# FFT Monthly Summary: October 2023

Vanbrugh Group Practice Code: G83021

## SECTION 1 CQRS Reporting

CQRS Reporting												
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012	
109	31	4	1	8	1	4	0	0	150	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:	411						
Responses:	154						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	108	30	3	1	7	1	150
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	1	1	0	1	0	4
Total	109	31	4	1	8	1	154
Total (%)	71%	<b>20</b> %	<b>3</b> %	1%	5%	1%	<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:

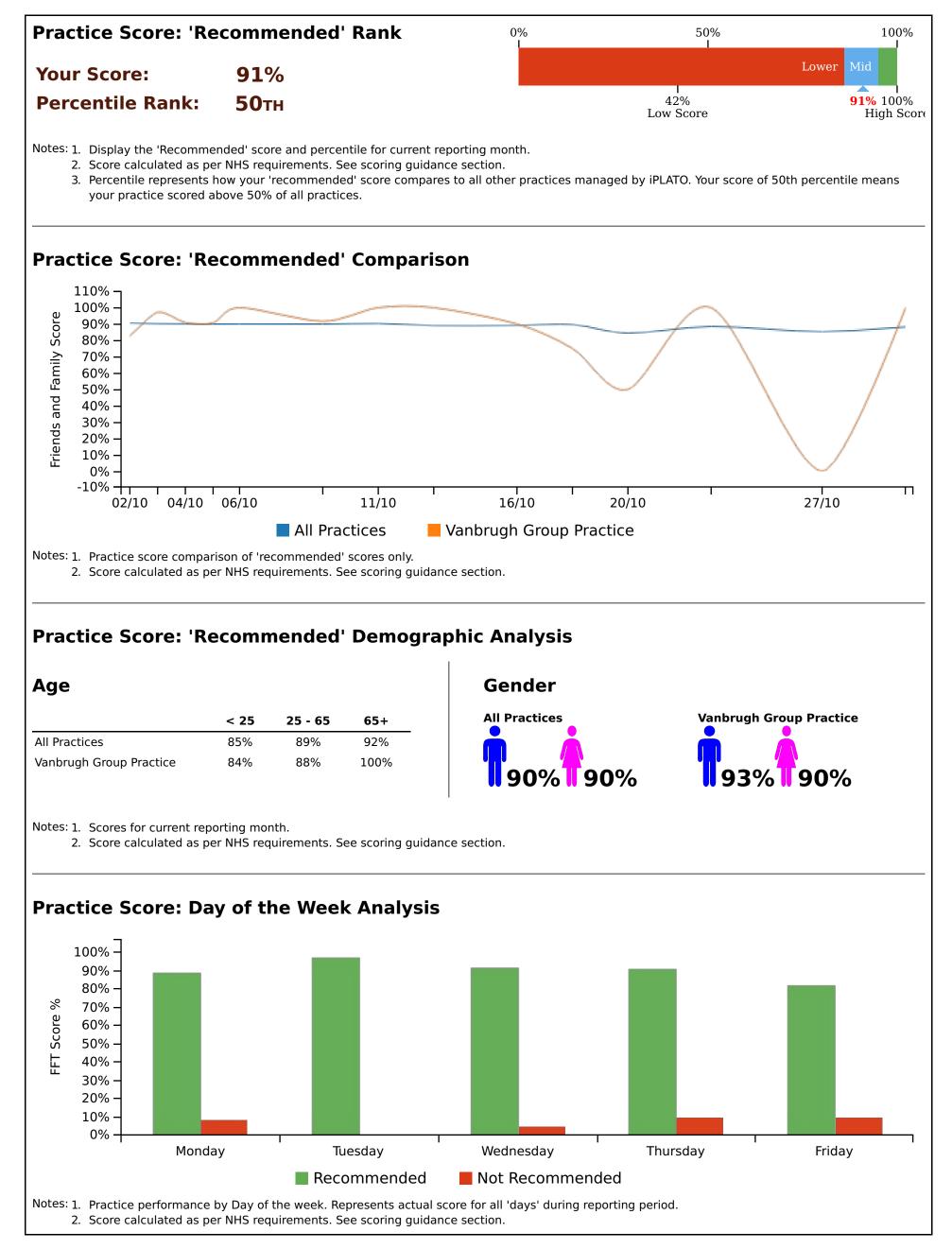
Recommended (%) =	very good + good x 100					
Recommended (%) –	very good + good + neither + poor + very poor + don't know					
Not Recommended (%) =	very poor + poor x 100					
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know					

