# FFT Monthly Summary: July 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
85	30	4	6	8	1	0	0	0	134	0	0

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

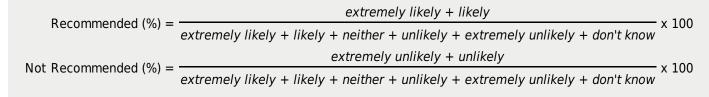
Surveyed Patients:	492 134						
Responses:							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	85	30	4	6	8	1	134
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	85	30	4	6	8	1	134
Total (%)	<b>63</b> %	22%	<b>3</b> %	4%	<b>6</b> %	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.

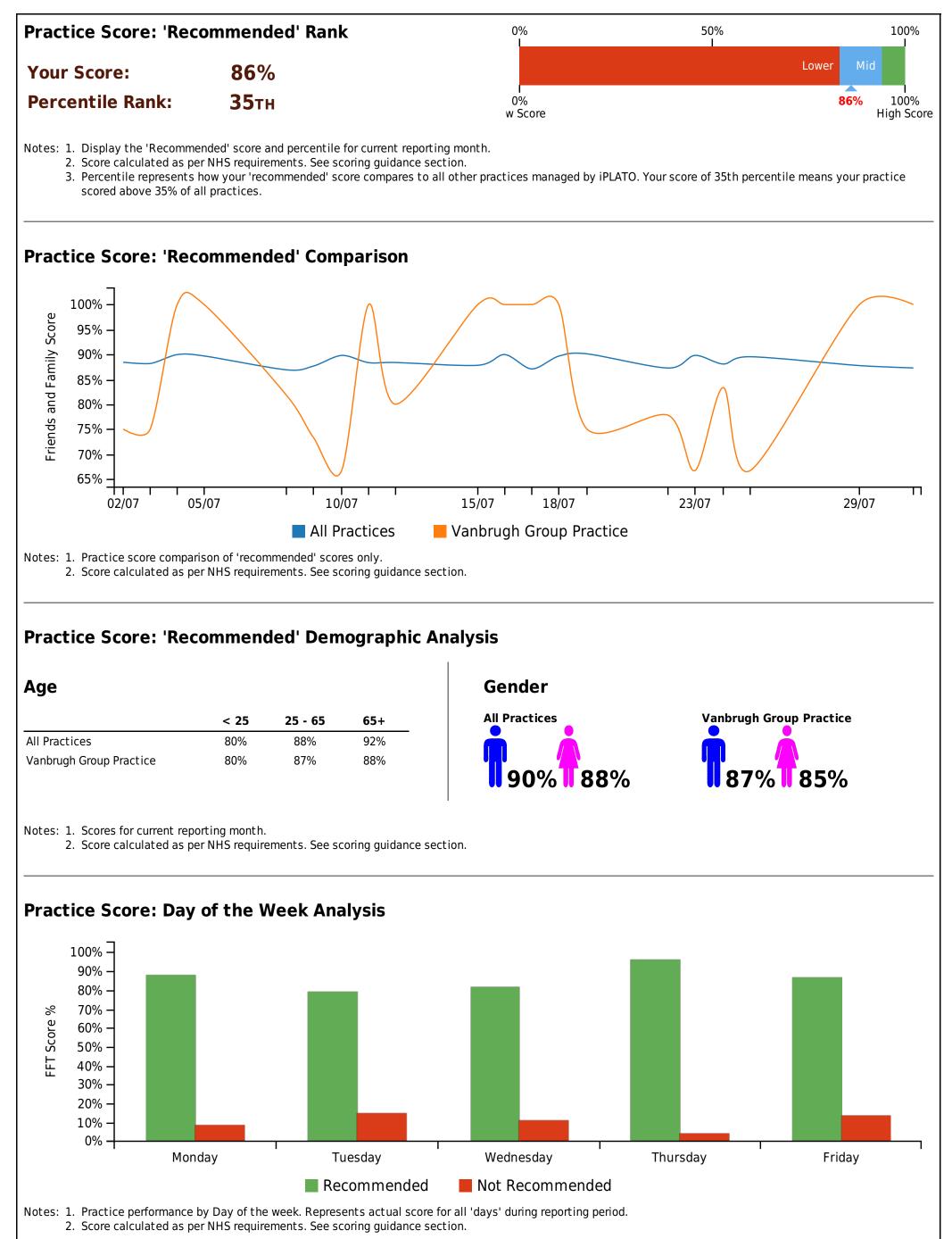
The percentage measures are calculated as follows:



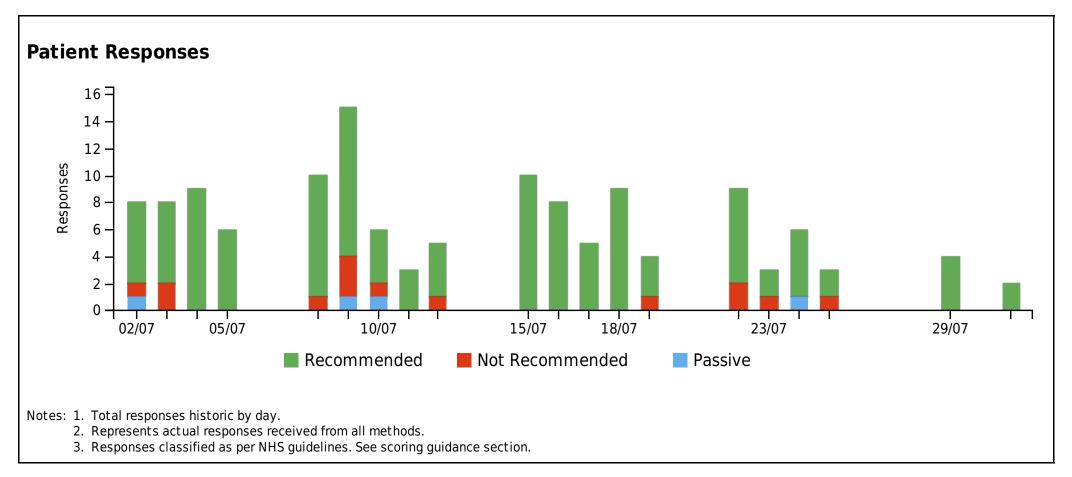
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

