FFT Monthly Summary: October 2022

Vanbrugh Group Practice Code: G83021

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
102	31	6	6	3	0	3	0	0	145	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:	429						
Responses:	148						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	101	31	6	4	3	0	145
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	0	2	0	0	3
Total	102	31	6	6	3	0	148
Total (%)	69 %	21%	4%	4%	2%	0%	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:

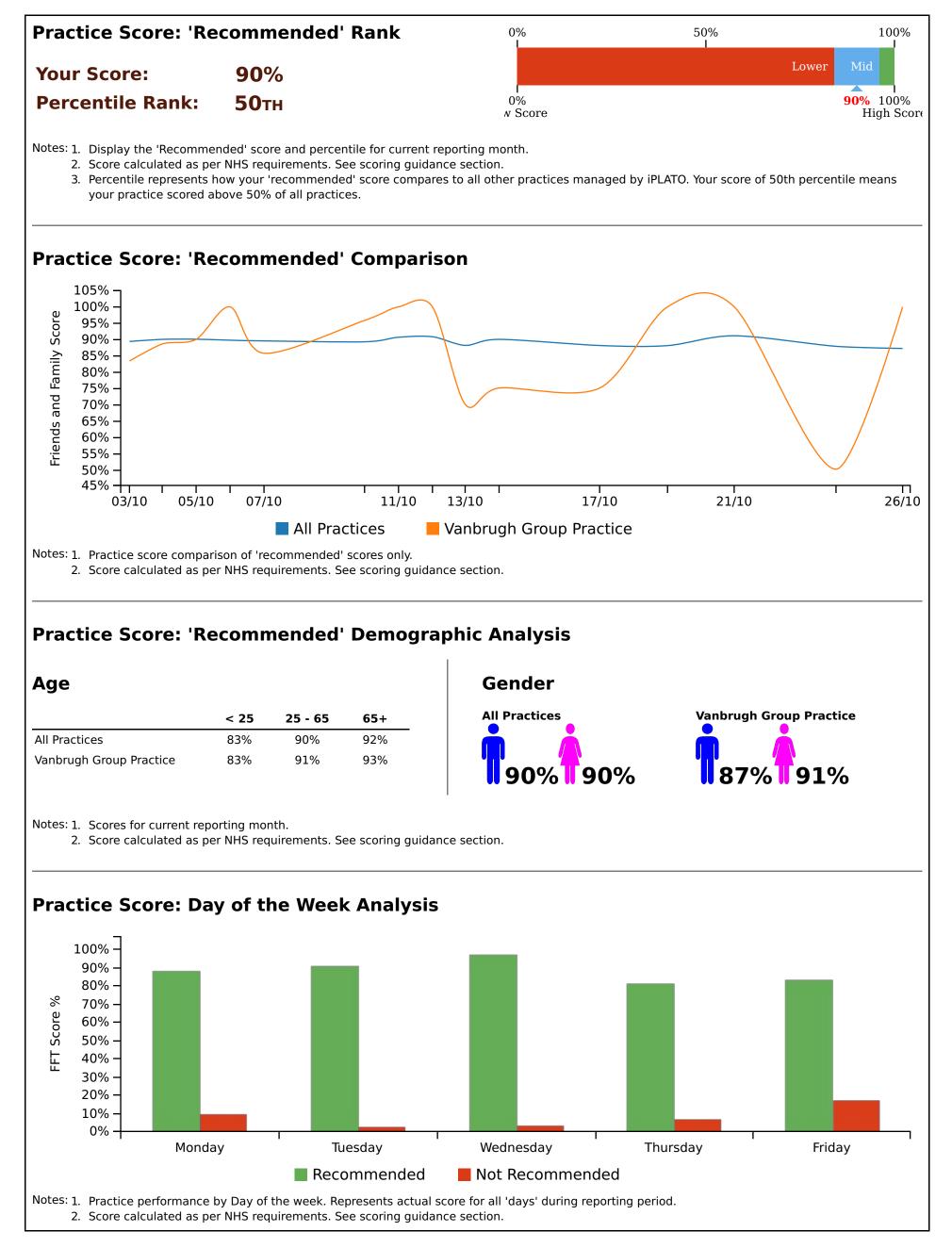
Recommended (%) =	very good + good x 100				
Recommended (%) –	very good + good + neither + poor + very poor + don't know				
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