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

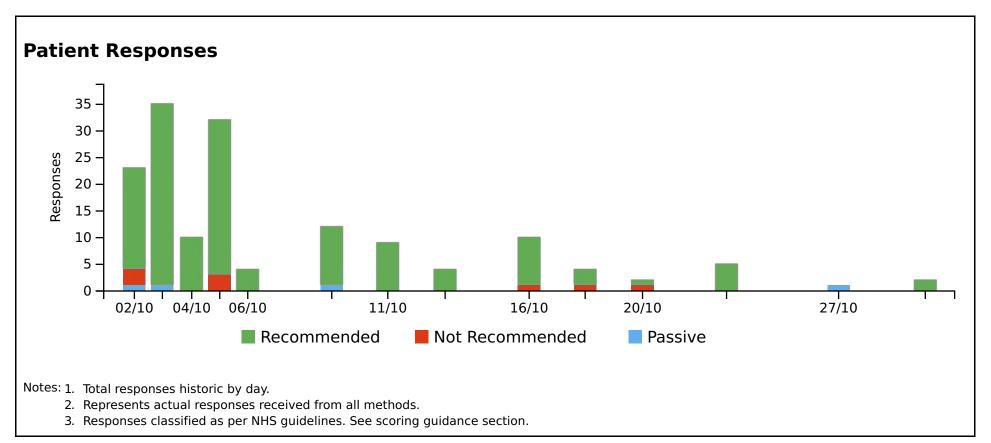


http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

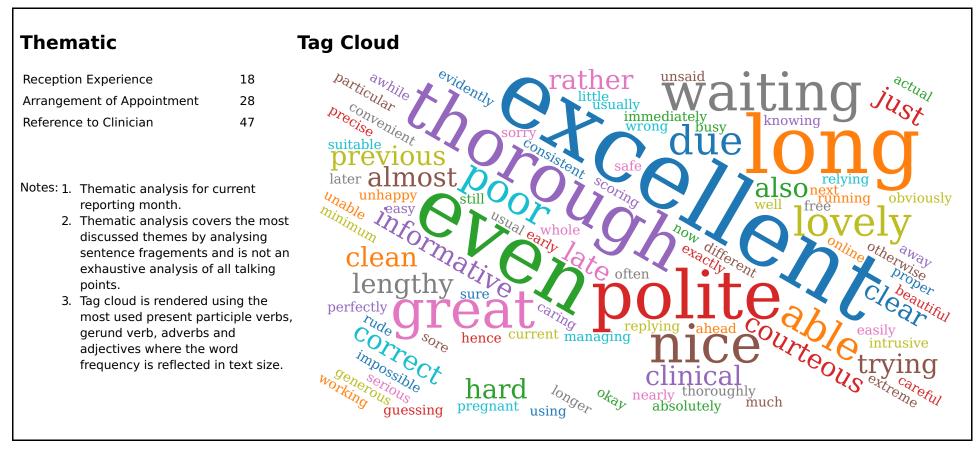
### SECTION 3 Practice Scoring



## SECTION 4 Patient Response Analysis



#### SECTION 5 Patient Free Text Comments: Summary



#### **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

✓Treatment & practice very good as usual

✓ I've been with the practice a long time and have always been treated well by the doctors.

✓I didn't have to wait long for my treatment and the staff was very polite and professional.

- In V Kudari has taken proactive steps to my post hysterectomy health and managing my (pre) diabetes status. It's the first time for consistent care. But also
  the desk staff are always helpful and kind in person and when I've called to get a phone appt.
- Thorough investigation
- I was asked to come ahead of my flu vaccination appointment for a blood pressure test and Josh was available and did it immediately on arrival. My flu vaccination with Faustina was exactly at the time specified. Both staff were courteous, friendly and professional. I was pleased to be helped by them.
- Because I had an excellent visit to the surgery

Caring and professional stuff.

