FFT Monthly Summary: January 2023

Vanbrugh Group Practice Code: G83021

SECTION 1 CQRS Reporting

CQRS R	eportin	g									
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
107	27	9	5	2	3	4	0	0	148	1	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:	436						
Responses:	153						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	105	27	9	5	2	0	148
SMS - User Initiated							
Tablet/App							
Web/E-mail	1	0	0	0	0	0	1
Manual Upload	1	0	0	0	0	3	4
Total	107	27	9	5	2	3	153
Total (%)	70 %	18%	6 %	3 %	1%	2%	<i>100%</i>

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:

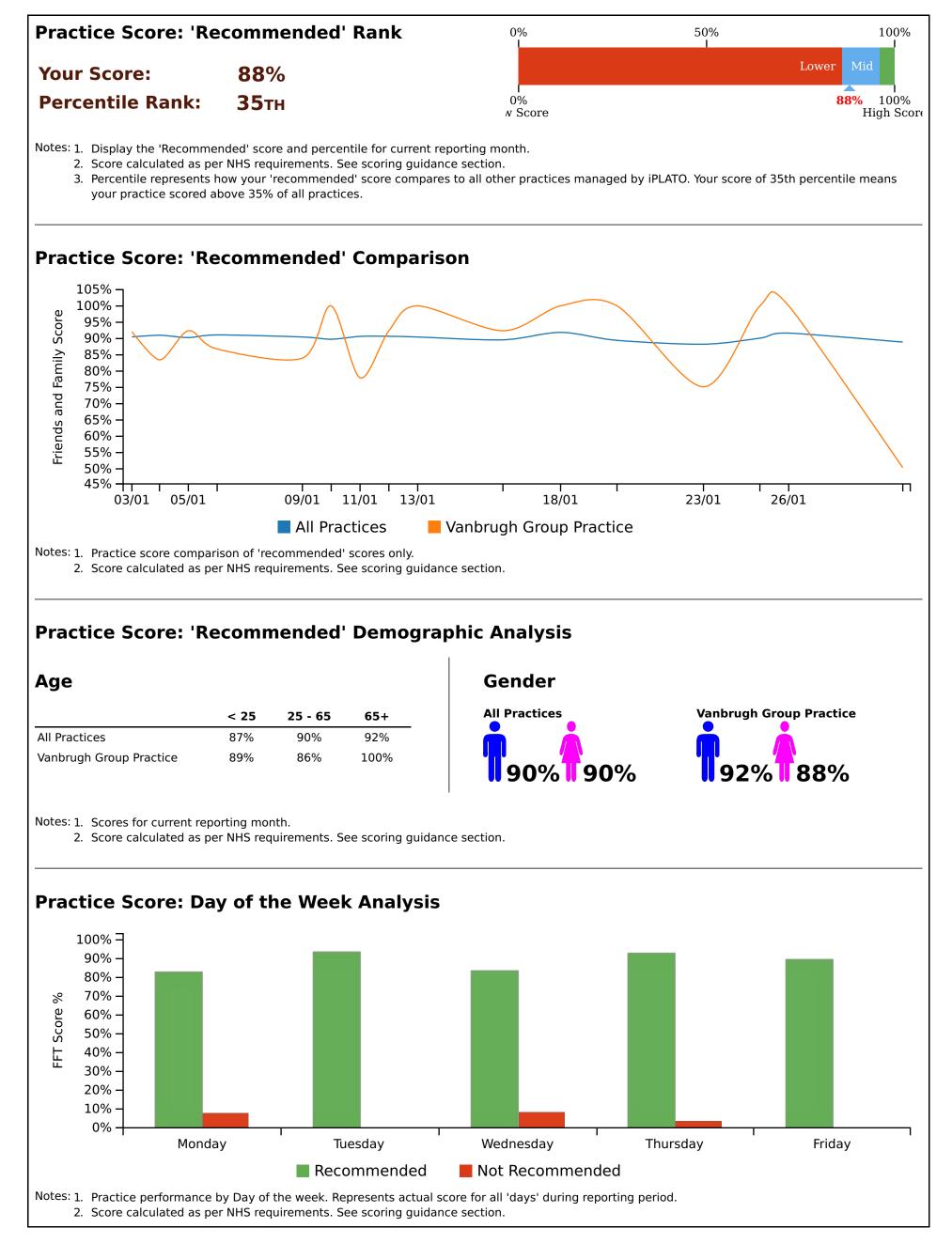
Recommended (%) =	very good + good x 100				
Recommended (%) –	very good + good + neither + poor + very poor + don't know				
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

