FFT Monthly Summary: July 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
106	25	5	5	6	1	0	0	0	148	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:	416						
Responses:	148						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	106	25	5	5	6	1	148
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	106	25	5	5	6	1	148
Total (%)	72%	17%	3 %	3%	4%	1%	100%

Summary Scores

△ 89% ? 7% **≈** 4%

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:

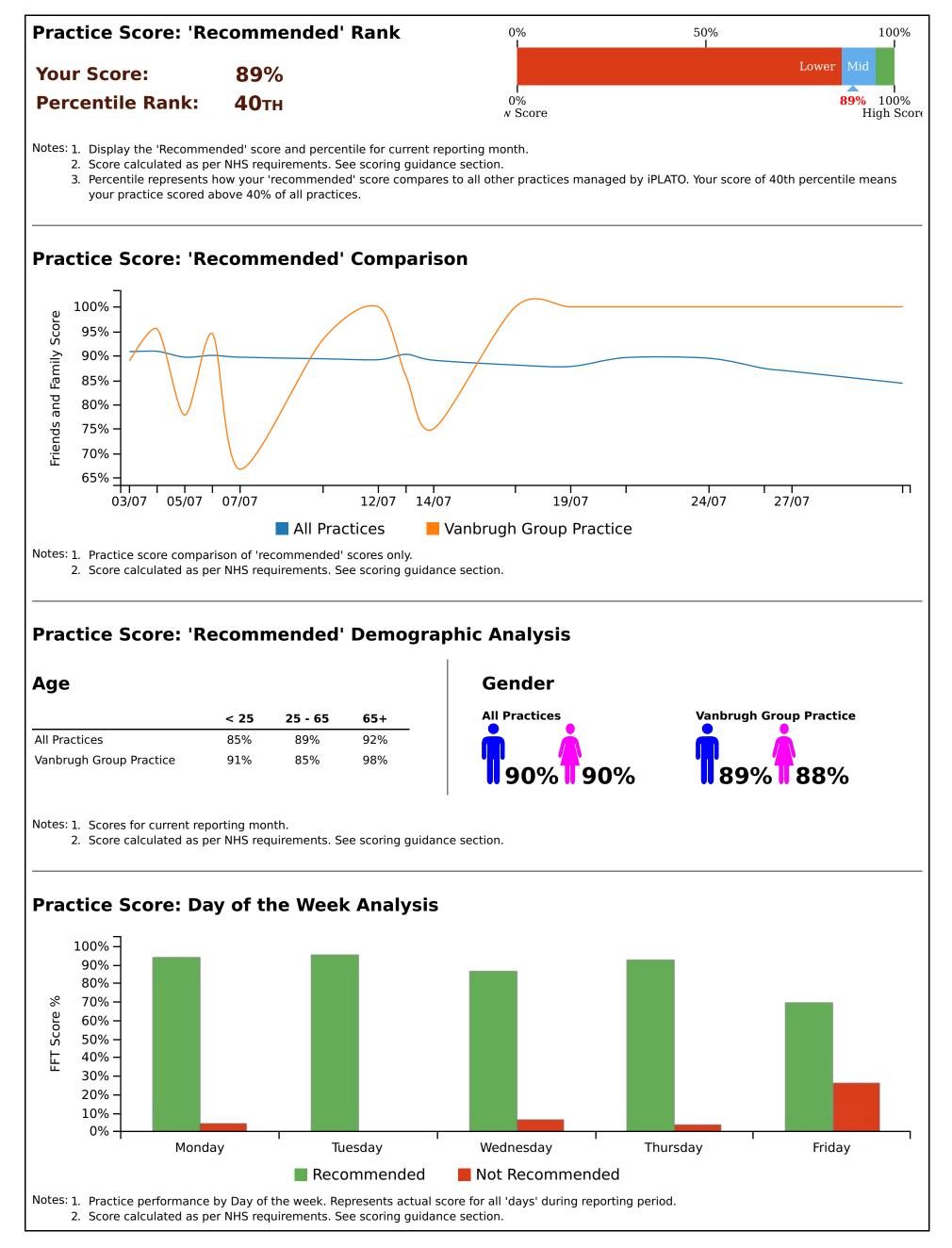
$P_{\text{accommonded}}(9/) =$	very good + good x 100				
Recommended (%) =	very good + good + neither + poor + very poor + don't know				
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