Lovely staff on-time appointment

✓ Very good

- Ease of booking and quick. Would have been very good if my appointment had been on time
- ✓ The GP was friendly and informative on 3 different matters
- ✓ Because you asked for it

The experience was very good as the whole procedure was convenient and Dr. Ali Shabir was very patient in replying to all my questions.

- ✓ No wait and very friendly service.
- ✓ Doctor Stephenson was excellent, but it is usually almost impossible to get an appointment for my daughter
- ✓ Cause there nice people
- ✓ Nurse apologised that she was running late and still didn't rush me so hence the scoring
- ✓ Everything excellent except the time it took to get an appointment. Otherwise very happy
- ✓ Appointment easily booked when I went in for flu jab, asthma nurse took time to thoroughly review current asthma wellbeing and educate me on asthma plan
- $\checkmark$  Excellent GP Dr Leonard and receptionist fitted me for same day appt due to cancellation.
- ✓ It was lovely to get an appointment all I hear is my friends dr are not as quick my dr gave me a proper check over to
- ✓ Punctual, professional and friendly manner
- ✓ Very happy with doctor. Unhappy at the lengthy process to get an appt and then another lengthy wait before actual appt. Previous appt time was also changed without my knowledge
- Beautiful friendly service
- Mrs Kate Irving was great. Explained perfectly everything and asked the correct things. My appointment was 8:30 and went in until 8:50 though...

✓ It was quick and efficient

✓ Very efficient service along with very clear advice .

Because didn't have to wait very long

✓ 45 minutes wait

✓ Clean welcoming waiting room ease of entry. On time test, advice for results

✓ On time appointment. Diagnosed the problem. Have a referral to physio. Treatment plan and exercise plan for at home.

✓ Appointment was on time and Dr Ali Shabir had an excellent manner.

The appointment was on time. The GP was very personable and thorough. I felt that all my concerns had been properly addressed, with follow-up options discussed and actioned.

Good quick appointmeth

The service today by the nurse was great

I really appreciated their professi

✓ On time helpful and efficient

✓ Because we had an understanding conversation about the injury and exercises were confirmed.

✓ No comment

✓ Felt comfortable and listened to, like the doctor really took on my concerns and recommended a suitable course of treatment. It was refreshing.

✓ The doctor was really nice, she's listened and made sure all my cerns were covered - it's just the fact that it's almost impossi

✓ Good listener

✓ because the doctor was a good listener

✓ It was all good thanks

- ✓ Staff was helpful
- ✓Got an appointment the same day I called
- ✓ Very thorough

✓That's how I feel you are right now

✓ Didn't wait too long. Nurse was friendly.

- $\checkmark$  Doctor was excellent, as were the reception staff. Got same day appointment.
- ✓ Taken early and very helpful receptionist.

✓ Excellent service / patient care re proactive flu jab and Christine Harland. However service availability for biggerhealth concerns is poor with appts more than a month away. You are discouraged from F2F and continuity with a particular doctor due to appt availability. However, if the problem is serious F2F and continuity really influence clinical effectiveness and so I find myself waiting longer re the problem I am most concerned about. This is a resource/ management problem impacting on clinical care which is not the fault of the clinicians and I support their strikes. However it is why I have only given a 2 which I think is generous.

