FFT Monthly Summary: April 2019

Vanbrugh Group Practice Code: G83021



SECTION 1 CQRS Reporting

-	porting										
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
108	24	3	7	7	2	8	0	0	143	0	0

SECTION 2

Report Summary

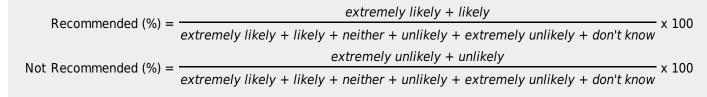
Surveyed Patients:	531						
Responses:	151						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	105	24	3	4	5	2	143
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	3	0	0	3	2	0	8
Total	108	24	3	7	7	2	151
Total (%)	72%	16 %	2%	5%	5%	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.

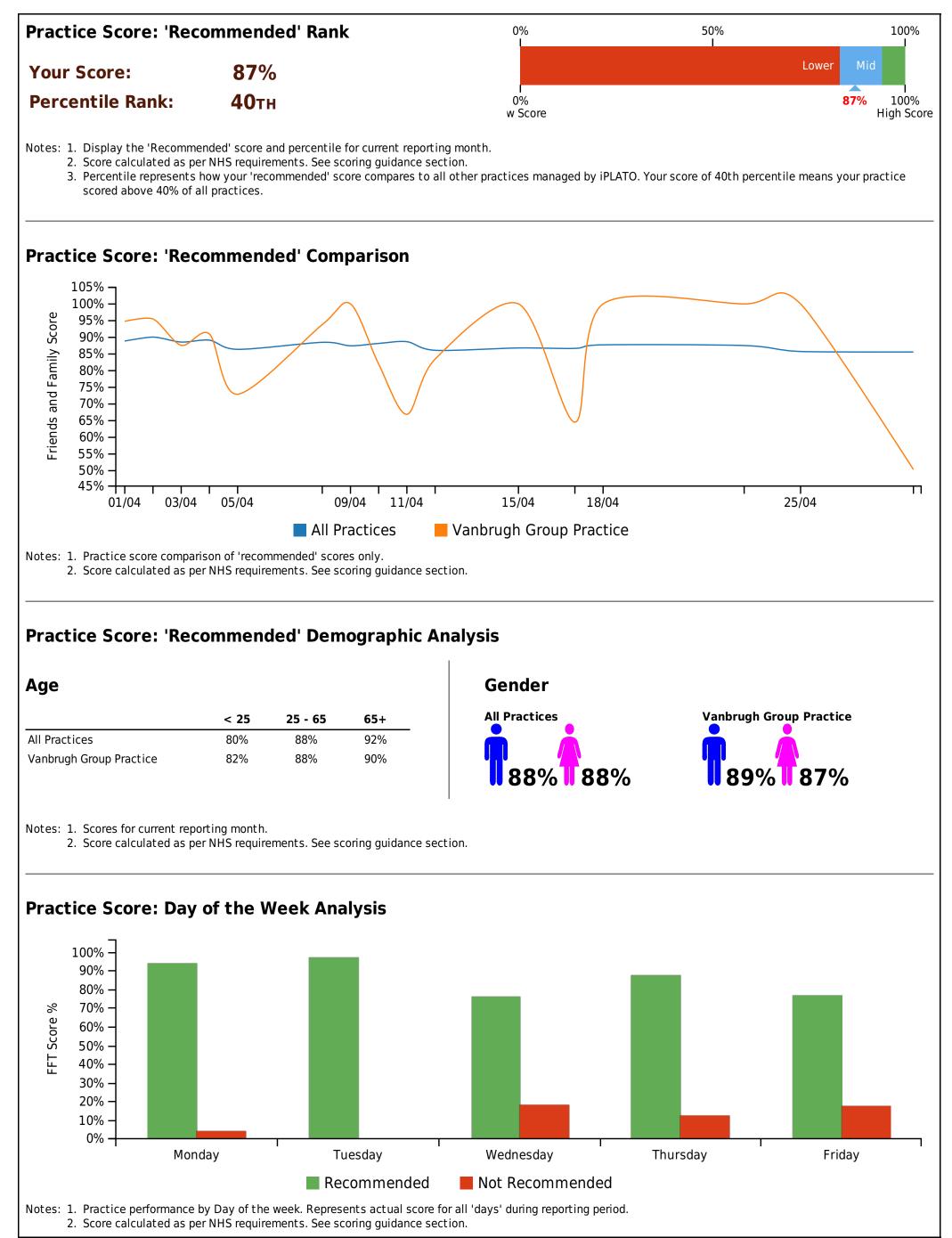
The percentage measures are calculated as follows:



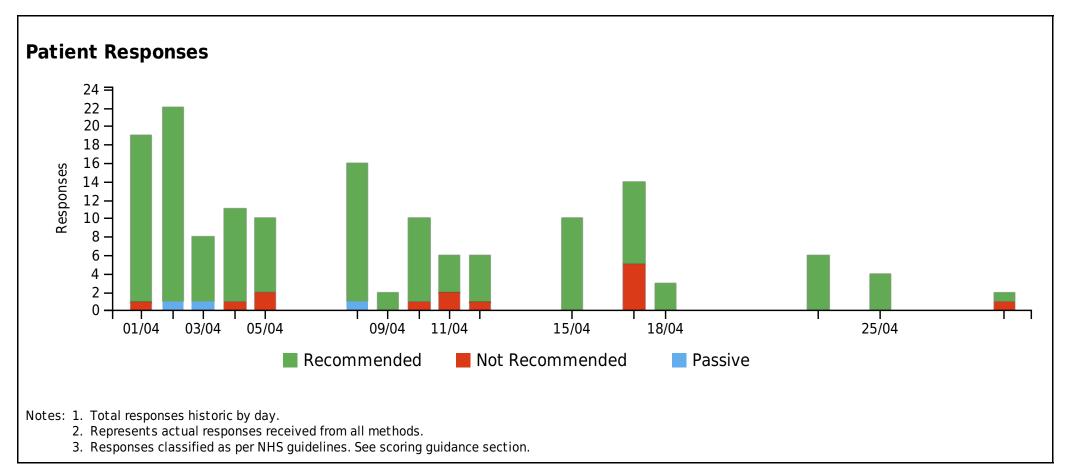
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

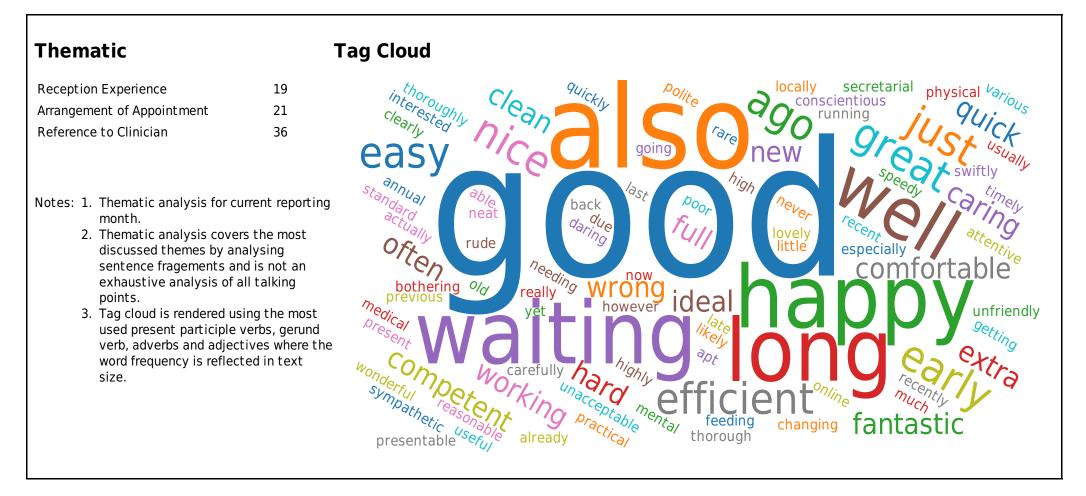
SECTION 3 Practice Scoring



SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary



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

✓ She understand me very well and gave me extra time to explain my problem.

✓ Efficiency

- ✓ I was listened to very carefully & all my concerned were answered. I was very happy with consultation.
- Lyatt was lovely.
- \checkmark The doctors are very caring and helpful
- ✓ Very helpful, considered professional Doctor. Only a 10 min delay
- ✓ Dr Parker is very kind, professional and helpful.
- ✓ Always helpful, although as a patient I know it's not always the case, always do their best and go the extra mile
- ✓ Because i am always looked after.
- ✓ Doc very nice service exellent
- ✓ Location not ideal for those needing to travel by car. Other than that excellent.
- Recent problems dealt with by doctor in sympathetic, practical way. Reception staff always helpful despite pressures. Would of course be ideal if it we@it were easier to get an appointment.@ment.
- ✓I can only judge on 2 ocassions I was seen so fsr in the practice. Speedy appointments. And really knowledgeable nurse and doctor.
- ✓ Dr very helpful and pleasant
- \checkmark Full discussion of issues and follow up
- ✓ The service was excellent and did not have to wait long to see my Doctor.
- ✓ Good conscientious doctors and nurses. I have every confidence in the ones who have treated me. Thank you.
- ✓ You can get appointment that suits however some reception team have forgotten to smile.
- There is always room for improvement.
- ✓ Kind, helpful and efficient nurse and doctor
- Helpful reception staff. Good experience with doctors, nurses and health care assistants. Comfortable waiting area. Dr Jaisun is a very competent GP.
- ✓ Nurse was nice and punctual. Facilities are neat and clean.
- ✓ Any doctor is very helpful and early appointments suit my lifestyle
- ✓ Quick friendly service .
- ✓ Good service from Doctors Nurses and Receptionists
- ✓ Great service.

✓ Great GP, listened well, easy to talk to.

