FFT Monthly Summary: May 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
103	31	7	5	4	0	2	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:	483						
Responses:	150						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	101	31	7	5	4	0	148
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	2	0	0	0	0	0	2
Total	103	31	7	5	4	0	150
Total (%)	69 %	21%	5%	3 %	3%	0%	<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:

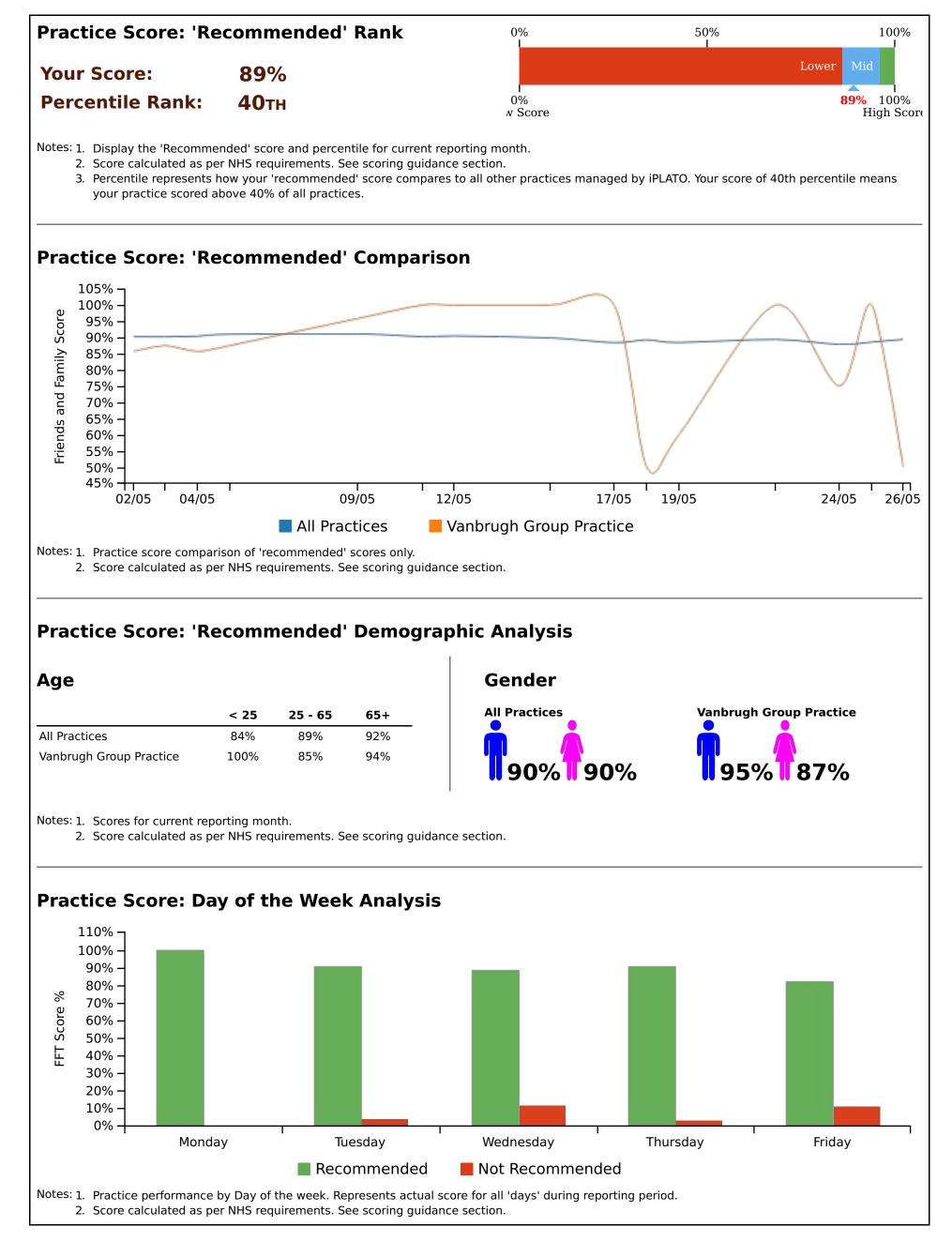
Recommended (%) =	very good + good x 100					
Recommended (%) –	very good + good + neither + poor + very poor + don't know					
Not Recommended (%) =	very poor + poor x 100					
Not Recommended (%) -	very good + good + neither + poor + very poor + don't know					

