# FFT Monthly Summary: November 2018

VANBRUGH GROUP PRACTICE Code: G83021



## SECTION 1 CQRS Reporting

## **CQRS Reporting**

86 40 7 5 3 2 2 0 0 141 0 0	FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
	86	40	7	5	3	2	2	0	0		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

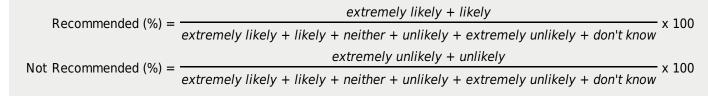
Surveyed Patients:	537						
Responses:	143						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	85	39	7	5	3	2	141
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	1	0	0	0	0	2
Total	86	40	7	5	3	2	143
Total (%)	<b>60</b> %	28%	5%	<b>3</b> %	2%	1%	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.

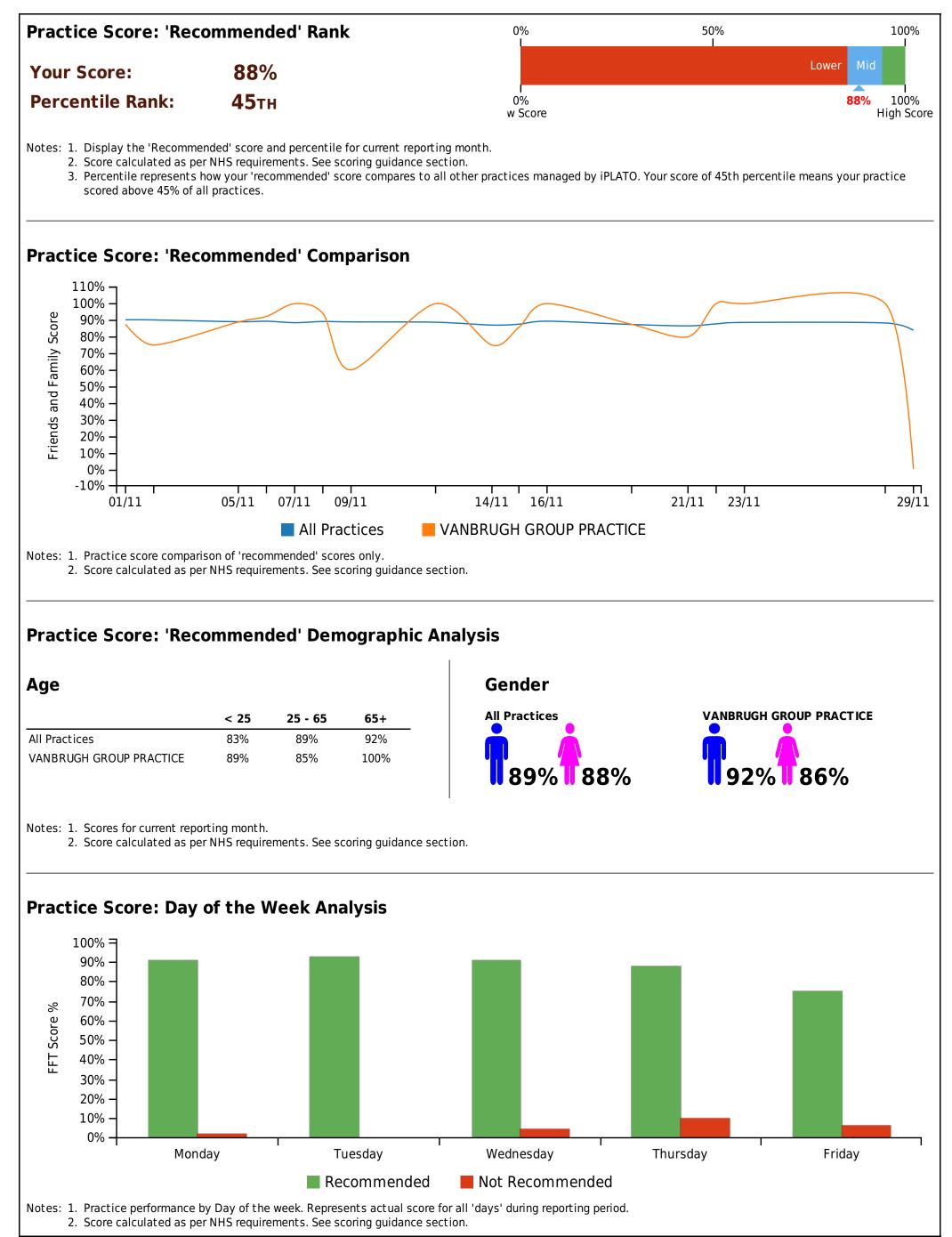
The percentage measures are calculated as follows:



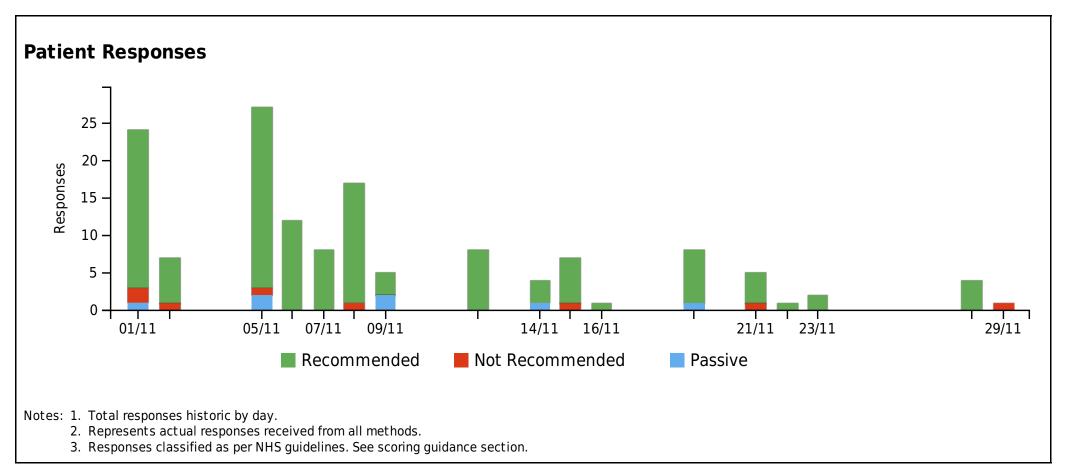
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

#### **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

- ✓ Helpful staff nice environment Doctor Shea is very concerned about her patients
- ✓ Professional, courteous staff, no fuss
- ✓ Doctors are great n listen
- ✓I have chosen this on the basis of past experience and the friendliness of the staff today.
- ✓ Prompt service and doctor took time to discuss my problem.
- ✓ GP cared, gave it real thought and considered a number of options.

For people living in this area the practice is reasonably access able. Apart from the difficulty in parking that is. I have been offered a good level of @l of care which although not as attentive as the Vanburagh is ok. I wonder if training from the hospitality industry might help the reception staff be more we@re welcoming. That said, there is one receptionist who has been there a long time always welcoming and smiles. I would also like to commend Christine Hyland a@and as the best blood test person I have ever encountered! Not a sign of a bruise ever.@ever.

- ✓ The nurse I saw was very nice and informtive.
- I have chosen that answer because I see a dr very little. But when I do I'm always happy and satisfied with the care patience and efficiency of not only @only the Dr's but the receptionists are pleasant and really helpful also. So yes vanbrugh surgery is special. Thankyou.....@.....
- ✓ Appointments are often late by 30mins or more
- ✓ Well I have get good service from Vanbrugh Group I didn't have any complaint thanks
- ✓ Doesn't really feel like a doctors due to the nice music you have whilst in the waiting room. Doctors and nurses are all very attentive and nice
- ✓ Excellent service
- ✓ For the quickest time it took from signing to the time it took to be seen
- ✓ Efficient and friendly service
- ✓ Seen promptly, kind nurse, helpful receptionist
- ✓ Availability of appointments. Care of doctors and helpful receptionists. Much appreciated
- ✓ Easy to make appointments, friendly helpful staff, clean, comfortable
- ✓ Good reception service, and thorough consultation.
- ✓ Speedy service and friendly personnel
- My appointment was more or less on time, the nurse took care to put my little boy at ease and explained to him what would happen before giving him the na@he nasal spray.@pray.
- Helpfulness, patience, understanding. I have been a patient at this surgery for 40 years I believe they have a lot to do with my continuing good health. @Ith. I sincerely thank VHC @ VHC

✓ My doctor took great care, listened well and was incredibly helpful. I felt like I was in good hands.