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

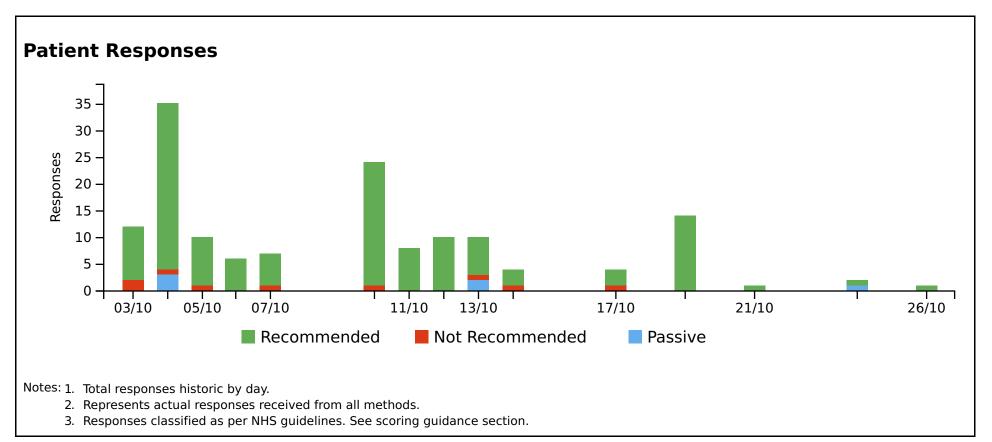


http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring



SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary



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 / X No consent to publish comment

Recommended

✓ Very professional and helpful advice, and clear what the next steps are.

✓ Appointment started a bit late but nurse was very good and guick

✓ Good physio appointment

- ✓ Facilities are nice, and the GPs are always very supportive and diligent in their care. I was also seen on time this last visit which was great, not to h@ to have to wait for ages @ages
- Doctor was super nice and helpful, reception staff very friend and helpful was in and out in 20 minutes with help to both of the problems I went in for s@for so was great and the wait time was not long at all!@ all!
- ✓ I was seen promptly and the nurse was very welcoming and efficient
- Easy check-in system navigation and friendly informative care
- ✓ Punctual, helpful, approachable and very knowledgeable GP

✓ Was fast, efficient and friendly

- ✓ Harry gave me some good exercises- and explained why.
- ✓ Seen on time, and nurse was pleasant and not rushed
- ✓ The lady who gave me the flu jab was extremely friendly and efficient.
- ✓ Seen promptly, dealt with effectively, and in so pleasant a manner.
- ✓ It was lovely to see Dr Cassidy in person and she was as usual friendly and efficient.
- ✓ Appointment time was respected I didn't feel anything bad when I got my vaccin until now. All was well and very fast
- ✓ The appointments were quick and efficiently run
- Ms Yemisi Atere was absolutely awesome! Right from the beginning of my appointment I felt welcomed and heard. All my questions were answered, I left my a@ my appointment feeling extremely satisfied and content including my husband. @and.
- ✓ Appointment systemIs good , I was seen on time.
- ✓ Friendly, efficient, answered all my questions altogether brilliant
- ✓ Prompt, courteous and friendly service for my annual flu jab and offer of a pneumonia jab at the same time, which I gratefully accepted.
- Easy online booking of flu vaccination. Next day appointment was only 5 mins late at the end of the day. Nurse was friendly and efficient.
- ✓ Improved system for flu jabs which made the process quicker and therefore more efficient
- ✓ Dr is kind and helpful. Some of the receptionists are too
- ✓ Because The staff and the doctor very nice
- ✓ Friendly, efficient
- ✓ Very helpful receptionist in arranging updating of my medical notes/ results access before a competently organised influenza vaccination booster with rel@h relevant screening questions.@ions

- ✓ My appointment was not on time but everything else was great
- ✓ Glad to have face to face. Seen on time. Dr was thorough, kind and practical.
- ✓ Good helping with caring and Lessing
- ✓ I was made welcome and informed of what was going to occur at each stage
- ✓ Because She was very friendly and helpful and encourages
- ✓ Dr Hannah Home is always consistent, thorougher and caring. She is professional and kind.
- ✓ The doctor was efficient and thorough and very pleasant the receptionist staff were courteous and helpful
- ✓ Appt to give blood right on time. Nurse very nice. Reception staff helpful.
- Good service. I have been able to get a telephone appt with doc within reasonable time. Usually seen quickly by nurse or doc in surgery. I've been
- offere@ffered flu and covid jabs. Sad to see mask wearing has been abandoned in surgery. @ery.
- ✓ Physio was excellent and also the receptionist was so helpful. Normally you do not get this service!
- ✓I as seen on time and everything was very pleasant. Xx
- ✓ On time and very pleasant
- Because the docs know their stuff and are happy to help patients understand it. And are flexibly responsive to patients' needs.
- ✓ Very good fast friendly professional service from Practice nurse.
- ✓ Because it was the truth
- ✓ It was quick the nurse was efficient thank you
- ✓ Service was swift. Nurse was very helpful in explaining the jab, benefits and side effects. Staff were very helpful.
- ✓ Friendly, helpful and efficient service
- ✓I didn't give my experience a 1 because I was kept waiting but I was then treated quickly kindly and very professionally.

