# FFT Monthly Summary: November 2017

VANBRUGH GROUP PRACTICE Code: G83021

# connecting patients transforming healthcare

# SECTION 1 CQRS Reporting

CQRS Rej	porting										
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
100	33	9	2	5	1	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

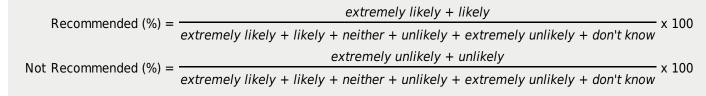
Surveyed Patients:	475						
Responses:	150						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	98	33	9	2	5	1	148
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	2	0	0	0	0	0	2
Total	100	33	9	2	5	1	150
Total (%)	<b>67</b> %	22%	6%	1%	3%	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.

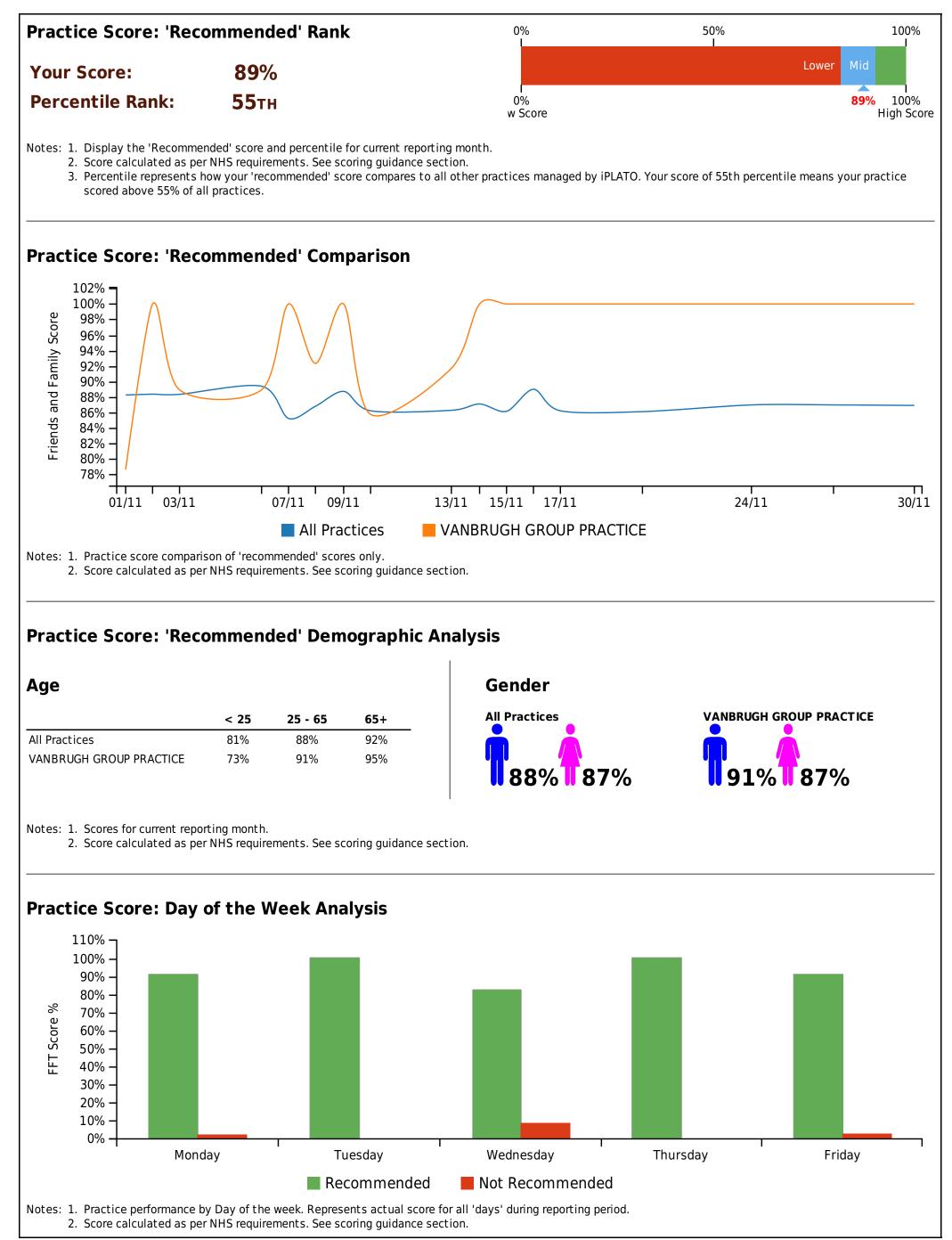
The percentage measures are calculated as follows:



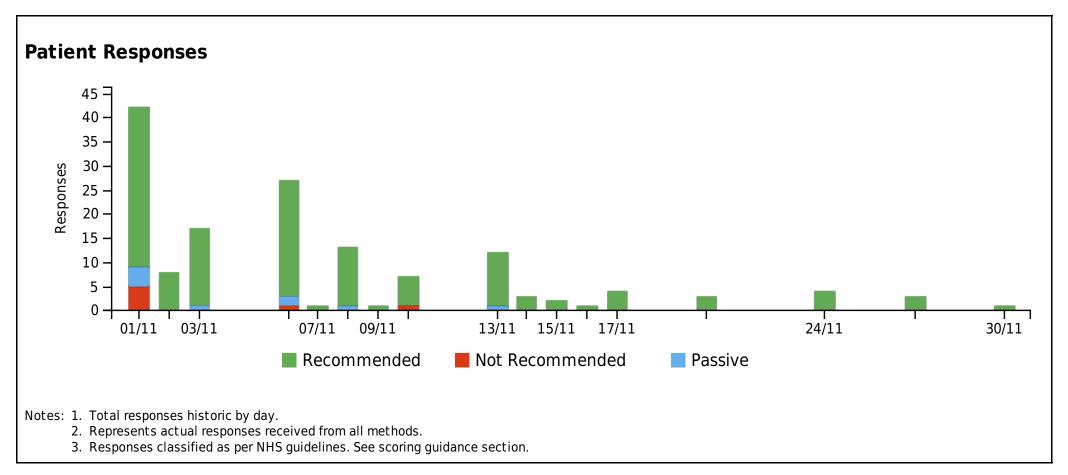
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

✓ The doctor I've seen is kind, listens to what I have to say and is reasonable with the advice and medication.

✓ Friendly, efficient, welcoming and helpful

- The front desk/ receptionist are always accommodating and lovely wh whether on the phone or in person. Ive seen different GPs each time me and the care and attention had been unique appreciating all the ce cut backs and restricted timeframe in which they treat their patientents. s.
- ✓ The doctor took the time to listen to me and explain everything and options. Very personable and comfortable service.

✓ Clean, no wait

- ✓ Very Good service all the time at GP. Thank you all.
- ✓The doctor was very understanding and very easy to talk to she put me totally at ease
- If it would be satisfaction of my Gp would be the top (1h)But I have to say that even if the ladies at the reception desk are always kind it often happens that they give a different version of the same fact. Thank you
- Friendly practice
- Good staff and facilities
- $\checkmark$  Prompt. Personal approach. Gentle care of the child. Very nice person, professional doctor.
- ✓ Staff always polite and doctors find time to listen
- $\checkmark$  Great service and level of care shown by the doctor
- ✓ Very helpful and a quick service
- ✓ Not 'excellent' because so often hard to get a quick appointment and hard to get through on the phone in the first place.
- ✓ Only a few GPS who I would book an appointment with as have seen several who ads dismissive and impolite.
- $\checkmark$  Easy to book online appointments. Great gp. Very helpful receptionists.
- ✓ Staff very approachable and don't make you feel rushed. All staff calm and smiling.
- ✓ Dont push it
- The doctor I saw was excellent. He really put me at ease. He saw me quickly but nothing felt rushed and I left with a good understanding of what I had gone in about. There were students present and even though I had quite a personal examination I felt very comfortable because the environment felt very positive. I was also seen on time and I got an appointment the same day I rang in which was a really pleasant surprise.