- ✓ Excellent treatment
- Seen on time..Doctor explained my husband's condition and printed off two lots of information to help us decide how to proceed with treatment.
- Booking appointments on the app
- ✓ Friendly and helpful doctor
- ✓Very helpful staff
- ✓ I have been a patient for over 50 years always been happy with the doctor never had anything to complain about Wonderful service
- ✓ Very efficient service
- ✓ Efficient and local service
- $\checkmark$  Friendly, helpfull, reception staff and doctors
- ✓ Excellent nursing care, but the long walk down corridoor on crutches was difficult.
- ✓ Quick, welcoming and helpful
- ✓ Your doctor's and staff r very helpful and understanding
- ✓I wernt that late being seen ..really relaxing doctor ..and in and out in 10 mins ..that's how I like it ...
- ✓ Friendly and efficient.
- ✓ Appointment offered at helpful time and prompt. On time and well executed by practitioner. Excellent service on time.
- Excellent service and understanding of patient needs
- ✓Gp was caring and considerate
- ✓ Efficient, not too long to wait. Checked in digitally.
- In Jaison has a very good manner with patients and is dedicated to finding solutions. The premises are new, spacious and clean, exactly what you would wa@ld want in a doctors surgery. @ery.
- $\checkmark$  Because of all the help you give me especially audrie johnson
- ✓The service plus doctor ageel way she treated me as all doctor there do for me and my wife
- ✓ It is very local for me and you are all very helpful
- ✓ It's very difficult to get an appointment.
- Efficient and friendly
- ✓ Good doctors
- ✓ It would have been 1 but the reception staff remain offhand and unfriendly

The nurse was very helpful

- ✓ The receptionists and the nurse that syringed my ear today were all just lovely.
- ✓ It is not easy to get an appointment you have to wait for weeks to get an appointment otherwise every other thing is fantastic
- ✓ the doctors are very patient
- ✓I needed to be seen as I was not well
- ✓To.recamend.to.practise
- $\checkmark$  It can be very difficult to get an appointment.
- ✓ Thorough consultation, doctor took her time with my daughter, and thought of options to help her. Really kind too.
- ✓ It is very difficult to get appointments at your surgery but the doctors are very nice and efficient and able.
- $\checkmark$  The receptionists are always very polite and helpful as with the doctors.
- $\checkmark$  The staffs are always willing to assist by going the extra mile when there's a problem
- ✓ Because today I saw a doctor who actually took the time to listen and care about me, it made me feel less alone
- Docters are amazing, facilities are amazing, reception staff should improve. Always slightly grumpy and not helpful. Phoning the practice is a nightmare
- ✓ The Group Practice facility/office is clean and spacious. Also reception staff are friendly and accommodating
- I came in as a 'walk in' and was spoken to on the phone by the duty doctor who made me an appointment inside an hourl was very happy with the outcome
- $\checkmark$  Prompt on time service with clear next steps regarding my health
- ✓The people are wonderful
- ✓ The dr was super friendly with both my children and did not rush us out
- $\checkmark$  nice new doctor who took in all i had to say and dealt with it according

✓ Everyone is very helpful and patient

- ✓ Prompt
- ✓ Great staff, new facilities, ease of booking appointment and punctuality
- ✓ Blood test.
- ✓ Dr. Jenny Brown has solved my problem quickly and with a really kind manner.
- ✓ My GP listens and is kind
- ✓ Efficient and friendly service, and practical advice. Lovely nurse Pam!
- The doctors and staff are pleasant police and informative, although waiting times are a minus regarding getting an appointment.
- ✓ Very friendly staff
- ✓ Doctors are efficient & kind
- XNice doctor
- $\pmb{\mathsf{X}}$  I have always had good treatment from the practice

#### **Not Recommended**

- ✓ It took me 50minutes to get through to a receptionist. The doctor then ran 40minutes late for my appointment. Unacceptable.
- ✓ Not able to get through on phone or have same day appt. Doctor called back eventually at 7.30pm.
- On several occasions I have been failed by the doctor, telling me to ride out symptoms, only to end up in accident and emergency the SAME evening. Also t@lso the waiting time for appointments and to even book an appointment is terrible@rible
- ✓ Incompetent staff
- ✓ Wait time to speak to someone on the phone or get an appointment
- ✓ Never being seen on time. Taking weeks to get an appointment.
- X1 3 BP tests taken in rapid succession without any wait between them at all 2 Absence of medical records since my operation in May 2018 other than re m@ re my heart consultation@ation

#### Passive

- I couldn't get through on the phone for an emergency appointment, I visited in person to get an appointment and was given a phone appointment. Once I got@l got the phone appointment the doctor said he wanted to see me (as it is a very visual issue I had). Once I had the physical appointment the doctor asked if @d if I was taking steroids because that fitted his diagnosis best, rather than actually do any investigation. @ion.
- ✓ Appointment was cancelled 2 times then was 25mins late so not the best experience but not necessarily the worst either!