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

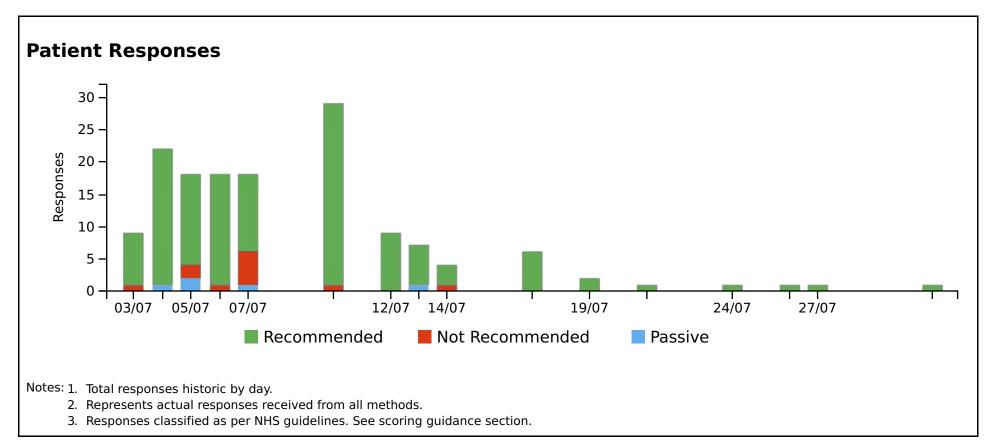


http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring



SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience	5 caring efficiently online impossible trying quiet painless
Arrangement of Appointment	
Reference to Clinician	$\frac{1}{2} \xrightarrow{\text{pretty}}_{\text{tindiff}} \text{severe} t_{op} q_{u_e} bad f_{a_{st}} e_{a_{st}} e_{a_{st}}$
 Notes: 1. Thematic analysis for curr reporting month. 2. Thematic analysis covers discussed themes by anal sentence fragements and exhaustive analysis of all points. 3. Tag cloud is rendered usin most used present particip gerund verb, adverbs and adjectives where the word frequency is reflected in term 	e most ing not an lking the everbs,

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

- ✓ CALLER CALLED ON TIME AND EXPLAINED WHAT HE HAD FOUND OUT REGARDING MY HEART SENT PERSCRIPTION TO CHEMIST AND MY DETAILS ARE ON MY DOCTOR RECORDS NOW TED WAS FRIENDLY
- ✓ Lovely doctor who listened and was thorough. Didn't feel rushed though appt wasnt long.
- ✓ Helpful, friendly staff and thorough and knowledgable doctor.

✓ Good professional service

- The reception team, were efficient and supportive. The Doctor made me feel at ease, understanding with the issue and in guidance to get better
- ✓ Service was quick, friendly and professional just what you want at the start of the day.
- ✓ No complaints, doing your best at a difficult time, always helpful.
- ✓ Reception team really helpful and friendly. All of the doctors are really helpful and supportive.

✓ Helpful, efficient and kind

I met one g p recently who thought I wasn't unduly worried by my symptoms but treated me with respect and care and sent me for tests. Today I saw another g.p for results. Again I was given the impression that I was right to check up when I noticed changes. Despite being under pressure, on each occasion I was treated so kindly And not given the impression I was wasting time Both were Very encouraging. I am so impressed with the young doctors
 My problem was dealt with promptly

The actual phone call was very good. On time, helpful and reassuring. The 2 is because the process of fixing it was a bit odd. It was confusing to get one message from Accurx saying book a time window for a phone consultation and then a message from a different number linking to a different app giving a time as if it was a face to face appointment. I had to call the surgery to clarify.

✓ Receptionist is always very helpful. Polite. Cheery. Also did photocopies of my letters for the doctors

✓ Very welcoming

✓ My appointment was late by 20 minutes late. Doctor did apologise which was good of him.