- The GPs are always on time for my appointments, they take time to answer questions, and they provide excellent care. I also appreciate the designated bab@d baby room for feeding and changing and self-serve check in. @ in.
- ✓ Quick, easy and good service.
- I have been with the surgery since age of 14 yrs old am now 69 yrs as was my own husband and family and my parents were with u always had been happy sta@y staff always helpful and pleasant @sant
- ✓ Appointment was on time and swiftly dealt with.
- ✓ Doctors are fantastic & so are the receptionists, I've been a patient for 25 years & would highly recommend them to anyone
- ✓ Just a very good experience. And very caring.
- ✓ Help full Doctor
- ✓ Nice, friendly, very competent doctor seen Drs Moore, Parker and Cassidy recently and always impressed. Thank you
- ✓ Doctor Moore is a wonderful person and she take's time to listen to you and is very understanding
- I was thoroughly looked after and given answers to my queries and concerns
- ✓ Great facility, friendly knowledgeable staff
- ✓ Excellent on time service with interested professionals who never fail to perform.
- ✓ Doctor very helpful and kind, I was seen on time and felt welcomed
- ✓ Good professional services all round
- 🗸 Dr Jaisun Vivekanandaraja
- \checkmark As always it's staff and staff: from the front desk to the medical staff

✓ Straightforward. Timely.

✔8211 528 6608

✓ Able to get early appointment

✓ Very happy with Dr Sheppard's approach, easy to talk to and thorough.

✓ It was on time and the service was good I have always been happy with R.

- In Moore told me the result of tests from previous visit. She also listened to me and arranged for various appropriate investigations. I felt reassured@sured by the visit. It was also a visit to do an annual review of long term medication. Thank you Dr. Moore!@oore!
- ✓ I have chosen no:1 Extremely likely because The receptionist, the nurse are so helpfull. Dr Moore explains everything very clearly and shes very helpful too
- ✓ covered every aspect very good appointment
- I would like to thank Audrey your nurse she was very personable and made the process much more comfortable and id like this to be noted. The ladies on reception are also very helpful especially when I could not get through on the telephone.
- I have always received a very good service from the receptionists and doctors so I have recommended the surgery to other people

✓ It can be hard to get an appointment

- ✓I had no problems and was in and out very quickly.
- ✓ Ease of access and no waiting time
- I have chosen 1 because I don't come there very often but when I do the Dr's are exceptional you always leave feeling reassured with your treatment and@t and advise. Also the receptionists are polite and very helpful. So thank you. @you.
- ✓ Efficient system, well organised and managed with good doctors.
- The reception/secretarial team usually answer and act on your request (booking apt, emailing gp for new referral etc). The GPs are all pleasant & of a hi@ a high standard, the facilities are clean, presentable and v spacious, the online service is useful and you can select apts v early in the day which is helpf@helpful if you're working 9-5, Mon-Fri. @Fri.
- ✓I found the nurse staff and doctor very helpful

✓ Good systems in place

- Efficient AS well AS friendly. This rare combination seems to be part of the culture. Lived for 20 years locally and been with u for as long.
- ✓ A very good practice but could they please understand that mental health issues will affect physical health as well.

✓ Insight provided

Waiting time reasonable, call back from doctor works for me and I am happy with his judgement as to whether or not I need an appointment. I did need an @d an appointment and he fitted me in during the afternoon. Doctor Shepherd very attentive and very professional @onal

X Delay in getting the appointment

Not Recommended

✓ It takes 2 weeks to get a non-emergency appointment and I think that is an unacceptable amount of time.

- ✓ Read my text
- My prescriptions were wrong.
- I picked the wrong option. We are delighted with the service. It has been fantastic as we changed GP to to issues with our last practice and I could not @ not be happier with the choice we've made. Excellent!@lent!
- \checkmark If you care to call me I will be happy to answer the question
- This was the first time I visited this clinic. Made the appointment 3 weeks ago, when I arrive I waited 45mins without being called in, queried with rece@ reception who say the doctor Im booked with hasn't arrived yet. Got to see another doctor who say he doesn't take blood tests so I have to book a new appoint@pointment for another day. Why wasn't I asked 3 weeks ago when I made the appointment what It was about so I was booked with the right person?@rson?
- Extremely difficult to get an appointment, reception staff rude, always told no emergency appointments, often you cancel appointments with no explanat@lanation, when you complain just told take it or leave it, completely no empathy for your patients. @nts.
- Very difficult for a working person to get an appointment without a long wait drs are very good if you can get in front of them
- ✓ booked a 7am appointment 3 weeks ago and the Dr did not arrive. If you are not going to turn up to work don't offer those slots
- came for a 7.10am appointment and the practice was shut . 4 other patients were also waiting and we have all missed our appointment due to no drs or reception staff present
- I booked a 7.30am appointment so that I could get to work. I was disappointed to hear that the surgery times were running behind already. I also don't feel like my concerns were taken seriously
- The service has gone down hill patients waiting for over an hour for receptionists to answer the phone poor service

Passive

- Wait times for an appointment are way too long (2 weeks). Especially for babies. Receptionists can also be a little unfriendly and make you feel like you@e you are bothering them for daring to call up and request an appointment. @ent.
- Pleasant experience with a friendly and approachable GP. Very difficult to actually get an appointment and lots of hurdles to jump through, waiting, call@ calls just for a consultation@ation