FFT Monthly Summary: September 2022

Vanbrugh Group Practice Code: G83021

connecting patients transforming healthcare

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
109	26	5	2	5	0	3	0	0	144	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:	461						
Responses:	147						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	108	25	5	2	4	0	144
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	1	0	0	1	0	3
Total	109	26	5	2	5	0	147
Total (%)	74%	18%	3 %	1%	3%	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.

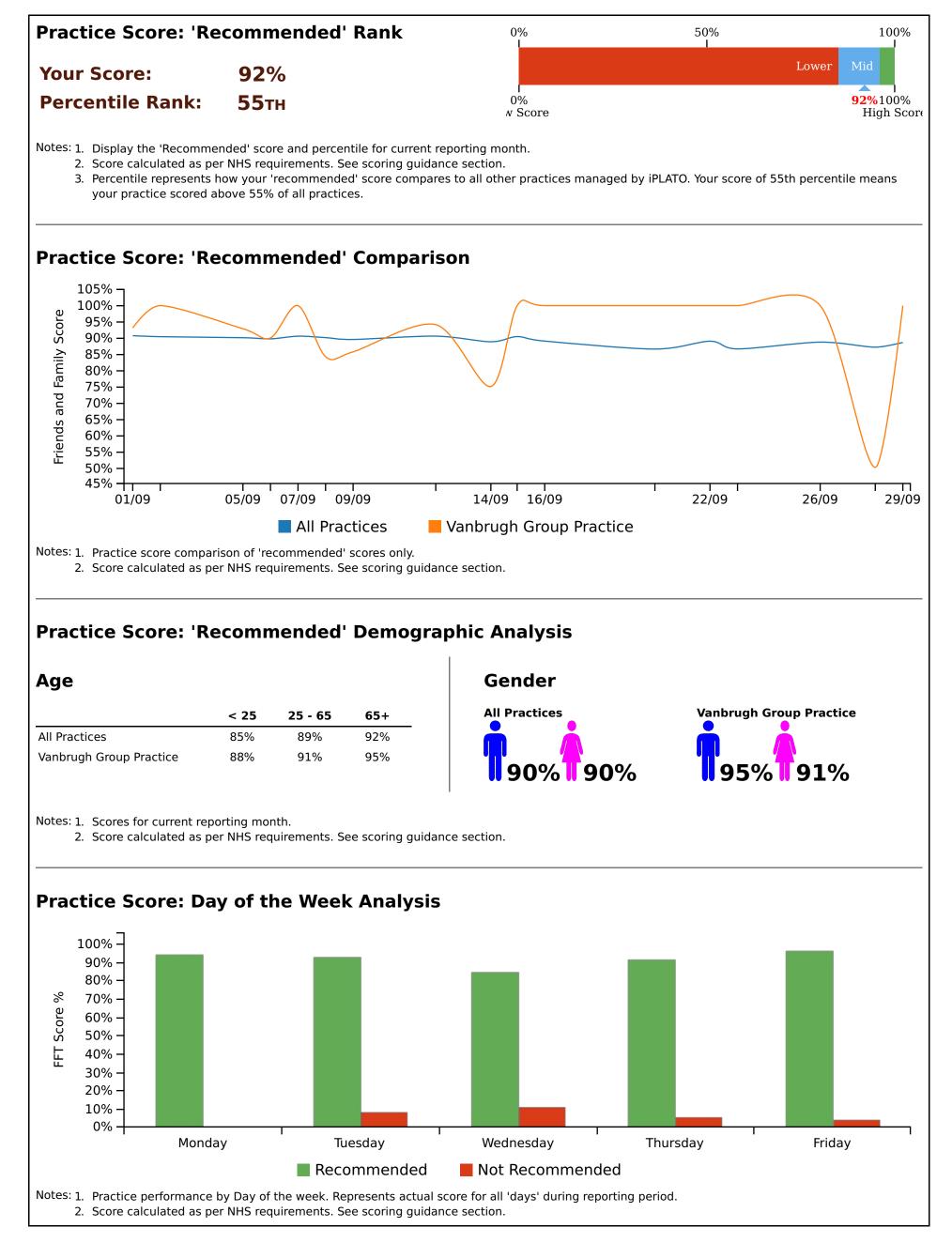
The percentage measures are calculated as follows:

Recommended (%) =	very good + good very good + good + neither + poor + very poor + don't know x 10				
Recommended (%) –					
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

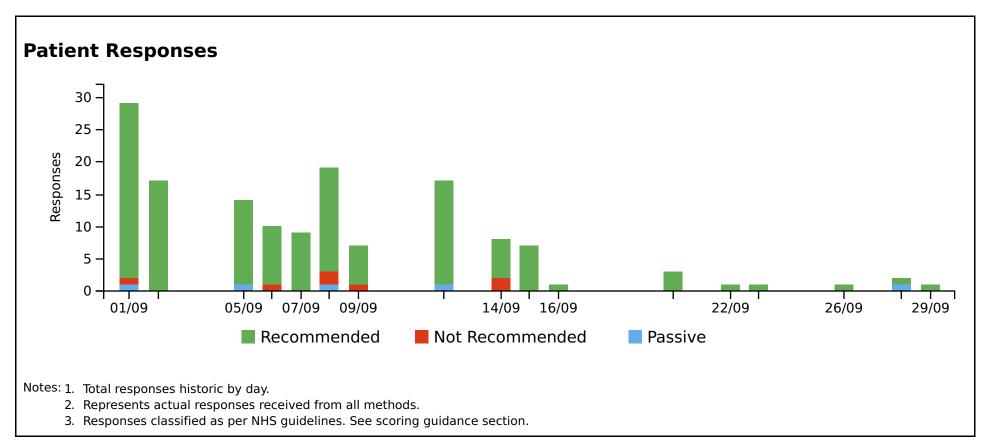
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

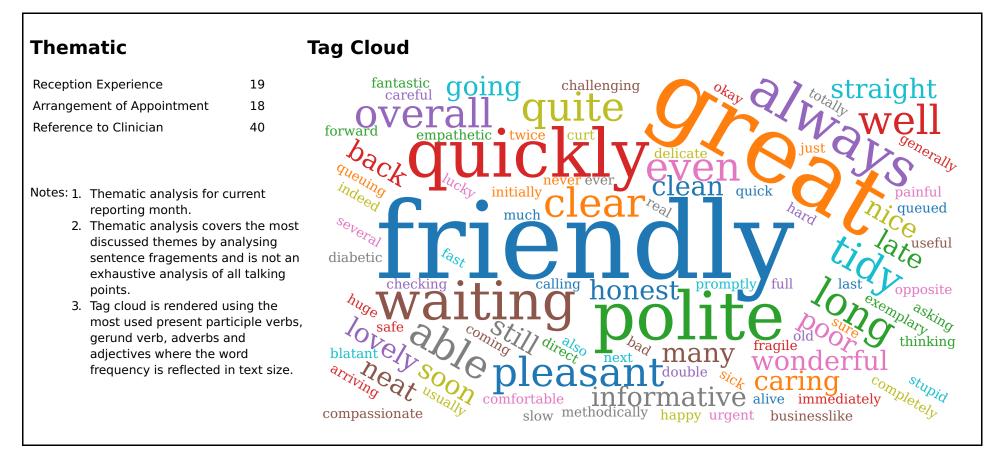
SECTION 3 Practice Scoring



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

✓ Prompt , friendly helpful efficient service

✓ Excellent service

Excellent service all round no complaints

✓ As always great docs very patient and listen ,with good advice

- \checkmark I was examined, got good advise and a further referral for a scan.
- Because I've been a patient with the practice since 1973 and even the though there have been many changes over the years the service has no never changed! Exemplary! The receptionists are wonderful and the do do
- The service is generally very good, although it can be hard to get an appointment, plus I don't understand why we're still having to take part in a phone@phone appointment before coming into the surgery several years after the lockdown. @own.
- ✓ Attention to my needs has always been excellent

✓ Because service was good

✓ Got to see a real GP, face to face. It was a delicate matter so really helped to be able to come in. Also the GP manner was very nice.