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

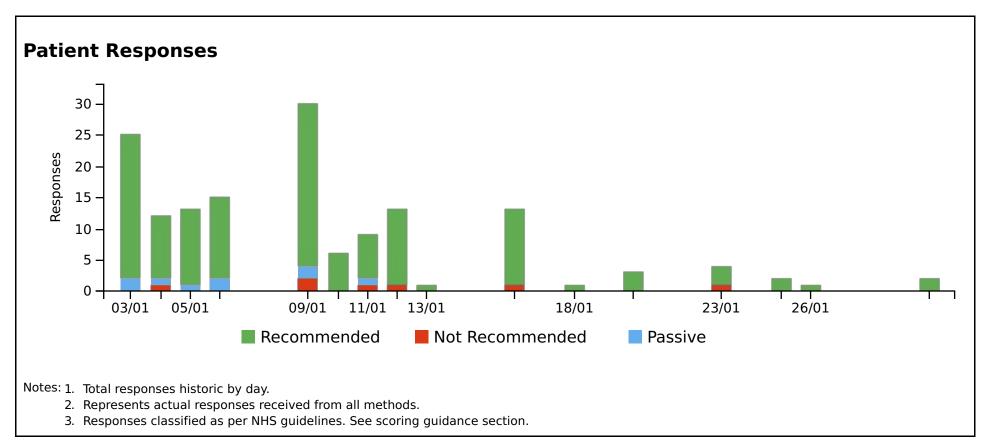


http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring



SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary

Thematic

Reception Experience	18		
Arrangement of Appointment	25		
Reference to Clinician	55		

- 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 / X No consent to publish comment

Recommended

The nurse was amaizing

✓ I was for blood test, the nurse was very kind and professional.

✓ I've found care given to be thorough and sympathetic.

The staff was helpful and medical practitioner very informative and kind

✓ The appointment was efficient

✓ I was able to get an appointment for my daughter quickly and the doctor seemed to listen carefully to the complaints. We still do not have an answer to t@ to the symptoms but I trust it will be looked into and reported back by today. My daughter also received a prescription to deal with her symptoms. @oms.

✓ Gp was excellent. Dr K.

✓ Very kind and helpful doctor

- \checkmark l've always found the staff friendly helpful and my Doctor has been excellent
- ✓ My doctor was lovely and kind and made the process and appointment easy

✓ Got an appointment

Every member of staff at the surgery is invariably courteous, patient, helpful and professional.

Easy check in and called on time. GP was good

✓ I had a face to face appointment with Dr Cassidy who was so kind and extremely helpful. She has arranged various tests for me. She said she will see me a@ me again when the test results are back. I have a vertebral collapse which is very painful and Dr Cassidy has given me hope that I can improve my situation.@tion.

✓ GP listened attentively and explained everything very clearly. Empathetic and knowledgeable

✓ Dr Leonard was incredible with knowledge and took all my symptoms into account. Good result with a short term plan to address.

✓ Doctor Annika is very nice and patient, happy with the experience

✓ Vanbrugh group practice is a very good service

The receptionist was extremely helpful and got me a quick appointment. The doctor was caring and helpful.My appointment was on time.

✓ Didn't have to wait long and the nurse I saw was really lovely and listened to every word I said

✓ Okav

The experience was quick and easy. Staff were nice and caring.

✓ Appointment was 15 minutes late

✓ The E-consult process worked very well. I was seen very quickly by Dr Parker and the next steps were put in place. I am very relieved

✓ Too long waiting, we waited for between 40 to 80 minutes in the last 3 visits... Adults are fine, but baby gets very fussy and sleepy while awaits

✓ Terrific doctor who explained clearly and fully without rushing. Very helpful appointment staff. This practice always seems extremely well run.

Friendly helpful reception. Efficient and professional

✓ Good reception staff. Peaceful environment. Doc good though not as empathetic as you'd want.

✓ Quick appointments arrangements, polite and helpful receptionists over the phone, doctor's understanding

✓ Everything was very efficient. The staff were extremely friendly and helpful.

✓ Didn't wait long for appointment/ friendly doctor

✓ I had a fast response in booking appointment and doctor was very helpful too.

✓I was really satisfied with her work ethic.

✓ Amazing caring Doctor(s) and friendly staff that go the extra step to help with appointment scheduling etc.

✓ Because I had good service

✓ Didn't feel rushed. Doctor I've known for some time who I find clear and sympathetic and who I really appreciate

The doctor was very professional and answered my questions in language I could understand and listened to my worries and concerns

✓ I got excellent service

✓ Practice nurse was very kind and explained things in a helpful way and understood how i was feeling today.

