FFT Monthly Summary: June 2019

Vanbrugh Group Practice Code: G83021



SECTION 1 CQRS Reporting

	porting	1	1			1			1		
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
85	26	3	5	11	0	1	0	0	129	0	0

SECTION 2 Report Summary

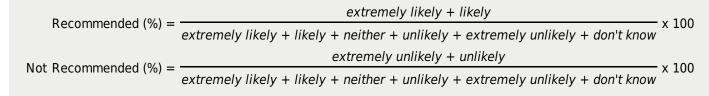
Surveyed Patients:	510						
Responses:	130						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	85	26	3	4	11	0	129
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	0	0	0	1	0	0	1
Total	85	26	3	5	11	0	130
Total (%)	65%	20 %	2%	4%	8%	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.

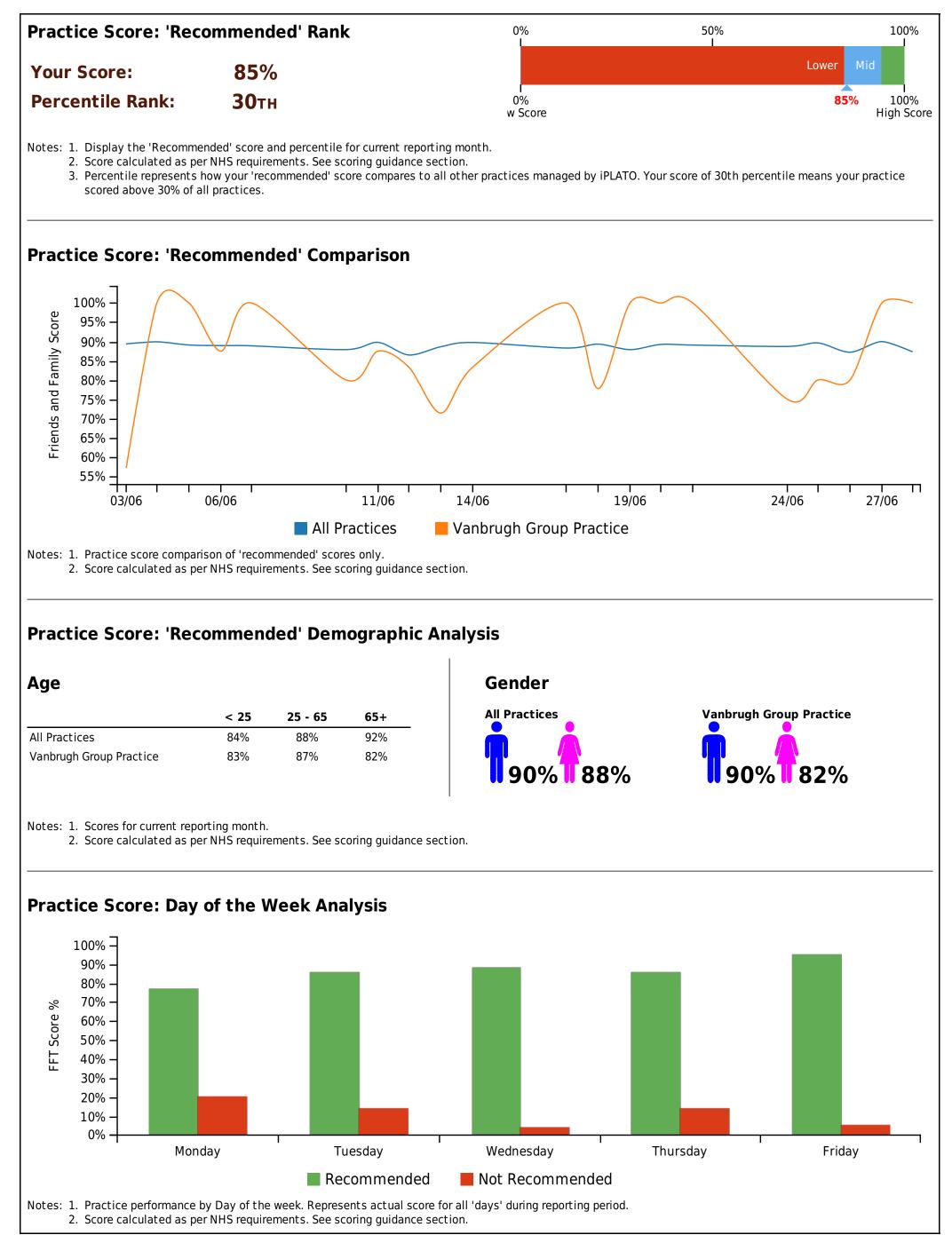
The percentage measures are calculated as follows:



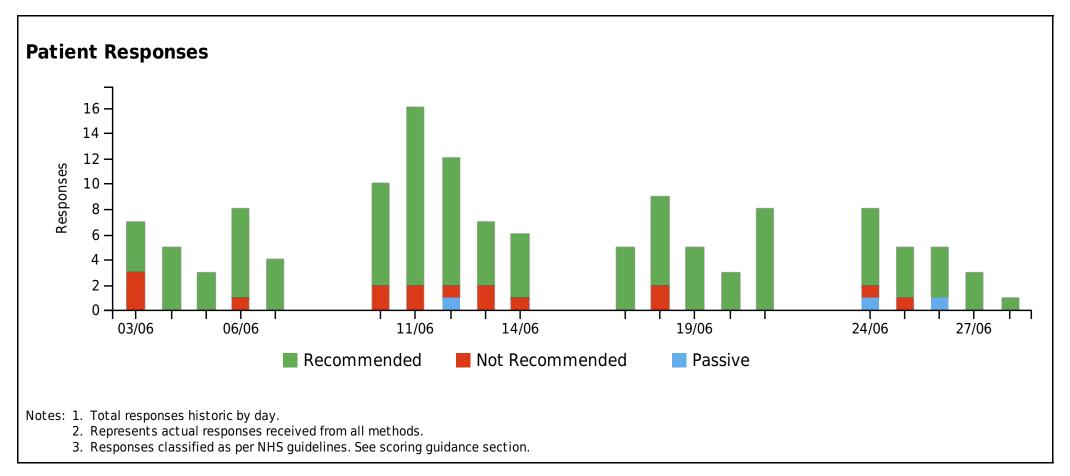
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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	8
Arrangement of Appointment	14
Reference to Clinician	36

- 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.

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

- ✓ Staff are polite and well informed. I never feel like they are rushing to get me out of the door.
- ✓ The nurse I saw today was polite and informative.
- ✓ Available appointment and referrals are made if needed. And I'm able to see any Dr, so appointments are easy to be made.
- ✓I booked my appointment online and checked myself in. There was no waiting around. Quick and easy.
- ✓ GP was lovely, very gentle and sensitive examining my 14 year old daughter and explaining in terminology she'd understand
- ✓ The nurse was really nice all the time and make me feel comfortable. She was really helpful and professional
- ✓ Helpful people and reliable appointment times.
- ✓ very friendly and professional.
- ✓I didn't wait long to see the doctor
- ✓ Clean, light space. Easy to get appointments.
- ✓ It was a good service !
- ✓ No delays, early appointments, clean environment
- ✓ Good service and GPS
- ✓I didn't have any issues with my appointment, everything went smoothly.
- Easy to get appointment online and seen pretty much on time!
- Punctual appointment and very pleasant people
- Good service. Good doctor
- ✓ Reason is co operative , help full, informative, punctual, service provided.
- \checkmark The doctor is caring and understanding and really kind
- ✓ Convenient. Lots of doctors. Helpful reception.
- \checkmark The nurse was very helpful and has given me the attention to my problem.
- My appointment was right on time. Dr Kahdari was understanding of my health issues in explaining the reasons and giving me the appropriate prescription.@tion. A future blood test arranged for me by him. @m.
- Prompt, professional first visit covering getting onto the Vanburgh Personal Account Network and with a Doctor requesting a PSA test. Immediate blood tes@d test next day.@ day.
- ✓I have always received great care and service.
- Ir Cassidy and Reception are very helpful.

Nice surgery, pleasant atmosphere, gps have been very nice. Travel nurse did not know Botswana and Zimbabwe were counties but thought they were places in@es in the country of South Africa so lack of trust in advice. @ice.