✓ Was really nice and friendly and on time

- I am a new patient of about six months and feel very happy with the change to this practice. More doctors to see. Always satisfied with the outcomes i have had for myself and my family too. Great surgery. Thanks
- GP with good people skills and clinical skills

✓ Very efficient

✓ Difficult to get an appointment when you need one

✓ Professionalism shown throughout the practice

✓ Well organized, prompt and polite.

✓ The nurse was excellent and friendly and took my blood without any pain.

your staff are great but punctuality really needs improving! 15 mins delay today, 30 misnd elay for a 6 mins blood appointment recently. pls keep to timings!

✓ The doctor was thorougher, listened and very helpful.

✓Always helpful ,

✓ Fast easy

Competent, friendly people and nice atmosphere

✓ Was dealt with very well by doctor

✓I think its a very good surgery

✓ Doctor sorted out problem

Receptionists are very helpful and will try their very best to get et you an appointment or call back. The doctors are very good and do ao all that they can to treat you. Ive always been treated with respect and been made to feel comfortable le

✓ Ease of appointments

Friendly staff and great service.

 $\checkmark$  Appointment was on time nurse was extremely helpful and knowledgeable thank you

✓ Appointment was on time. Nurse was friendly and efficient.

✓ Good friendly service and good medical treatment.

My query efficiently dealt within

#### ✓ Good service

- The GP didn't follow up a letter she wrote in August to the cardiologist about my medication and an echocardiogram. I had to remind her today
- ✓ I find the service to be very good professional and friendly.
- $\checkmark$  Easy to access service and the doctor very thorough and good at explaining
- It seems to be easier to secure an appt in the last six months or so . Although there also seems to be a more welcoming attitude the receptionists although efficient could smile more . The problem appears to be a preoccupation with their screens when not dealing with a patient and not observing people going and coming . Perhaps that's because the desk is too high. A good model might be good hotel receptionist.
- ✓ Quickly sorted what I needed and offered good advice
- The doctors are good but some of them always run late regardless of of what time your appointment was and I have before had to wait for ar an hour after my appointment to be seen. Its extremely hard to get et through to reception and this often means I cant not cancel appointments, however the receptionist are very polite and mostly helpfulful
- $\checkmark$  Happy with action taken by GP. She had a very good empathetic mannanner too.oo.
- ✔My gp is awesome
- ✓ Politeness, helpful and knowledge
- Because I can book appointments and order repeat prescriptions on the mygp app. You also have appointments early in the morning or early evening.
- Was able to discuss travel requirements with nurse by phone which meant a much shorter appointment was needed to have vaccinations done (otherwise no appointments were available in the short period of time).
- $\checkmark$  been with this practice for many years very happy
- $\checkmark$ I find the receptionists very helpful
- ✓ Good services
- $\checkmark$  Professional and helpful from admin staff to nurses and GPS
- ✓ Very efficient staff and I received the treatment I needed
- ✓The doctors!
- $\checkmark$  Girls at the front desk are really polite and helpful
- $\checkmark \mbox{An appointment}$  on the day and good advice from the doctor .
- Jade on desk extremely helpful even though she was so busy
- ✓ Easy to book online
- $\checkmark$  Dr moore is the best doctor ever and the receptionists are always friendly and polite
- ✓ Great service. Good doctors
- XI was not informed prior to the appointment medical students would be present. It was not a problem but took me by surprise.

### Not Recommended

- Unfriendly treatment, unwillingness to help
- ✓To get a hold of the practice its self is hard I have to always c call back some times the hole day its busy sy
- Lines always busy, can't get appt. have tried a few times to get call back from doctor, understand that they are busy however, this system not working for my family
  Poor service
- ✓I love Dr. Parker! She's an amazing doctor. She's thorough, efficient, logical and very intelligent.
- ✓ You got my son in quickly for a check when he had a sore throat and ear pain.

### Passive

- In the past the practice has been chaotic and advice/help has been poor. I am waiting to see if these improvements last.
- ✓ Appointments, attitudes of reception staff. Length of time calling.
- ✓ It's just my local doctors, its the closest one to me and thats why i use itThe text system you have is very good
- Unfortunately I wasnt able to do my test because I moved to the cl clinic recently and needed to change the form I was using to one of yf your doctors. So I need to get an appointment to do so so
- XUnsatisfactory checks done by doctor.