# FFT Monthly Summary: September 2019

Vanbrugh Group Practice Code: G83021



## SECTION 1 CQRS Reporting

CQRS Re	porting										
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
79	36	4	2	6	2	2	0	0	127	0	0
/9	36	4	2	6	2	2	0	0	127	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

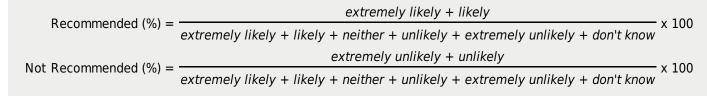
Surveyed Patients:	439 129						
Responses:							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	78	36	4	1	6	2	127
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	0	1	0	0	2
Total	79	36	4	2	6	2	129
Total (%)	<b>61</b> %	<b>28</b> %	<b>3</b> %	2%	5%	2%	<b>100</b> %

### **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.

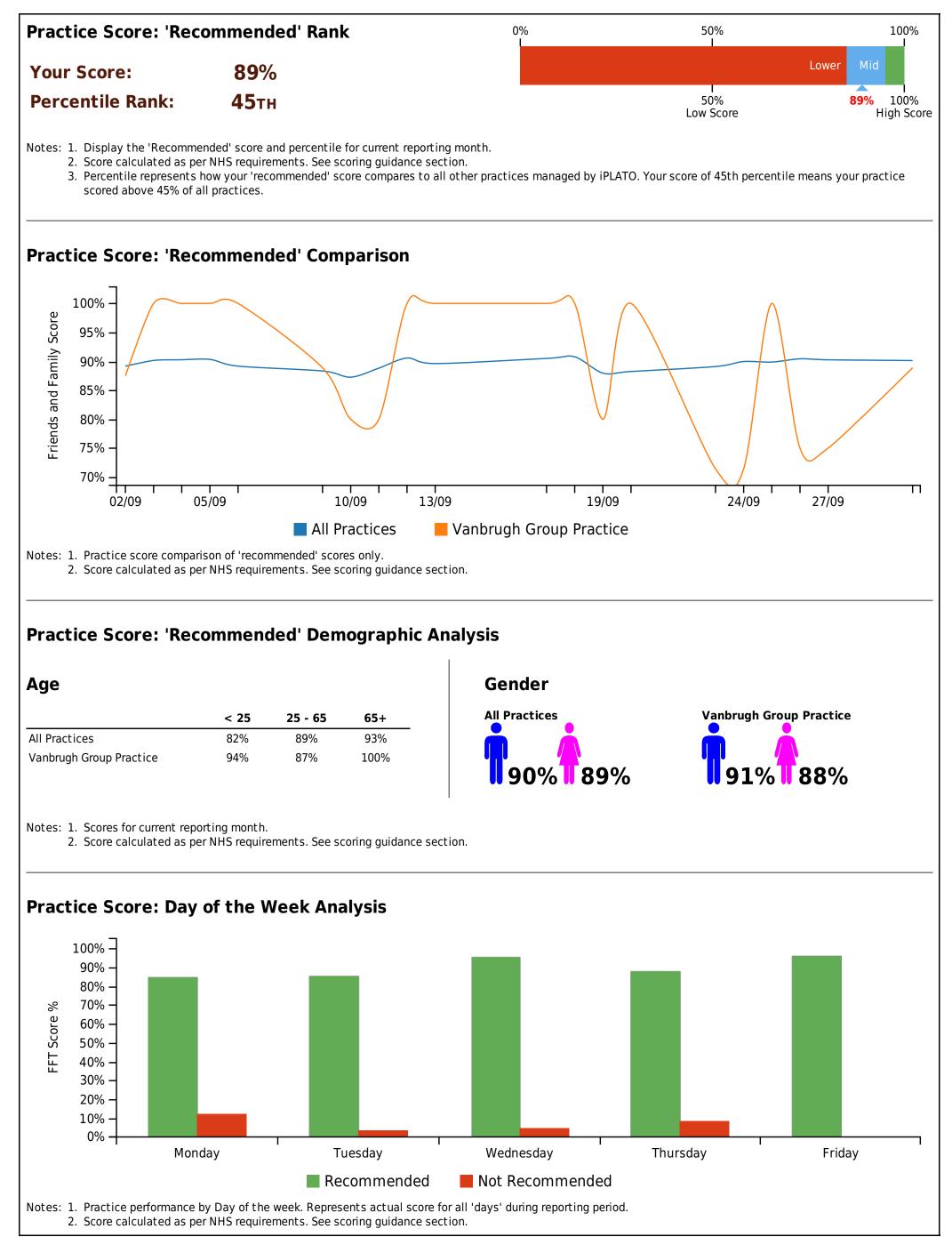
The percentage measures are calculated as follows:



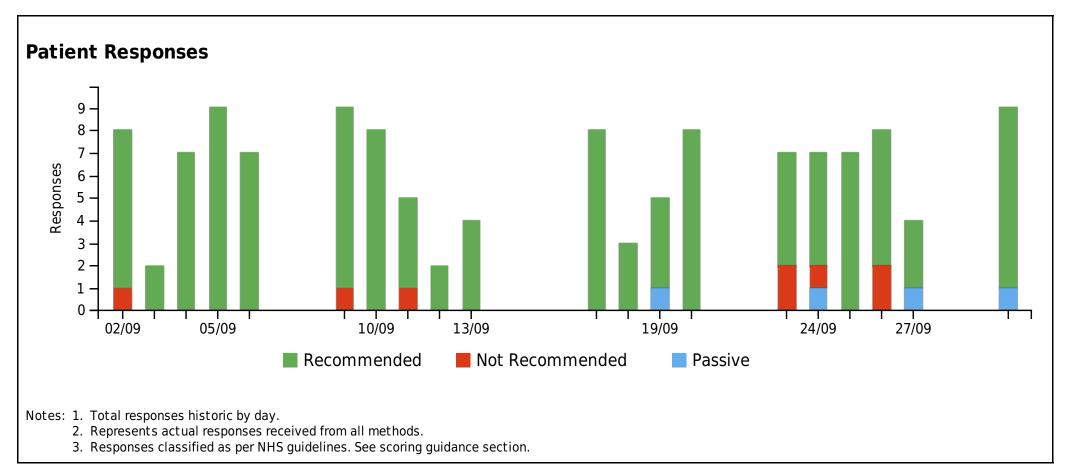
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

our doctor provided the best for us. reliable.

- Professional and caring doctors
- For the simple reason that the GP I see has saved my life and on many occasions. I have many health problems and Dr Moore takes the time to explain every@everything to you, unlike some doctors I have seen.@seen.
- Care taken by Audrey is amazing
- I didn't have to wait to see a doctor
- Good advice and a doctor that has a very nice maner
- Good advice just a long wait
- ✓ FLEXIBILITY PROMPT GP CALL BACK AND AN APPOINTMENT ON THE SAME DAY AS A RESULT.
- Early appointment but still late. The poor use of grammar and spelling on the waiting room tv display does not instill confidence in the practice
- Doctor was professional and yet friendly, gave me what I needed plus extra advice.
- Caring and thorough GP Impressed
- ✓ Slight delay in being seen for appointment but GP exceptionally civil and helpful.
- ✓ Speed of appointment to see a doctor through the system of triage by phone
- ✓ U got good staff @ r helpful
- ✓ Well informed advice
- On time doctor good and understanding shame about parking
- ✓ Very friendly staff all around Helpful too
- ✓ Quick to book for appointment, good doctors with great care to the patients.
- ✓ Hard to get an appointment
- ✓ The long waits even though you have an appointment. You are always running 10-15mins late
- ✓ For the good service i received from the gp
- Although I had to book well ahead to get an appointment with the GP who knows me best I WAS able to get an appointment with her. She was empathic, profes@rofessional, thorough, and informed about communications between my hospital consultants and the practice and answered all my questions and queries efficientl@iently. My

appointment was pretty much on time and my time in the waiting room was informative as there was a medical magazine on my condition left for patien@atients to read on a table! Altogether could not have been a better appointment.@ment.

