

FFT Monthly Summary: August 2019

Vanbrugh Group Practice
Code: G83021

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
95	31	1	4	4	0	0	0	0	135	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:	474						
Responses:	135						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	95	31	1	4	4	0	135
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	95	31	1	4	4	0	135
Total (%)	70%	23%	1%	3%	3%	0%	100%

Summary Scores

 93%
  6%
  1%

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:

$$\text{Recommended (\%)} = \frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

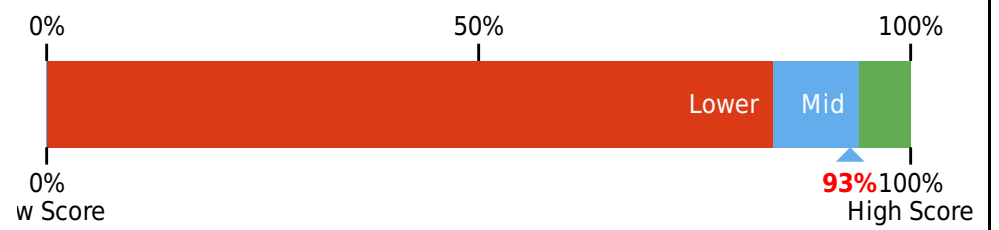
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

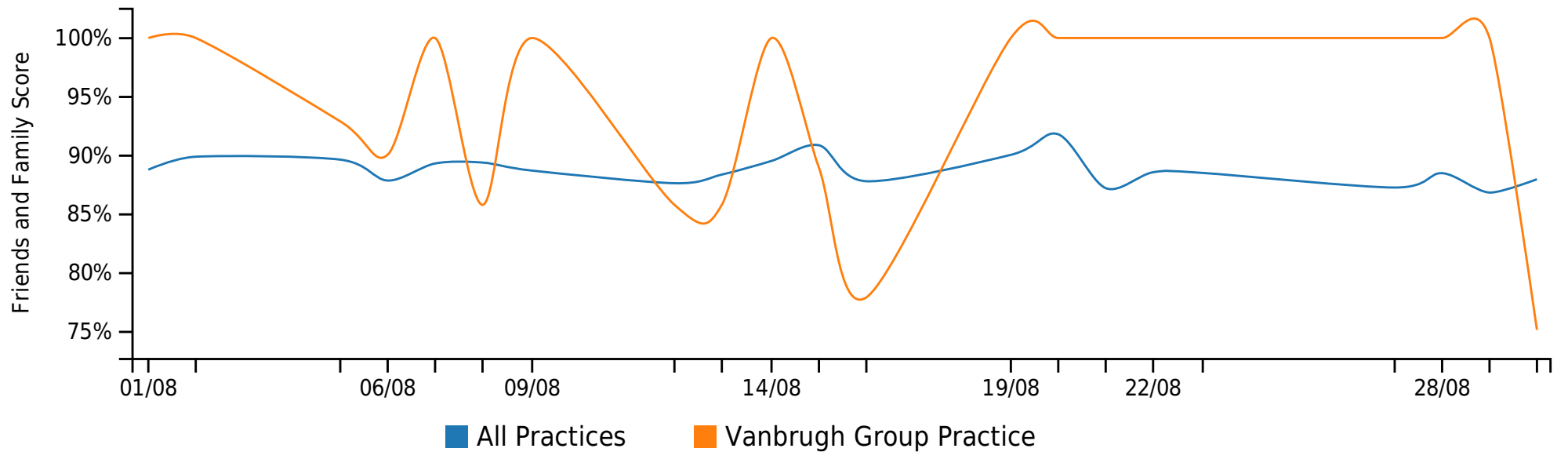
Practice Score: 'Recommended' Rank

Your Score: **93%**
Percentile Rank: **70TH**



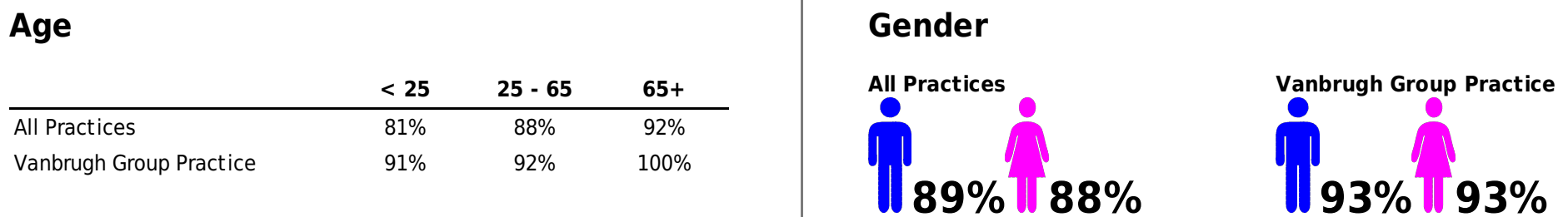
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 70th percentile means your practice scored above 70% of all practices.

