FFT Monthly Summary: November 2022

Vanbrugh Group Practice Code: G83021

connecting patients transforming healthcare

SECTION 1 CQRS Reporting

CQRS R	eportin	g									
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
105	27	6	4	7	0	1	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:	417						
Responses:	149						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	104	27	6	4	7	0	148
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	0	0	0	0	1
Total	105	27	6	4	7	0	149
Total (%)	70 %	18 %	4%	3 %	5%	0%	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.

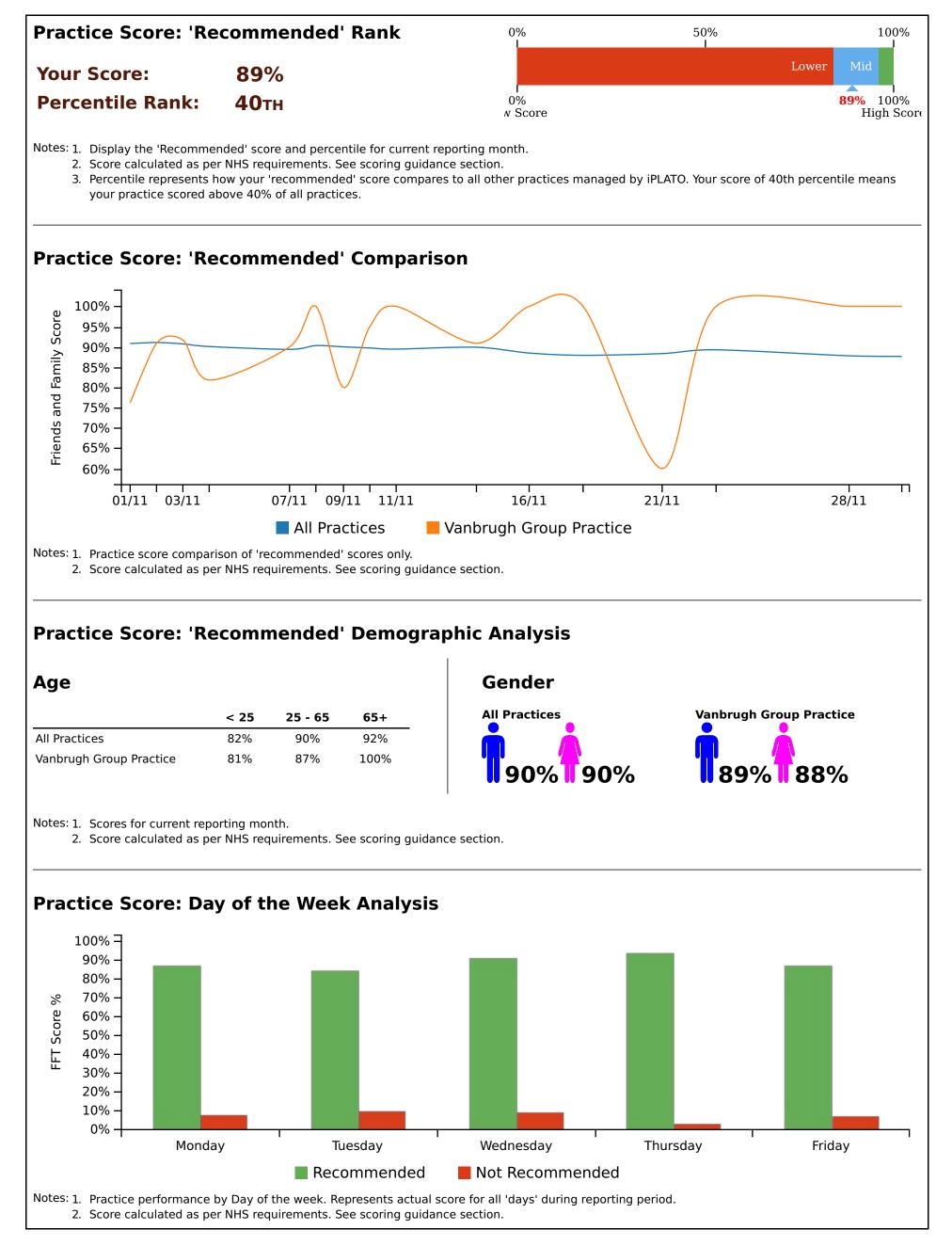
The percentage measures are calculated as follows:

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					

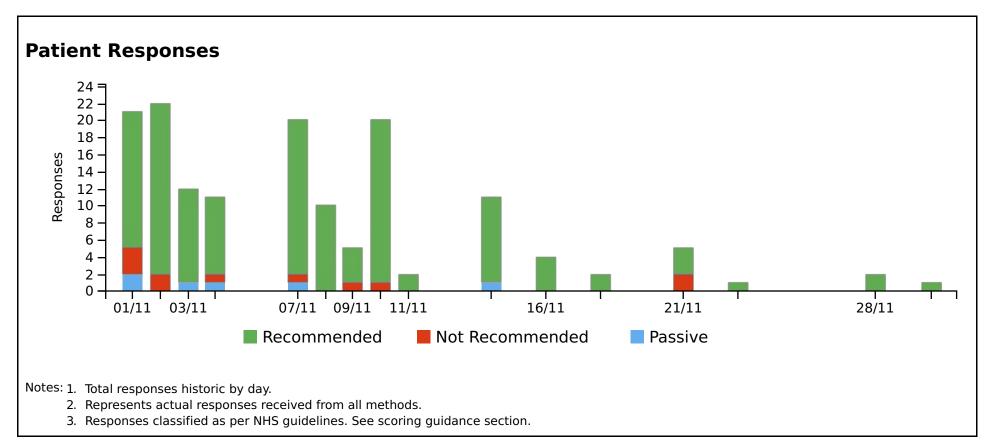
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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	13
Arrangement of Appointment	19
Reference to Clinician	45

- 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

✓ The service has been really good in the last weeks. Reception team and Dr have provide a very good support to my query.

✓ Dr Cassidy is brilliant with our child

I felt like the gp was very friendly and welcoming and made a real effort to give my baby a positive experience. She was also very patient with her when @when she wasn't being cooperative. @ive.

- Visited the doctors and they were very efficient and informative, made me feel very at ease and listened to my concerns and put my mine at rest
- ✓ Friendly helpful staff
- ✓ Quick to get an appointment, reassuring knowledgable doctor with clear plan, answered my questions.
- ✓I felt at ease and attended to by the Dr.
- Because the appt was more or less on time, administered appropriately and we identified that my record was inaccurate so I can now receive another vaccination
- The service I have received on the last year has been excellent
- ✓ I was quickly seen to and felt well looked after
- ✓ Because you asked
- ✓ Requested appointment yesterday.. Appointment given for today... Appointment time was for 10:15 and was on time.. Nothing else to say!
- ✓ As I had a smear test this morning and didn't feel a thing I was made to feel so relaxed ??
- ✓ Long wait

The doctor is patient and professional and willing to listen to my words and worries. And the doctor paid attention to my privacy and respected me.

- ✓ Appointment was on time and very friendly patient nurse
- Caring, empathetic and friendly doctor
- ✓ Because you asked me and I was well looked after.
- \checkmark Everyone helped me effectively from reception to nurse
- ✓ Good service. Quick and friendly
- \checkmark Was very good in advise and friendly
- ✓ Great advice and help
- \checkmark On time and no long delay in seeing doctor. Efficient consultation
- ✓ My GP was extremely helpful, patient and thoughtful
- Showing well care and very patient
- ✓ Dr was very clear and helpful
- \checkmark Very good service from staff problem like every where are waits for appointments.
- / Doctor was vory bolnful

✓ Doctor was very helpful

✓ Just all very easy and efficient.

✓ I have a good relationship with my GP. It is professional and thorough. However, the latest message from the practice leader about blood tests and the th@he threat to not prescribe medication in the future was in my opinion inappropriate and should have been worded differently. @tly.

The GP was excellent
The dector listened and explained

The doctor listened and explained everything
 Kate Irving was very helpful and knowledgeable. She gave me reassurance and she's very accommodating.

✓ The GP took time to listen to me, gave me lots of good personal advice. I felt like I was a patient and not a number.

 \checkmark Easy to use appointment booking service and doctor Kudari was very helpful

✓ It was a good appointment, the Dr was nice, listened and answered all my questions and never dismissed me. She's been very helpful

 \checkmark Because it was good to see doctor face to face at last

✓ Doctor was sympathetic, understanding, reassuring and helpful.

 \checkmark I had a detailed 30 minute consultation that addressed all my questions.

✓ On time, and nurse was friendly

✓ Always good service. Drs, nurses and reception staff are helpful and polite.

✓ Efficient, on time snd very pleasant service

✓ Appointment was on time- nurse very nice and efficient

✓ All went to plan

Because i was look after with great care.