✓ Just good servise

✓ Getting the appointment was easy and nurse was kind and friendly

✓ I was seen promptly and the Dr (Dr Nour) listened to my concerns and gave me a thorough examination. She was respectful, empathetic, kind, caring and v@and very helpful and supportive in her communication and approach. @ach.

I would have given 1. except my wait time was 40mins. having said that I was very pleased to get a face to face on the day appointment. and the doctor wa@or was able to help me with my issue. so I am happy with the service I received @ived

Clearly explained

Doctor had outstanding attitude, expertise, listening, communication skills, caring and thorough.

- 1
- ✓ She was very friendly
- \checkmark Excellent care and professional. Went above and beyond
- ✓ Very kind and professional .
- ✓ My doctor is amazing, she has a really pure heart who genially seems that wanted to help me, Dr Murraih is simply amazing.
- ✓ The staff was help full as well as the doctor
- ✓ Efficient and punctual
- ✓ Booked myself in but machine didn't process so I was waiting 20 minutes before the receptionist kindly Booked me in
- ✓ Because VGP has given me substantial support during my present period of ill health
- ✓ Dr Kudari took time to respond to all my questions and explained when something was unclear.
- ✓ The doctor explained what was to been done moving forward and promised to put it into action
- Needed to see my doctor recently, everyone at the GP was very helpful. My doctor was on holiday but I was seen by her colleague same day. My doctor has@r has been always very kind and supportive. Lots of love and good wishes for everyone at the GP. @GP.
- I got an appointment the same day, and even though things were running late, the doctor I saw was amazing and really listened and talked me through everything.
- ✓ Very nice staff and fast service
- ✓I was seen quickly and the staff were lovely
- ✓ Quick efficient service
- Because I discussed with the doctor and I get the answer I wanted thank you.
- ✓ A part from the long waiting time the GP was very professional helpful patient and took her time to assess me. She also made me feel involved in making t@ing the right decision@ision
- ✓ My Dr Heather Macfarlane was amazing
- ✓ Prompt response, very professional, always understanding.
- \checkmark Quick and efficient, Dr was very nice
- ✓ Because Jane the nurse was brilliant and helpful
- ✓ Nurse gave comprehensive and helpful information, was professional and well informed
- ✓ Excellent service, doctor brilliant, thank you
- ✓ Because they are very good.
- ✓ On the day appointment, reception staff lovely. Dr very knowledgable and provided good care. Facilities nice and clean.
- ✓ Good service by nurse.
- ✓ The receptionist was very helpful and understanding when I spoke to her. The app is easy to use
- Really thorough dr
- ✓ The doctor was delayed
- ✓ Had a good doctor
- ✓ Because you asked for one ?
- ✓ Quick appointment and advice for my health issue.
- ✓ Excellent GP, empathetic and listens
- X My experience at the GP practice was excellent the doctor was very respectful and treated me quickly.
- XI managed to get an in person appointment. Bloods worked well.
- XI had a bit off a wait, but otherwise everything was really good.
- Amazing GP Practice. Completely focused on delivering the best medical care for patients. From the GP's to reception everyone is so attentive and the service fast and great. I have had great service from Dr Mary Clare Parker and Shirley Hanley. Definately recommend

Not Recommended

Becaue a doctor is not supposed to ask the patient what they think the problem is. The job of the doctor is to find out what the problem is from the symp@ symptoms a patient is experiencing. A doctor is not supposed to fob you off and tell you its viral just because they don't know what it is. A doctor is not s@not supposed to answer their private mobile during a consultation and then tell me they've only got 10 minutes! A doctor is supposed to HELP. Not make you fee@u feel WORSE.@ORSE.

Iddn't feel listened to, seemed like the review was just reading out a checklist off a screen to fill in an ACQ questionnaire that I had already done by @e by text. To take time off to see a specialist just to do a few verbal questions is ridiculous. There was no examination or even review if inhaler technique.@ique.

Very poor boxticking exercise and mismanaged expectations of an asthma "review".@iew".

Poor service, not helpfull, could get appointment shortly

X Didnt get what i needed

Passive

- ✓Not many answers for the problem I have so neither good or bad
- ✓ Waited for appointment, booking system not open for phlebotomy appointments.
- The appointment was very late and I had to attend work meetings
- ✓ It's very hard to get a appointment
- Because doctors was helpful and give me good advice
- X Doctor wasn't friendly