Practice Score: 'Recommended' Comparison



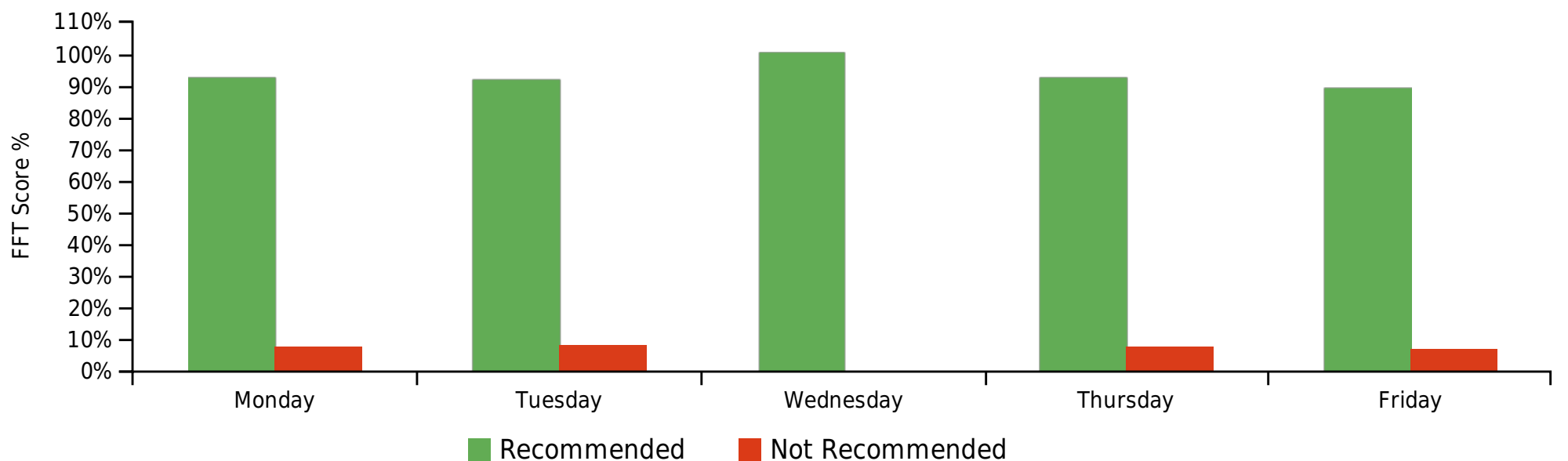
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