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

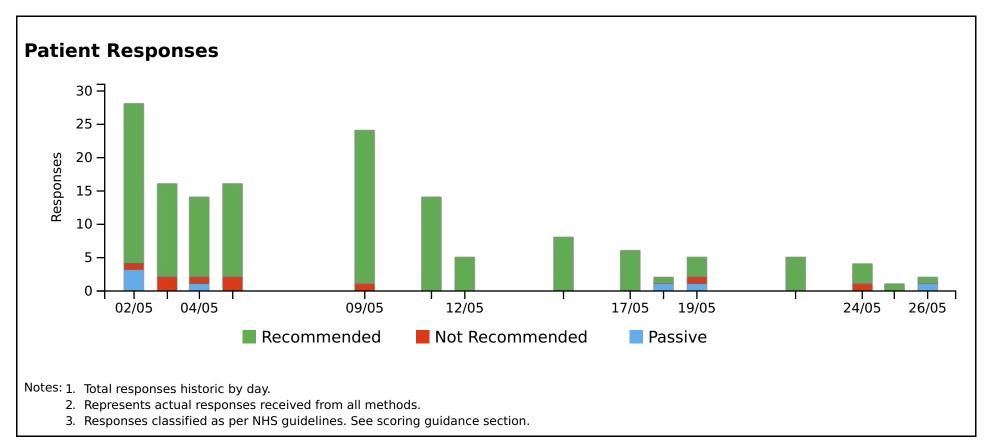


http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring



SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary

Thematic

Reception Experience	14
Arrangement of Appointment	23
Reference to Clinician	54

- 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.
 - 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 / ✗ No consent to publish comment

Recommended

- ✓ Doctors are kind and good with the kids. Generally get apts quickly
- ✓ Recently had many health problems and have had excellent care from my GP and NHS
- She was right on time so no waiting. Very thorough so I felt confident in her diagnosis. She recommended exercise first before medication etc. she was polite and friendly. I was totally at ease as I found her very professional
- ✓ Lovely, kind nurse practitioner Yemisi listened to me and made me feel relaxed and comfortable at my appointment
- ✓Admitted early for blood test appointment, which was undertaken with minimum fuss.
- ✓ I was seen before my appointment time by the pleasant nurse who did my blood test.
- \checkmark Dr was very understanding and gave good advice.
- ✔ We didn't have to wait too long and the nurse was friendly and efficient
- ✓ Managed to get a cancellation and see someone straight away. Reception were very helpful
- ✓ Appt 25 mins lateDoctor great, receptionist efficient
- ✓I had to order two blood test results and thyroid test to be done. The lady was helpful even though one of the tests will be in a month . Thank you
- ✓ There was no waiting time, my doctor was very kind and took the time to understand my situation and just listen.
- The nurse i seen was very good and did more than her duty.
- ✓ appointment on same day seeing a doctor rather than talk to one doctor keen to help
- ✓I felt Dr Vijay is taking very good care of my health which makes me feel less worried and helpless
- ✓ GP displays real concern for patient's well being.
- \checkmark Felt listened to but understand that appointments may be rushed because of wait times
- ✓ The GP was kind and interested, he communicated everything really well and made me feel like I was in safe hands.
- \checkmark Dr explained everything well and didn't rush
- ✓ Good service, notes not up to date on system unfortunately though
- ✓When I phone to get test results or prescription enquiries I have spoken to a very helpful lady
- ✓ Good professional approach, with a strong empathetic element
- Got a f2f appointment. Was able to discuss a number of on-going issues and agree a course of action and potential diagnosis. Consultation was friendly and helpful.
- \checkmark I felt listened to. She was so friendly understood my worries and helped me make a plan
- \checkmark The doctor who saw us was really nice, and the appointment was fast and simple
- The doctor was knowledgeable, polite and took time to explain his thought process so the patient knows how to act in the future
- \checkmark I feel he listened to my concerns and I didn't feel like I am going around in circles with no outcomes
- ✓ I came in for blood test and was seen promptly without have to wait too long
- ✓ Very pleased with the service Thanks
- ✓ Good service received today. My gp was able to assist me with my issues and did so thoroughly
- \checkmark Gp listened to the problem and gave me a referral
- ✓ Dr Parker is great
- Because that was my experience
- ✓ Doctor was fantastic but appointment was half an hour late.
- \checkmark It was a good service. Felt the service was quick.
- ✓ Because Dr Cassidy is a terrific person and a great professional
- The practice is overall responsive to most of our healthcare requests and has great cordial staff. Sometimes there are delays in appointments as per assigned slots but that has happened only a few times. All ok otherwise.
- ✓ The nurse I saw was lovely and talked through options. I feel that she has gone out of her way to make me feel OK.
- Doctor was very thorough and helpful
- ✓ I am happy with my gp overall
- ✓ On time, quick, blood sample taking did not hurt.
- ✓ My appointment was on time, the blood test was painless and my questions were answered.
- ✓Excellent service,professionally delivered
- ✓ Doctor is amazing, explained everything in a way I could properly understand and offered the help I needed
- ✓ Check in screen didn't work, would have preferred to be able to book appointment online, but overall pretty good.
- ✓ Quick blood test, helpful receptionist showing me how to use blood pressure machine

✓ Very friendly & professional Phlebotomy appointment

✓ Pleasant and efficient

Because its a friendly place polite and relaxed

✓ Nurse was great. Appointment was on time. All questions answered.