- ✓ Should have been 1. Wrong pressed 2
- Good thorough care from the doctor, felt like she put me at ease and took steps to move my case forward.Only knocked it down from a 1 due to waiting time which was approx 20 minutes
- ✓ The nurse who administered the 'flu vaccination was friendly, professional and positive.
- $\checkmark {\rm Did}$  not wait long for appointment and doctor eas very helpful
- ✓ Good physiotherapists who done lots of tests and very helpful
- ✓ Very friendly
- ✓ Appointment on time, polite staff and good information provided.
- ✓You asked me
- ✓ Reception and Nurses and GP's were evidently working very hard despite being very busy.
- ✓ Happy with treatment.
- ✓ Service is very good but I was given an appointment with a very precise time . I had to wait awhile
- Doctors was so helpful
- ✔ Good check in, no wait time, friendly nurse
- ✓ Prompt and efficient
- ✓ Everything was v efficient.
- ✓I had appointment with Dr Nour today, she is exceptional
- ✓ QuickEfficient Polite
- ✓ Sorry I can't contact you
- ✓ Nurse kind and efficient. Receptionist very helpful
- ✓ Didn't wait for long, although appointment was later than scheduled, and nurse was very nice
- ✓ On any occasions I need to have an appointment your doctors and staff are all very helpful and efficient.
- $\checkmark$  Because that's my experience this morning obviously
- $\checkmark$  The appointment ran on time and the nurse practitioner was very friendly to our young son
- Mistake. My experience was poor, 4
- Efficient communication, very little wait to be seen, pleasant, competent nurse, and unexpected BP/BMI check, probably A Good Thing even if rude machine called me overweight.
- The appointment was on time and Dr Heather was brilliant very efficient and thorough. She listened, advised and reassured me about next steps.
- ✓ Reception staff are polite and welcoming.
- ✓I thought the service was good
- ✓ On time, quick.
- $\checkmark \mathsf{Good}$  communication and follow up
- ✓ Okay
- ✓ Appointment ran to time, staff were friendly and helpful
- ✓ Receptionist helpful, got an appointment quickly and was punctual
- ✓ Appointment on time very clean receptionist, & friendly helpful staff
- ✓ I saw on time and she was very good
- $\checkmark$  Doctor was great extremely careful and attentiveWas very very happy after the examination
- ✓ Very nice,helpful doctor
- ✓ Great doctors and staff
- ✓ Lovely nurse
- ✓ Easy to get an appointment, appointment was pretty much on time and doctor was really helpful and reassuring
- ✓ Courteous, always very helpful and informative on this and all previous occasions
- ✓ Professional and polite
- VWas able to get an appointment that day. Doctor was pleasant and helpful. Only reason that I didn't give a very good is that I had to wait 30 mins
- ✓ Doctor always listening carefully
- ✔ Because, Joshua was very helpful and professional
- X doctors very helpful my only gripe is not able to access online appoinments

#### **Not Recommended**

- The solution to my daughter's ailment was not given to help her.Being told I can only complain about one problem when my child needed a doctor shows poor care is given to patients relying on the gp doctor.
- did not get my prescription
- ✓I often feel that staff see me as a nuisance even though I try to keep my visits to a minimum

#### ✓ No one called

I was over an hour late to be seen2. The doctor didn't communicate with me properly and assumed I knew what she meant3. She kept pushing down on my stomach during check up even though I said it was sore 4. She nearly refused to give me my free prescription even though I have a maternity certificate. She then questioned my job etc to determine if I was struggling - totally intrusive and non of her business5. She didn't advise me how to use the medication properly. I followed the instructions only to find out your GP or midwife should advise you differently and not to use the medication applicator. As a result I could end up with a damaged cervix or infection and I'm 8 weeks pregnant. I didn't know this until after using.

#### Passive

Not happy about what I got today from the GP. She even didn't change my medication which I have problem with it.
 35-40 mins wait for appointment, but Doctor did take the time to understand the situation and provided insightful and knowledgable advice.
 i am struggling to contact my Gp to ask for help. It seems only people who are available at a set time. always and only in the morning are able to book an appointment or ask for time. if you are unable to be on the phone for an hour at 8am trying to get through and you cannot get to a PC to use the E consult between 10/11am, you have absolutely no chance. It needs to be easier to contact a GP rather than waiting to get very unwell. The e consult needs to be available all day or if you must limit it at least an hour in the afternoon and an hour at night. These times need to be made clear rather than leaving it as a guessing game. It is a nightmare trying to navigate your way around the NHS and knowing how things work or the correct stages or unsaid rules. Contacting a GP from my experience on this site today seems like the most complicated part in all of that