- The Doctor was 100% she asks symptoms gave me advise plus gave me previous results off xrays explained a lot off which I understood in the presence off my daughter aswell
- ✓ Friendly, kind service from reception and nursing staff
- ✓ I had good experience
- \checkmark My GB was very helpful. She listened and we will follow-up with blood test.
- ✓ Doctor yook time to listen, advise & explain very clearly.
- ✓Kind and professional
- Helpful and pleasant reception and gp
- ✓ People helpful and nice
- ✓ Good service polite staff Chris was amazing

✓No automated system to book blood tests but very efficient once booked in and friendly staff

- ✓ Very professional service and very prompt response for any query
- Prompt and professional response
- Both of my appointments were excellent. All my questions were answered fully and there was no pressure on the time allowed with my consultation. Vanbrugh Practice has an excellent staff and highly qualified doctors
- ✓I was seen promptly and received professional service.
- ✓ I was pleased with my treatment
- ✓ Friendly receptionist who helped to sort a convenient appointment, friendly member of the team who did my blood test
- The nurse was friendly and gave me some dressings but didn't really know what treatment should be told me to go to a private podiatrist.
- Excellent service from reception to doctor. And doctor was very positive. I just don't like to get an appointment, it takes 2weeks to see the doctor that's why I gave 2. Many thaks
- The nurse, Christine, was very friendly and professional. She listened to what I was saying as I always have a problem with blood tests and made the whole visit a relaxed affair. Hope I have the chance of seeing her again.
- ✓ Wonderful receptionists and drs
- Isod test was painless and on time. Doctor has been helpful in phoning me and sending prescription. Reason for not giving very good as answer is length of time to wait for regular gp appointment.
- ✓ Very friendly and good advice
- ✓ Always listened to and good responses
- ✓ Was dealt with promptly and efficiently.
- Pretty non personal, but efficient service

✓ Very good so. Happy I. Have. Good gp. Practice

✓ Exemplary service.

Because it was as you asked very good

✓ I went in for X-ray results and the doctor explained them and listened to my concerns.

 \checkmark she was. good at her jop

✓ Attentive, good listener, informative, explained why she thought this was the appropriate course of action. Good follow-up also.

✓ Got an appt same day as rang early, reception ladies very helpfand friendly and GP as with all of my experiences helpful, knowleable and genuinely interested. Great people and professional sury 10

✓ Because Dr Jaisun is an an excellent GP.

✓The pharmacist was very thorough and very pleasant to speak with! Top notch!

✓ Seen quickly, friendly session. Trainee doctor for blood test but think taking trainees is a positive thing

Very good with my autistic son, even when he was quiet distressed, gave amazing advice for his condition and what to do next if worsen.. and the nurse reassured him when she did his dressings

The self serve login system seems to have a glitch where it seems to keep trying to launch but realises it's already open. This has been the same for a while. The waiting room is nice, bright and clean. It would be nice to know if a doc is running late so my expectations are managed.

✓ Good appt

In (Carrie) was painstaking, empathetic, patient, thorough, wonderfully human and completely professional. She explained everything in detail and encouraged the anticipation of successful treatment.

✓ Because Dr Jaisun answered my queries about my treatment and advised me. Thank you Dr Jaisun.

✓ Friendly, professional and on time.

✓ Had no problems with the dr

✓ I rang today, got an appointment and a prescription.

✓ Great care from doctor

1. I was able to book the appointment online without fuss2.Dr Leonard is always attentive and engaging and dealt with my issues promptly and clearly3. She also provided copies of letters I should have received from MSK and Moorfields and advised me on following up4. She enabled me to self refer for treatment of the issue I came to see her about today. 5. In all a very positive appointment on several issues handled with ease. 6. Happy 75th Birthday NHS!

Had a very good visit today receptionist was helpful and my diabetic nurse listened to my concerns and changed things to suit me

✓ Felt the service we received was excellent - friendly staff, efficient, effective, professional

The doctor was very attentive

✓ Didn't have to wait too long.Receptionist was efficient, the out come was very acceptable.

Because dr was very thorough

✓ Appointment was on time and the advice was helpful.

✓ Very helpful.