✓ Quick , efficient, helpful.

✓ This was the first time I had met Dr Parker and whilst I initially found her to be quite direct, and no no senseand whilst I was feeling quite vulnerabl@erable and fragile.. I thought my double appointment was going to be challenging.Quite the opposite! She listened.. and I mean really listened to my list of @t of questions and medical complaints and dealt methodically with each and every one. I didn't feel rushed, and I felt really informed and completely confide@nfident in her knowledge and efficiency.By the time I left her room she had booked me into all appointments , and I felt I left the meeting with an informed @rmed choice@hoice

✓ Staff are efficient, Doctors are very helpful, the environment is clean and tidy

✓ Receptionist very polite and helpful

- ✓ My appt was on time my appt with the nurse was very pleasant
- \checkmark Helpful Receptionists , and the GPs I choose to attend at the Surgery and Thorough and Caring
- ✓Kind and professional
- \checkmark Very fast appointment, face to face , and clear advice
- \checkmark Even though I had to wait, Heather ,the doctor,was excellent
- ✓ Excellent once I got to see the Doctor but my appointment was at 4.10 and I was seen at 4.40.....
- Bang on time and a really lovely nurse who was bang on time, sensitive and it is the least painful blood test I have ever had! A very very good experienc@rience indeed.@deed.
- ✓ Great reception staff , very professional service from the doctors
- ✓ Good

✓ Appointment on time. Friendly staff.

✓ Because I was seen promptly at the time I was allocated.

✓ Christine was lovely this morning when she took my blood.

✓ Sensitive matter handled with care, much appreciated.

Clean neat and tidy, just didn't understand why I had to wait for my pre-booked appointment (it wasn't long though) would've been nice to have been told

Excellent service.

✓ On time, professional, thorough and engaging

 \checkmark Appointment on time. Efficient. Reception staff helpful with a query

✓ Yes, it was very well attended.

 \checkmark Great service, good patient care, pleasant and helpful approach

✓ All the staff where very helpful to day

✓All concerns dealt with

✓ Loved Anonymous Survey From Vanbrugh Group Practice. Thinking aboubout your GP practice overall, how was your experience of our service?ce?1-Very

good, 2-Good, 3-Neither good nor poor, 4-Poor, 5-Very pooroor, 6-Don't knowow

✓ Nurse was very polite, kind and reassuring. Quickly completed procedure

✓ Doctor dealt with the problem immediately and receptionist were overall very polite

Because the service was really good:)

✓ Kind, caring, helpful non judgemental staff and doctors/nurses

✓A full blood test was required which was carried out very efficiently and I await the results

✓ The nurse was very good. I had to wait a while.

✓I received very good and professional service

✓ Efficient and businesslike

✓ Pleasant, thorough, comfortable, professional.

✓ I received very good service and advice.

The receptionists were very efficient, the doctor was very informative and reassuring on my call and the nurse was excellent as well when I came in.

✓ Diabetic nurse was very thorough and knowledgeable.

Because you asked and that was my experience

✓ Very good service

Vusually very good and helpful. Sometimes long waits in waiting room. Sometimes doctors make you feel stupid when calling about your sick child.

Accommodating staff and treat patients well

✓About service...and I say was very good...

V Doctor was very helpful, thorough, kind and empathetic. Environment was safe. I felt like my problems were focused on and that I was listened to.

 \checkmark Very professional talked me through everything

✓ I had a blood test yesterday, on time with nurse who was careful not to bruise my arm

I was given time and was able to ask questions without feeling pressured to say things quickly. Her manner was both professional and compassionate and I @nd I felt that thee management of my condition was a two-way conversation. I felt listened to. @ to.

✓ I received excellent care & attention

Pam was extremely patient and understanding and informative...