- ✓ Great pratice.friendly recepiton.Doctors who care about their patients
- Didn't wait very long and the nurse was lovely and highly efficient
- \checkmark Staff always polite helpful and sometimes under great pressure
- ✓ Because this is my gp practice last thirty years
- ✓ Like the app, easy to use, new premises are great improvement, like Dr Parker so sensible and straightforward
- ✓ The convenience of the range of on-site services: physician, physio, pharmacist, phlebotomy, practice nurse &c

I think that there is an inherent issue with a group practice like yours. I've been diagnosed with Grave's disease which while is not particularly seriou@erious it has involved seeing multiple people. four different drs, five if you include the specialists,9 if you include the nurses for blood tests, 11 if you @ you include the MRI and Xray staff, 13 if you include the pharmacist, 17 if you include the receptionists all of which required me to explain what and where@where we were with treatment, something that I'm not really qualified to do. This morning I had a conversation with the receptionist about the frequency of bl@of blood tests and who might interpret the results which didn't align at all with what the consultant had told me which basically left me with the feeling of @g of too many cooks and a feeling that no one is accountable.@able.

The service of the nurse was brilliant, efficient and she was so kind and Professional. Many thanks to Nurse Pam Sinclair. GOD bless you all at the SURGER@URGERY. We are Grateful @eful

✓ Helpfulness of counter staff and efficiency and friendliness of doctors (in this case Dr Cassidy).

In absence of the doctor my appointment was re-booked for the same day and professional doctor looked at the issue and provided constructive feedback and advice
Very helpful

✓ Friendly efficient service

The doctor listened and suggested a remedy that could work. Today the clinic seemed relax when it sometimes is very busy and stressed?

✓ Excellent doctors and support staff, and (mostly) efficient admin.

Vas extremely impressed by the service I received today the doctor took the time to help me. And answered all questions so I understood

✓ Friendly and user friendly practice

She welcome me, she took time to listen me and also she explained properly to make you feel good. She is good doctor, i personally recommend to the patient.

✓ Nurse introduced herself explained procedure and results privacy and dignity maintained throughout appointment time not kept to with not explanation

✓ Friendly and kind communication from Doctor

✓ Great service

✓ Always great service, nice people and getting all information which I need.

✓I was listened to

✓ Seen on time, friendly nurse.

X The GP I saw was friendly, approachable, knowledgeable and efficient- overall very good.

Not Recommended

✓ Very efficient and kind

- I ave been rushed by the healthcare professionals on both occasions with my newborn. After having told them I also just moved to the UK from US and looki@looking for answers and advice. I've been made to feel as if they do not have time and are barely paying attention to my questions and concerns. @rns.
- 3 to 4 weeks for an appt then canceled at last min hours on phone trying to book appt give up and go to surgery to be greeted by staff who have had a cha@a charisma bypass if you had a serious illness you would waste weeks of valuable time try booking an appt on the phone yourself to test your service @vice
- Opening time and difficulties toBook a Visit
- Difficult to get appointment to long waiting and the Gp I spooked to was not empathetic and didn't explain very well
- ✓ Sorry meant 1!!!
- ✓ Had to wait 3 weeks for an appointment, then another 3 weeks for follow up.
- Since Dr Gauslua left I had trouble finding a doctor I like that stays at the practice. Too many doctors always seeing a different one . I've been with t@ith the surgery over 20 years and don't have a doctor who knows me. It's too impersonal, always having to re explain yourself then your 10 mins are nearly up@ly up
- ✓ It's true
- ✓ I practically had to beg for a smear test today!
- ✓ Given wrong info about best time for smear at time of booking
- I have usually had to wait for about 15 minutes but today after a 25 minute wait with an upset toddler I received curt advice/care from Doctor Parker. Unhappy that my illness was dismissed almost as a figment of my imagination.
- X Dr Charlotte Shier has dedication or her patients. She listens and gives you adequately advice. The only reason why I did not give a 10 is because she pr@he prescribed me a product a product that is no longer sold and I'm with body itching.@hing.

Passive

- ✓ It's hard to get appointments, speak to a doctor or get a prescription
- My family that lives local already use the practice. Most of my friends do not live in this area. Also I'm not in the habit of recommending. One mans mea@s meat is another mans poison!!@son!!