✓ Only had to wait 5 mins before I was seen the doctor was also very nice and helpful

✓I'm happy with the service

Doctors are caring and make you feel at ease, only thing I'd say is the appointment times often go over the time your meant to be seen. Sometimes it's 30 minutes over. Other than that, good service.

✓ Reception staff kind, doctor kind and thoughtful

✓ Clinic running on time,friendly practitioner, all good.

Everything worked as it should, with ability to book appointment, appointment on time, treatment and explanation provided, so all was good

✓ Although I was caller no 24 despite calling continuously since 7.59 I was surprised to get an appointment at 9.40. The GP was very sympathetic. I like the relative anonymity of the practice and checking in on the screen.

✓ Friendly service but just a very long waiting time even in the morning

✓ She was patient in explaining the details and gave clear advice and next step for further diagnosis.

 \checkmark Seen on time and had a good talk with the Doctor who explained everything

✓ The GP was very good, as was the follow-up. We had to wait quite a while in the reception area before we were called in.

✓ Very informative a good knowledge of what's needed

There was a new nurse taking my blood. He did very well despite his mentor correcting him every step of the way. She was on point but it can seem discrediting in the eyes of the patient and discouraging to the person learning. Softer approach and carefully chosen words could have the same result. Otherwise, overall experience was fine, didn't wait long and was given information for when and where my results will be ready.

✓ Excellent doctor who made me feel better after my consultation

✓ Practice nurses are very helpful and the follow up from the X-rays have really helped my pain management. Thanks to all.

✓ Receptionist very helpful and polite . Surgery was nice and clean . Doctor was very helpful and knowledgeable

✓ On time nd very caring nurse

✓ Appointments are never on time

✓ Very good service

 \checkmark Clear and concise discussion with staff and medical team

✓ Fast and high quality of service

✓ She was just very nice

✓ Efficient and friendly but I did know receptionist and blood taker very well!!

✓ excellent service from reception to doctor... thanks

✓ Because I was happy with the service that I was given.

✓ The gp was good, happy with her suggestions

✓ Thorough

✓ Quick and efficient

✓ Almost no wait and cheerful phlebotomist.

 \checkmark Ted was very helpful and has referred it further as he was unable to solve

Interview of the reception staff and GP were really helpful and I got just what I needed. I was also able to get an appointment quickly which was important. Not a 1 as i had to wait in a queue of 30 people to get through to make the appt over the phone, then after arriving on time sit in the waiting room for 25mins to be seen, then another 10mins after my appt to get a phlebotomy slip. This isnt anyone's fault, but it highlights the severe pressure on these systems and the need for more staff and resources to keep things running efficiently.

Not Recommended

Got an appointment today, receptionist and GP were kind and efficient. Good experience
 Always late

- ✓ It was a total waste of time of no help whatsoever in you
- *It has the wrong blood form for me. Luckily i asked and realsied it was wrong but had to wait for it to be redone.*
- It's very difficult to book appointment. The earliest is 3-4 weeks later. My appointment is never on time, waiting too long for the appointment time. And several times GP forgot the hospital referral, and I had to call back and ask the referral again and again. Because of this my treatment was start late. For the echocardiogram I've waited 3 months because GP forget, and didn't complete the referral.

I have poor experience with your services :A lack or medical prescriptions Very bad communication Very bad medicine reviews Example today 6/7/2023, I received a call after many years, for medicine reviews. The phone stopped without explanation! I called the GP for a chest infection at the end of February 2023 without any assistance!.../...

✓ Poor service from doctor

1) Extremely rude receptionist!2) Gp didn't call for a scheduled appointment 3) Lack of ability to get an appointment for my baby!!4) prescribed a pill that I

shouldn't have been due to blood clots - thus was missed by the doctor

 Doctor was 10 minutes late for early morning appointment, surgery very quiet, appeared to be no previous patient, very vague awareness of condition and treatment options, despite case notes open, humming and slurping coffee whilst looking at the computer. I have been with Vanbrugh for more than 15 years.
 I will avoid this doctor in future, way short of usual Vanbrugh standards.

Passive

Clinical advice and treatment is good but it is impossible to get an appointment inside of 3 weeks (for telephone) and even longer for in person appointments

✓ I left the doctor's room feeling rushed

✓ It was how I expected it to be as