✓ Friendly staff and really caring and helpful doctor.

Everything was very well explained the Doctor was very patient with me he took his time and gave me a very throuher examination I left feeling much better and not worried any more.

✓ Very happy with the service and staff

✓ Very comprehensive appointment and the GP lovely manner

Easy to check in on the screen, promptly seen by the team, Dr Leonard was fantastic both with my baby delivering immunisations and communicating with me as mother. Great continuity of care as my last consultation was also with Dr Leonard.

✓ I was seen on time & the reception & phlebotomist were friendly & efficient

I phoned for an appointment the receptionist offered me one that had been cancelled so I did not have to wait for a long time. I was sent a reminder email the day before - a good idea. When I arrived the 'logging in' procedure was clear and simple. I did not have to wait very long before seeing Dr Edward Smith, who was courteous, attentive and efficient. He listened, looked at my affected toe and referred to notes of a previous consultation. He told me what he was going to prescribe and explained why, and for how long I would need to take the tablets. Dr Smith sent, electronically, a prescription to Logan's, the local pharmacy I know and I had simply to cross the road and collect the tablets. The service I received today was very impressive. I can't think how it could be improved. I am very grateful. Thank you.

✓ I have received a good service from this practice

✓ Nurse has been very professional and polite

✓ Blood test on time. C

✓ People were really helpful! It was quite quick.

Easy to make appt. Nurse was on time. Did the job quickly & easily. We had a short, good hearted chat. I left before my time was up. What could be better?
Everyone very helpful: seen pretty much on time

- ✓ Appointment running on time, easy check in, kind & helpful GP
- ✓ Didn't have to wait too long, procedure was explained clearly. Pam (nurse)was very kind and efficient.

✓ She was very helpful

 \checkmark Dr. Cassidy was very attentive, caring and re-assuring.

In the second second

- Doctor was very pleasant and I was in on time
- ✓ Signed in five minutes early and was seen straight away (for blood test). And Monika was very nice!
- ✓ Very professional and competent GP

✓ Great service

- ✓Allways helpfull and caring from booking staff doctors and nurses very professional.
- Harry Vickers was very thorough with his approach and dealing with my medical problem. He took time to listen, execute a plan, and to make sure I was completely comfortable with his programme. Also the receptionist was really helpful in arranging a call with a GP for my blood results.
- Megan Leonard has always been a great Doctor. She is very understanding and a great listener. For someone like me who has mental struggles, it's so nice to see a doctor that I feel genuinely cares and listens to me. Today she saw my three year old daughter and made her feel very comfortable. My daughter

left feeling happy which is a very positive experience for both of us as not all doctors appointments have been as nice

✓ Appointment was on time. Useful advice.

✓ Very efficient. Doctor very helpful and pleasant.

In was empathetic and compassionate, thorough with her checks and ensured I understood the diagnosis. She checked if I had questions and followed up with information

I always polite and helpful when I visit

✓ I got a same day appointment and the nurse was very thorough

✓ Although the time was short, the Dr attended to me with care and signpost me where to get further help/treatment.

✓ I am happy with the practice

The doctor had lots of time for me and my baby. He took the time to explain what he was doing and why. He was reassuring and clear.

✓ Because my gp listened to everything I said and found a solution for me

He knew what he was doing

- Reflecting on the 2 visits i have had so far, the docctors were patient and very knowledgeable, they were very confident and empathetic.Both visits were very good.
- I got an appointment today by calling in at 8am. So this system works if you are on your phone to call right at 8 am. I was seen this morning.
- The doctor was excellent, but I had to wait over 3 weeks for an appointment and that after calling and waiting for over 20min for someone to answer. It would really make more sense to have waiting time of several days to deal with an unurgent medical problems

Xvery efficient in my personal experiences

X very efficient in my personal experiences

Not Recommended

✓ Didn't get my phone call

✓ I prefere no

- Certain doctors (not all) make you feel rushed and time limited when discussing concerns and don't have the bedside manner I have experienced at other surgeries where the patient is kept front and centre(ie the interaction is less transactional). I do think this affects the quality of care.
- ✓ Yes. I can never get through to a dr when I need them most
- I had to wait an hour to be seen. I worked in a bank and if someone was behind others who had finished would help that person. Does this not happen for doctors?
- ✓ The receptionist not serv me, i booked scale 8,15am but people using it refused to leave 8,20am

Because when you come to the surgery with an urgent infection that you know needs antibiotics- being told that I could have an appointment in three weeks

or travel to a and e is not very helpful. I was advised about urgent care clinic by my pharmacy as my condition did not require a and e. Don't understand how reception staff don't advise urgent care clinics or call NHS hotline - they seem III informed, negative and unhelpful.

Yes sure.Lack of punctuality and professionalism. I don't think the maximum was done to sort the issue. The answers from the specialist that it's normal and people live with it start not surprising me anymore

Passive