✓ Terrible availability of appointments but once seen the service was good

✓ Generally very good service once there...just not always easy getting an appointment.

✓ Appt ran on time, friendly service

 \checkmark Difficult to get through to reception to make an appointment

✓ The team do a great job, thanks!

✓ Punctual and efficient

- ✓ I gave this answer because thats how I feel as it helps me get advadvice from another point of view ew
- ✓I am loyal to the above standards of my GPteam
- Friendly and helpful reception desk both on the phone and In person. Incredibly caring and helpful DR (Dr. Nour) who did not rush the appointment and p@and provided me with confidence that this is being dealt with appropriately. @ely.
- I've always been able to get an appropriate consultation when needed, the "triaging" so to speak, between econsult, phone consultation and face-to-face @face meeting works extremely well.In addition all the staff are very helpful and through even when clearly under a heavy work-load@-load
- Doctor understands my needs, and find some solution and she give me some indication.
- \checkmark On time and quick turn around to get my daughters vaccine. Pleasant nurse to deal with
- Received a flu jab notice. Called the surgery and spoke to someone. No waiting in a phone queue. Booked my appointment very easily by phone.

Appointment@tment was arranged for later that week, no wait. Was called in on time. Quick vaccination. Polite and efficient nurse. Done in under 3 minutes. The nurse also@ also highlighted that I needed to book a smear test. Really good service. I feel like I matter to the practice. Excellent team. @eam.

- Friendly, informative consultation, not rushed.
- The doctor & the other staff, the receptionist are helpful & of hospitality. I feel comfort to talk to them because I am confident I am taken care in goo@n good hands.@ands.
- ✓ Doctor Norcliffe is very patient and caring. He gave me good advice.
- ✓ Was able to get an appointment quickly, and the doctor was very empathetic and thorough. Gave us reassurance
- ✓Appointment was on time.
- Responsive and supportive, professional team
- \checkmark We had to wait a bit but the services were excellent
- ✓ On time, efficient service
- \checkmark It was efficient and friendly
- ✓ Didn't have to wait long and nurse was very nice
- ✓ Quick, efficient, clear
- ✓ I was seen early and Jane was very pleasant.
- Ease of check in.Punctuality of appointment.Friendliness of Ms Jane Hughes
- ✓ Because my eyeballs were melting in the extreme heat.
- ✓ Very welcoming staff and the nurse very kind explained Very pleased with the service to the public I am very pleased
- ✓ I have
- \checkmark It was fast and friendly. It was just for a flu vaccine and i didn't have yo wait.
- Efficient, on time, excellent care from my nurse. She showed my empathy, was very good at explaining everything that was happening, gentle touch and comf@ comforting. Reception was also very obliging and have been wonderful at booking my practice and hub appointments. In a very difficult health
- situation I have@ have been reassured by your staff and I thank you for that. @at.
- ✓ Great service. No issues.
- ✓ Prompt, and a lovely nurse thank you to Ms Jane Hughes)
- Generally good service ,only complaint is it takes a long time to phone to book an appointment (online doesn't seem to be an option), harde to book appo@ appointments for non urgent but still time sensitive issues (e.g. ongoing eczema problem)@blem)
- V Because I felt I was treated very well, the procedure was very clearly and sensibly explained to me. And the nurse and staff were very helpful and
- unders@nderstanding. @ing.
- XYour service is satisfactory

X Dr Kudari has been the most caring and supportive GP I have ever had. Thank you Dr Kudari for your continuous care and support

Not Recommended

- Friendly staff and very helpful to explain the issue.
- ✓ Was waiting in the queue for about 20 minutes
- ✓ I'll change it to 4, th wait was 40 minutes and I feel bad for the doctors as they seem so rushed and stressed out. I felt very rushed
- ✓ Because I had to wait 50 minutes to be seen
- 11.30 appointment, not called in until 12.00 after I queried the wait, no apology
- The dr was very understanding and patient.
- I waited over 20 minutes for my appointment after turning up and checking in on time. I had to leave without seeing the doctor as I didn't have the time @time to wait further. There was also no hand sanitiser in the 3 machines I tried. @ied.
- The registration computer didn't work, the nurse was rushed as there was a queue outside, the nurse complained about that my son was too old for being va@ng vaccinated at the practice @tice

Passive

- The service I received was great. I only marked it down because I was seen 30 mins late
- Check-in was easily done on the screen, but it was sometimes showing an error which could be confusing. I was seen 30 minutes late, but the nurse apologi@ologised and was professional. Some positives but some negatives as well.@well.