- Overall level of care is good but I feel my GP is pushing me into a pattern of care because starting with an assumption about poor lifestyle (I'm a middl@middle aged man) and then finding evidence to support it. @ it.
- The doctors are really good, particularly Dr Moore. However the wait times in the morning when trying to ring in can be quite long
- I have always had my concerns dealt with when I have needed. Waiting times have been reasonable. The surgery is also well located. Waiting room is light @ight and airy.
- The practice has a good number of doctors and nurses.@rses.
- ✓ Speed efficiency manner and quality of staff and surroundings
- The main reason is that when I called to see the doctor I was given a very good response at the same day to see doctor. This is very impressive.
- $\checkmark$ I was received on time and the nurse was giving me appropriate information for my case
- $\checkmark$ I was able to book an appointment online when needed and the GP was helpful.
- Friendly and professional treatment
- ✓ Just always a helpful , friendly and professional service
- Staff very professional and caring
- On time, polite and friendly
- Cannot book nurses appointments online and it's sometimes difficult to get through on the phone. But I did get one quickly when I got through.
- ✓ When you eventually get an appointment your good service clicks in.
- ✓ Professional advice
- Christine is very good at her job
- Helpful friendly service and advise

✓ Pleasant doctor

Delay to be seen by the doctor
Always friendly and good service

✓ I feel that a good service is provided by the Vanbrugh group & Dr Cassidy is a good GP

✓ It is a little bite hard getting appointment like in the morning the waiting time to get through to the receptionist is long. Otherwise I love the servic@ervice there, Doctors and nurses and receptionist staff are very patient and caring . @g .

✓ Whenever I've had to come to the surgery everybody from the receptionists to my doctor have been friendly polite and efficient i have nothing but praise @aise for everybody at the surgery @gery

✓ The doctor listened to my complaints and gave the best advice and treatment she could give. Very pleased with the service.

✓ Very personable efficient doctor today, good experience

 $\checkmark$  The doctor was good help me out good service thank you R .

 $\checkmark$  The nurses and the doctors showing for patients and treating them with dignity.

✓ Efficient appointment, lovely staff

✓ Nurse Joyce was really positive and helpful, and non judgemental. Service was quick and I didn't wait too long.

✓ Doctors are generally very friendly but the reception not so. You should also keep the soothing Zen music and vapour thing too. I liked that!

✓ Nurse Audrey provided excellent patient care. Thank you.

✓ Always get excellent service from my GP

✓ the way i was dealt with and a further apointment was recommended and booked streight away

✓ it is a very busy gp surgery but despite that the doctors really go beyond providing basic care and have helped my toddler also after gp hours

✓ the service here is really good - Efficient it inspires confidence

✓ Staff very involved/concerned with my well being.

✓ General friendly efficiency.

✓ Good response from duty GP on phone

The receptionist attended to me nicely, the doctor listen to my complain, did some test and gave me my prescription which I really appreciate it *K*Good service all round.

#### **Not Recommended**

✓ Admittedly I was slightly late for my appointment due to heavy traffic and no where to park around the area without getting heavy fines, which I think is@nk is absolutely ridiculous for a start. Parking should be organised some way for the practice. As I walked into the practice I was greeted by receptionists@nists who seemed like they had had enough of their job and didn't seem to want to be there. I witnessed one receptionist in particular being quite rude and ab@nd abrupt with a couple who were in front of me waiting to check in for their appointment, which I was very surprised with as little does anyone know what peo@t people are going through in their daily lives, let alone them being rude to that person just because they seem to hate their job. I would never talk to my c@ my customers in the same way that I witnessed. I also witnessed the two receptionists being rude to each other in the way they spoke which made me feel very@ very awkward standing in front of them, and it did not seem very professional. I tried to make a conversation afterwards being friendly, but I may as well ha@II have just not said anything at all after the pathetic response I got. Furthermore, I was also miserably told that ''The doctor may not want to see you no@ou now because you're late'' - I'm sure there's a nicer way to say this. I'm currently waiting to move house and when I do, I am also looking forward to movin@moving to a new GP totally. I would definitely not recommend. @end.

✓ My original appointment was cancelled with no notice

Efficient and friendly nurse who also took time to explain things.

#### Passive

Never any appointments, staff take far to long to answer the phones.

✓I dont feel valued as a patient - I have to fight to see my doctortor so often dont botherher

✓ She wasn't sure what was wrong, she sent me for an X-ray

X Reviewer not confident

**X**Late