✓ GP was very helpful and reassuring

✓I had a non-urgent face to face appointment within a reasonable time.

✓ Friendly reception and efficient care

Because I was only kept waiting for 5 mins on the first appointment of the day

✓ Assistance was very good.It was neat and tidy.appointment was done on time

 \checkmark Dr David Sheppard is patiently to hear and explain the situation.

✓ Friendly and efficient

✓ Courtesy, reassuring & very professional treatment.

✓ The doctor was very kind and patient

Excellent care and consideration.

✓ I find the receptionists very curt you walk in the door & get told to move to the next window. Doesn't appear to a sign. Then got told to sign in elect@electronically I always value people contact over automation. @n.

✓ Very good

Have had to call the practice regularly over the last 3 weeks. I have been seen face to face twice, very quickly, and had a telephone consult. All staff @taff polite and very helpful. Problem still ongoing, but reassured it should resolve soon.@soon.

✓ The nurses and doctors always go above and beyond to provide a great service

✓ On time, listened, clear, gave useful guidance, reassured

I have had excellent service from them and they have taken all my health issues seriously. Compared to what I have heard from friends and relatives about@about their own surgeries I consider the service at my surgery to be superlative and I am very lucky to be with my surgery.@gery.

Punctual. Efficient. Friendly and professional manner

✓ Friendly and helpful nurse and receptionist

✓ Painless blood work

✓I was seen quickly, everything went smoothly, and the nurse who saw me was excellent - totally professional and competent but with a kind manner.

✓ On time appointment & helpful front desk service

Since, I presume, you require an honest answer, however discomforting it may be, I'm happy to oblige: Telephone answering is abysmal - every time.

Gett@Getting an appointment, even by phone: while I know it isn't the fault of the staff or doctors (whom I admire immensely) in your surgery that we have to wai@o wait sometimes weeks to speak to - let alone visit - a doctor, some form of sensible and honest explanation should be given to patients that places the blam@ blame for the delays squarely where it belongs: 12 years of blatant undermining of our once great and enviable institution.Incidentally, I am only alive bec@e because i was born into extreme poverty in 1949. Had I been born in 1947 I would have died from any of the many diseases my infant flesh was heir to, becau@because we would not have been able to pay the medical bills.Go USA!@USA!

✓ Nurse Kate was very helpful and efficient.

I contacted me to make sure I had blood pressure tested as I have changed my medication and receptionist let me do it early as I was very early for appo@ appointment @ment

✓ Because the Doctor I saw listened and was thorough and has referred my medical concerns

✓It's was really peaceful friendly and polite appointment this morning very straight forward from booking the appointment

✓ Okay

✓ Clear and helpful appt with GP

X I give good although the service was slow to see the doctor, I understand why wasn't on time to see the doctor because doctor is very patient to see and @ and listen on every patient needs @eeds

XVery friendly and efficient

X nurse yemisi is fantastic - wonderful bedside manner extremely gentle great technique for vaccinatins huge thank you

Xasked for medication did not get them

X Very helpful response from reception when I first called. Timely call arranged with gp hub then gp in practice. Gp hub gp was very helpful. Gp in practi@ractice was excellent, notes shared and appointments set up straight awayFurther follow up appointment sent quickly via mobile phoneExcellent overall thank @hank you @you

Not Recommended

There was no face to face appointment for 2 weeks, when I did arrive I waited 20 minutes for my appointment. I had asked to see a Doctor with a dermatolo@atology background as this was to do with my skin. The doctor I saw (who had a great bedside manner) took a picture and said he would consult

with a doctor wi@or with an interest with skin and get back to me. @me.

I was booked to have a blood test today. But when I arrived, I was sent back because the doctor (Dr Jaisun Vivekanandaraja) I spoke to before the appoint@pointment failed to (a) do the paperwork with which I could go to the hospital or (b) do the paperwork to indicate what type of blood test I was supposed to d@ to do. @o.

X have been waiting for 1 hour for appointment for a 3 month old baby who has a fever of 38 +

Passive

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