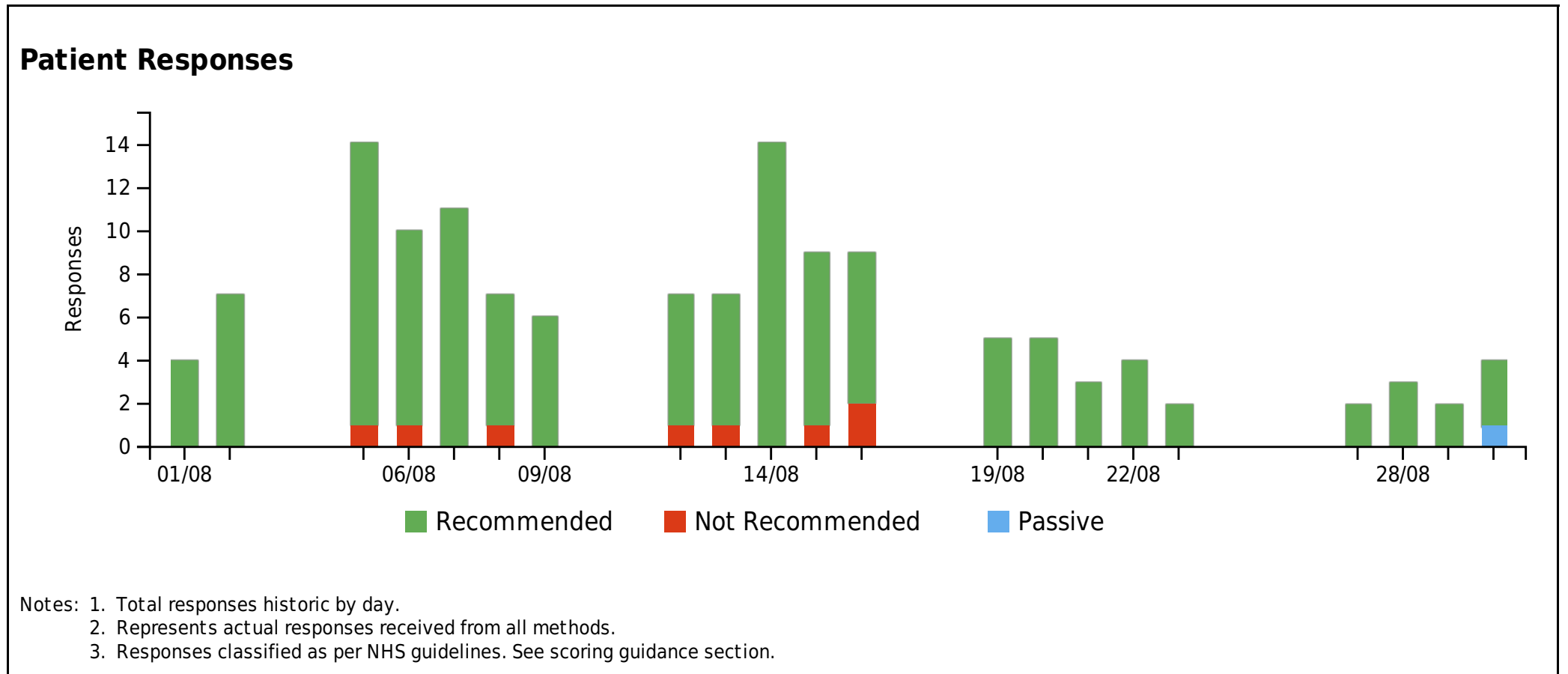
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



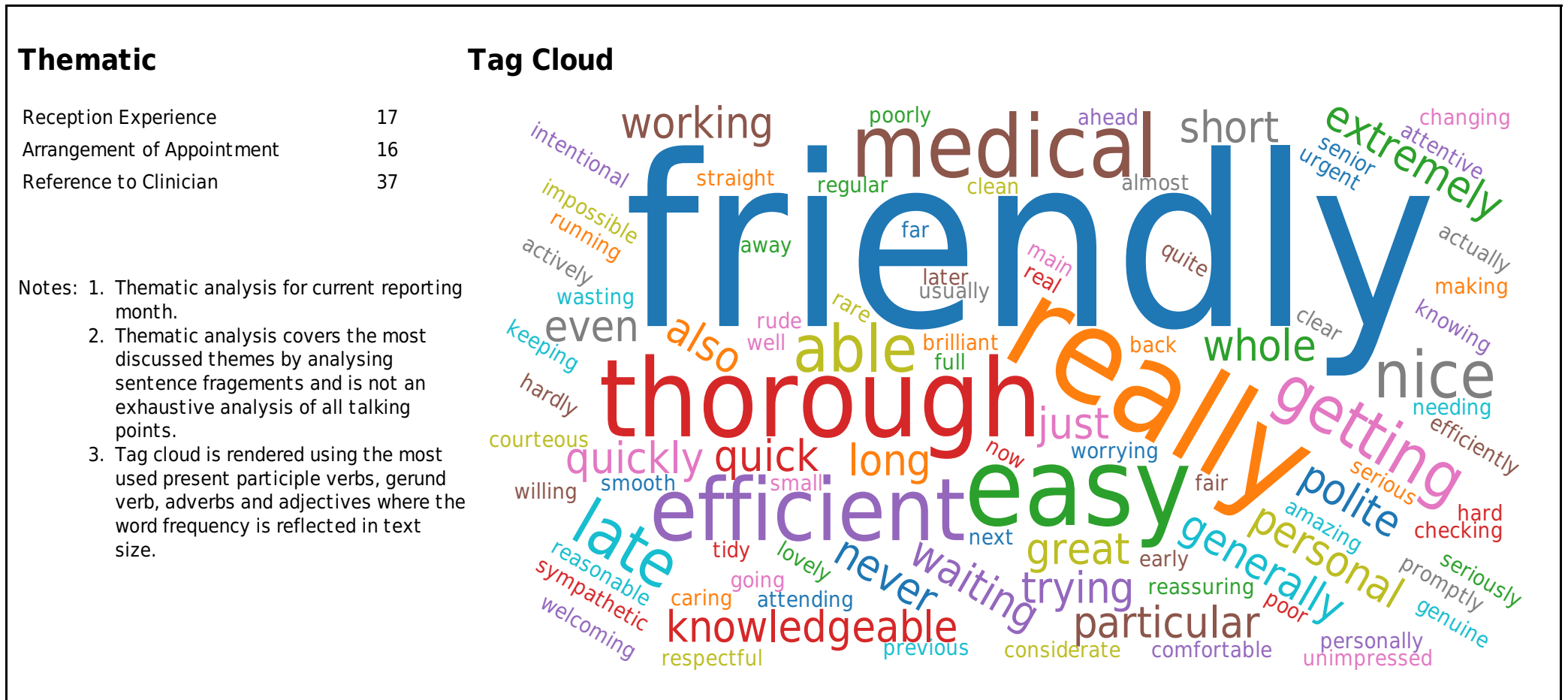
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary



Patient Free Text Comments: Detail

- Notes:
- Free Text Comment received for current reporting month.
 - Classification based on initial response to Q1 rather than content of message.
 - Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

Recommended

- ✓ Getting the appointment was a nightmare, but the doctor I saw was amazing and has really helped me with an issue I was really worrying about
- ✓ Because everybody is so helpful . Polite.and takes time to make you feel that they care. .
- ✓ All front desk staff are very helpful, friendly and professional.. My GP treats me with dignity and respect at all times..
- ✓ Blood test. Nurse very professional but also made me relax and so whole experience easy.
- ✓ Very quick to get a same day appointmentThe call back from the doctor was very quick and I was given good advice at my appointment
- ✓ Friendly and supportive staff
- ✓ Easy check in, nice waiting area, lovely doctor
- ✓ Now I'm left not knowing what my options are
- ✓ Auto check in was not working which delayed check in process - if was working would have been a 1. Staff and Doctor very helpful.
- ✓ I was able to get an appointment within a week (very rare) and the doctor that attended me was very efficient and resolute
- ✓ Speed efficiency and helpfulness
- ✓ Wasting my time
- ✓ I was seen very quickly when I had an urgent need. I did have an hours wait at the surgery as the doctors were running late, but since I'd been squeezed @ezed in at short notice I didn't mind. The doctor was reassuring and professional. @nal.
- ✓ My GP Dr Mariyam Akeel was professional, sympathetic and thorough, I felt very reassured by her. She made me feel very comfortable and at ease
- ✓ Great service
- ✓ Excellent medical treatment backed up by friendly and relax admin staff.
- ✓ I always appreciate the advice and time given to explain things
- ✓ Good customer service
- ✓ Early appointment. On time. Professional and friendly GP (Dr Kudari)
- ✓ My needs were dealt with well.
- ✓ 8239299
- ✓ Efficient staff and helpful service
- ✓ Nice practice (clean & location) and helpful professional staff.
- ✓ Attending to my own doctor whom I trust with confidence. Easy to make appointments to see my own doctor. In house surgery, not having to attend hospital.
- ✓ Brilliant and kind service for my poorly daughter.
- ✓ A friendly service
- ✓ Prompt action knowledgable drs good communication fixed my problem no wait
- ✓ Helpful and friendly staff and GP, tidy welcoming environment
- ✓ Short waiting time, then seen to efficiently
- ✓ Doctor understood my request
- ✓ Generally happy with the service I get
- ✓ Generally I am happy with efficiency of the Greenwich practice but today it wasn't so good.
- ✓ I have been going to surgery for 20yrs and I have no problem with them they have good bedside manner
- ✓ Didn't have to wait too long and the discussion was helpful
- ✓ Staff are helpful and friendly and dr jaisen is the nicest doctor I have been to
- ✓ I was seen promptly and the doctor was extremely courteous, friendly and professional. He took the trouble to read my previous medical history, gave me h@me helpful advice and answered all my questions. It was a good experience and I would like to thank him - Dr Lee. @Lee.
- ✓ Good communication skills
- ✓ Accessibility and good patient care
- ✓ The senior GPs are very knowledgeable and the surgery is making full use of technology in booking appointments and checking records.
- ✓ A very experienced doctor who treated me with respect
- ✓ Prompt referral for tests.
- ✓ Good service and attentive staff
- ✓ Dr listened to my concerns, asked questions and gave advice with a follow up appointment booked for a month later. Excellent Thanks
- ✓ Doctors and other HCP very good. Reception staff nice. Waits for appointments can be long!