✓ On time nd no messing about with my injection

Always helpful and good service

- Surgery always calls me for my vaccinations, has appointments available fairly quickly and the staff seem efficient and polite. I had to wait 30 mins for@s for my appointment today, but it's a busy surgery so understandable @able
- ✓I have always had good service at the Surgery
- ✓ I had an appointment with the nurse. She was kind, informative and reassuring.
- ✓ Kind and helpful staff
- ✓ Mrs Irving was very responsive and cared very much. Put me at ease during the smear.
- ✓ My appointment was on time, painless and efficient but I would love to see a doctor in person one day!
- ✓ Efficient & polite
- ✓ Friendly, quick, efficient service. Thank you.
- ✓ Quick and efficient flue jab.
- \checkmark My appointment was at 4:15 but I think I was seen about 10-15 minutes after.
- The E-consult system was easy to use, the doctor made me an appointment within 48 hours. The consultation helped me feel relaxed (despite requiring an ex@an examination), and the Doctor was very clear and kind in his advice.@vice.
- Efficient, professional
- ✓ Because I was easily able to book convenient appointments, including a same day blood pressure check
- Prompt response and caring attention
- ✓ Very good service thank you
- ✓ The practice is really professional, easy to get an appointment and runs as much to time as you could expect
- V No waiting. Nurse gave good clear advice about travel. Got a print out of vaccination and had flu jab which I hadn't booked for. Very efficient
- Receptionists are brilliant, helpful, cheerful and mostly are polite. I only will see certain doctors as I have a respectful relationship with them after@after seeing them for years. I do NOT want to be seen by any other doctor...@r....
- Very fast turn around. Arrived early, barely sat down when my name was called, was jabbed and back outside still before my appointment time.
- ✓ Got a free flu vac and the appointment was made quickly
- The conditions of the practitioner are very good as is cleaness. T The staff very polite and with a smile talking with me, that is rarrare in this days. I hade a booking and arrive before the hour bookedked and no waiting time till the appointment, was attended straight at a
- Because the staff are polite and they actually try their best to book appointments when needed. The nurses I saw today, found something in me and she spo@e spoke to a doctor which despite being busy, she came to examine me and requested a referral straight after. I'm really pleased and thankful.@kful.
- ✓ I like the way I was look after

XVery helpful

- X Staff, wonderful. Waiting time, far too long. May have been unavoidable but many came after me and got to see doc long before.
- **X**They are responsive in booking appointments and they send prescriptions for medications directly to my chosen pharmacist.
- X i have been with this practice for 27 years and have been well cared for

Not Recommended

- We've had numerous bad experiences at the practice now. Including rude interactions with GP's, not booking my postnatal 8 week check, and messing up the @ the dates of my daughter's vaccinations. @ons.
- ✓ Wrong answer, sorry. My experience was good. 2
- Slow telephone answering difficult to contact doctor no messaging facility no appointment on line no repeat prescription by phone
- Practice has too many patients and not enough doctors. After covid almost impossible to see a doctor face to face. Long waits on the phone. Found Burney @rney Street Practice a lot better in terms of availability of doctors and speed of appointments. Am thinking to move back there. I wouldn't recommend it to ot@to others. Nurses though are great and prompt service. @ice.
- ✓ Appointment times , you don't get seen on time which is not always convenient when you have to go somewhere else
- X I was late for my daughter's vaccination 15min and was told that I had missed my appointment. It was 12 week vaccination. I understand that practice is b@ is busy as I waited last time more than an hour but a bit of flexibility would be appreciated. It is hard to get ready with such a small baby sometimes. Lady@ Lady at the reception didn't have any empathy and was not helpful at all. @all.
- Xyou have 18 doctors and you cannot see one (it takes approx 2 weeks to see 1 disgusting. and you have to go to spec savers to get your ears syringed disgusting
- X Because when I first went it was very good but treatment recent was poor ,so it's both.
- XI had an appointment today and was extremely distressed by my experience of trying to speak to people at the reception desk to make a new appointment. There are all these chairs that have been moved from the seating area, placed right in front of the desk just blocking acess to the desk as well as the COVID plastic barriers and that means the people working reception cant hear us patients, and can barely see us. They wont even look up at us. They act like we are a total inconvenience and the woman working reception just couldnt hear me and i kept having to say VERY LOUDLY what my problem was ,over and over because she could not hear me, but also would barely look at me. It was very embarrassing and distressing and i left in tears. I was completely unacceptable and very undignified. These chairs need to be moved out of the way ASAP. Also maybe train your reception staff in some human sensitivity? They were rude, distracted, even the very confused elderly patients I saw had to just roam the waiting roomlooking lost because people at reception wouldn't help them. Genuinely terrible

Passive

Lack of experience lately. Need to have a reason to be positive or negative.