The practise as a whole have always shown professionalism and kindness to our family. The receptionists are extremely polite and go out of their way to h@ to help us. @

us.

- Good examinatio n .appreciation of my concerns
- Access to the bluiding is a bit difficult for a disabled person
- ✓ Dr.was superbly helpful, kind and efficient.Thank you.
- ✓ Helpful staff, kind doctors, everyone makes me feel comfortable
- ✓ My GP Suzan is excellent in her profession. Receptionist is very helpful. ✓ Dr Parker
- ✓ Appointment times are kept without being delayed
- Seen on time by very friendly and understanding GP.
- Very professional, very efficient, very quick response and very organised. I have been a patient for 20 years and the surgery is better organised now. I @w. I am really impressed by the management of the surgery and the quality and kindness of the staff (doctors nurses and receptionist)@nist)
- Excellent customer service
- ✓ Pleasant staff and good location
- ✓ Efficient service
- ✓ Attentive, patient, kind and thorough care.
- ✓ Dr. Cassidi
- ✓ The reception staff are friendly and helpful. The appointment check-in process was easy and the GP dealt with my problem well
- Easy to book, appointment on time
- ✓ Nurse was very friendly and made me feel at ease and fully explained the process
- Following a telephone appt i was told to come to the surgery to see a doctor. The doctor prescribed some additional medication which really helped my condition.

✓ Dr Cassidy is an able and kind practitioner.

- ✓ App booking, early appointments, friendly / helpful GPS
- $\checkmark$  The nurse that saw me was very helpful and knowledgeable, thanks
- Doctor was partially lacking in bedside manner. -Not fully welcoming or accepting and not sufficiently open minded to the possibility that I have a genui@genuine need and am appropriately using the medication I requested.@sted.
- Efficient & helpful.
- $\checkmark$  staff are friendly and very helpful
- Saw dr Moore always helpful and explains everything really well am happy that I have found a Dr I can talk to after Dr Mona left I was finding it hard t@ard to find the right dr for me except Dr Parker who is always so busy .@usy .
- ✓ Good practice
- ✓ The Dr was kind and thorough.
- ✓A thoroughly professional, appropriate and swift service.
- People at the reception were nice and helpful. The place was nice and clean. I felt the Dr. listened to my concerns. Was able to get a blood test done di@ne directly after my Dr's apt. @apt.
- The nurses and Gps I have met so far are very nice, polite and tolerant. I was treated by Miss Pam Sinclair who is very tolerant and considerate
- ✓ Did not have to wait very good service
- ✓ Mrs Christine Hyland was extremely kind and knowledgeable and I felt she put me at ease
- ✓ Very patient and intelligent pharmacist who took her time istening before giving good advice
- ✓ Great staff, from medical to support.
- ✓ Was seen on time and dealt with in a sympathetic and professional manner
- ✓ Because the service was really good
- ✓ Hard to get an appointment

#### Not Recommended

✓ It was an accident! Would definitely recommend. The doctor I saw today was FANTASTIC.

- ✓ Doctor bordering on misogynistic jumping straight to anxiety diagnosis (no history)
- ✓ twice my nurses appointment has been cancelled
- ✓ I was seeing on time and I received a quality care From the doctor. Good explanation

#### Passive

- The practice is great: it's always clean, the staff are friendly throughout (from office staff to GPs and nurses), always get fabulous care. The difficul@ficult is that it can be sometimes hard to get a suitable or prompt appointment time. @ime.
- My most practical suggestion for the surgery to be better is that all staff are trained on how to make medication available on the online portal on the@n the last 3 occasions I have been unable to pick up my 'repeat' prescription because there's a review date that I haven't been told about(!!) or the medicati@ication hasn't been available on the portal. I don't think staff realise how dangerous and distressing this is when you are reliant on a regular prescription.@tion. Please please look into this.@this.
- ✓ Appointment was 40 minutes late