- ✓ Easy to get an appointment, really helpful doctors and nurses
- ✓ Staff and GPs are very helpful and thorough. Main problem is getting through on the phone. Almost impossible
- ✓ Good medical care
- ✓ I am happy with attention i was given, time keeping and kind attitude of Dr Shepard.
- ✓ Smooth process
- ✓ Friendly and considerate and expert in consulting and treatment
- ✓ My appointment is always late
- ✓ The doctor listened and was helpful
- ✓ Friendly staff. Don't have to wait beyond my appointment time. Can get an appointment within a reasonable time.
- ✓ I was able to get a next day appointment and the doctor was supportive and caring.
- ✓ Always great doctors who really listen
- ✓ I was able to get an appointment for today and Doctor was thorough and had excellent manners.
- ✓ Efficient and helpful
- ✓ Was actively listened to and given informed professional advice
- ✓ very efficient and listen to patient. Gives sense of confidence, reliability and trust that being given best of care.
- ✓ The nurse did all that was expected of her.
- ✓ Excellent locum Doctor. Professional, respectful, punctual, thorough, genuine, knowledgeable.
- ✓ So far the doctors and nurses I've seen for either myself or my son have been really good.
- ✓ The doctor was very good . She listened to what I had to say. She was thorough and proactive getting me a hospital appointment straight away
- ✓ Very easy to talk with and understanding regarding sensitive situations
- ✓ Have never had a problem!
- ✓ Efficacy and polite staff
- ✓ I got very good help from the reception
- ✓ I am happy with the service. It can be hard to get an appointment when needed sometimes but that's it really.
- ✓ Convenient hours, easy to book w app. Helpful staff.
- ✗ People needing people they say, are the luckyist people in the world

Not Recommended

- ✓ I found the nurse quite rude this morning and not very friendly. Although, I usually have a good experience at Vanbrugh practice!
- ✓ Confused communication. And lack of clear messages around appointments needed and cancelled appointments
- ✓ Because the doktor didn't do anything for me that's the reason and i always go for sana problem and i never get help
- ✓ Front desk is not kind that looks they do annoyed work
- ✓ He could not do a report because he is not a regular GP there. Receptionist and another GP are informed about my personal issue. It could be loss in tran@ translation to pass my info from mouth to mouth trying to find himself someone who could do the report. But it will not be explained from me , just from him@ himself. Also why receptionist should read about what happened with me via text? @ext?
- ✓ I have been with the vanburgh practice for over 20years and I am very disappointed in the conduct and disinterest of most of the GPs based there. The lev@e level of respect that I receive is extremely poor in particular from Dr Cassidy . There is a intentional disregard of my needs and suggestions. The practic@actice needs Dr Wright in charge as she seems to be willing to listen and support me. Dr Shiel has a supportive and kind manner. I am completely unimpressed a@sed and would change doctors in a heart beat if it wasn't for my conditions.@ns.
- ✗ I have felt serious let down by the practice as a whole. Ive been trying to seek medical help for over a year on one particular issue only to feel like n@ike no doctor nor nurse has taken my visits seriously. The staff dont not take any real care with people... You just get them in and out as quickly as possibl@ssible. I have personally broken down in tears and my nurse did not even offer a tissue, she hardly even made eye contact. The small personal touches that let@t let you know someone actually cares. Your staff are impersonal and dismissive @sive

Passive

- ✓ I was stuck in traffic and phoned ahead to inform them of this however, I was not seen because I was late 12 minutes. It is not fair as there were times @imes when I waited to be seen over 20 minutes and only apologise was given. I am considering changing GP@ng GP