professionals
- ✓ The doctors are really nice and helpful
- ✓ Good service
- ✓ Good service
- ✓ Good staff on reception always get a good service from which ever GP I see
- ✓ Size of the practice. Number of staff. Easier to get appointments than other local GPs.
- ✓ En general the staff is helpful and Dr. Anita always takes the time to explain concerns and she is very kind.
- ✓ No waiting to see the doctor . She was friendly and helpful..
- ✓ Polite effecient helpful
- ✓ Fast self registration at reception. Loved the mood music very calmingFriendly manner of staff.
- ✓ Quick service
- ✓ Excellent attitude
- ✓ All the staff are so helpful and doctors are sympathetic
- $\checkmark$  Easy to book appointments. Courteous but to the point service.
- ✓ We always receive an excellent service especially as my parents are elderly.
- ✓ Some doctors are better than others.
- $\checkmark$  Swift action from the Doctor who sent me to A and E
- In Home has been really attentive and recognised my needs. She has explained why we were treating the way we were while making time to address my worries.
- ✓ Reception good ! Waiting time not bad! Doctor pleasant & helpfull !
- $\checkmark$  Doctor Brown was very professional . Prompt service
- ✓ Perfect answer
- XGP was great, I've waited a long time though on other occasions up to 45mins for my appointment when there were no other people in the waiting room. Rece@ Reception team are fine. Not enough lines for calling up@ng up
- 🗙 Dr Brown was fantastic

#### Not Recommended

Doctor didn't really listen to me, I had to say many times the same thing and she was discouraging me of getting advice from a special doctor.

- ✓ Rude doctor, didn't listen to needs, it's hard to get an appointment
- Friendly, helpful receptionists good dr clean surgery.
- Dr was dismissive
- I found the nurse very disinterested, not especially knowledgeable or caring/kind, the clinic was running late and no apology was offered by the nurse, t@se, the two receptionists giggled to each other when I walked in, i could hear openly a confidential conversation by the reception staff. Facilities are first@first class.@lass.
  The waiting time is too long and the CP depit prescribe anymeral.
- The waiting time is too long and the GP don't prescribe anymore!

X It is virtually impossible to get through on the phone. This morning I finally got an answer at 08.50, only to receive an automated message saying that t@hat the surgery was closed and saying it was open from 8am. I was phoning to cancel an appointment at short notice that could have been used by someone else. @lse. It was too late to cancel on the myGP app. My last repeat prescription was missing my asthma inhalers with no explanation. Overall service is poor and th@nd the surgery seems to be struggling since it moved to the greenwich centre. It used to be so much better at the old Vanbrugh Hill site. @ite.

#### Passive

I have found increasingly that there is no sense of engagement particularly in the waiting room, with the practice as a community service and hub. The m@The messages relayed are instructions of how to access services. There are no paintings etc which would perhaps bring a sense of calm or interest to the somet@sometimes long wait to see a doctor. (I waited nearly 40 minutes) whoever designed the waiting area and reception area didn't ask themselves about what work@ works as a welcoming environment. A change of culture is perhaps needed?@eded?

The doctors tone when providing me with information left me feeling like I was doing something wrong in requesting repeat prescriptions for a medical is@al issue that I have had for some time. I am sure that he was merely trying to provide me with what he believed to be the best advice however the way he gave @gave it was in a very harsh manner which made me not want to stay to find out more information/alternative treatments. But the surgery is very clean and my ap@my appointment was on time which was great @reat