## FFT Monthly Summary: March 2024

Vanbrugh Group Practice Code: G83021

SECTION 1

**CQRS Reporting** 

# 1



#### **CQRS Reporting** FFT003 FFT001 FFT002 FFT004 FFT005 FFT006 FFT007 FFT008 FFT009 FFT010 FFT011 FFT012 109 24 8 2 1 1 0 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:	435						
Responses:	145						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	109	24	8	2	1	1	145
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	109	24	8	2	1	1	145
Total (%)	75%	17%	<b>6</b> %	1%	1%	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.

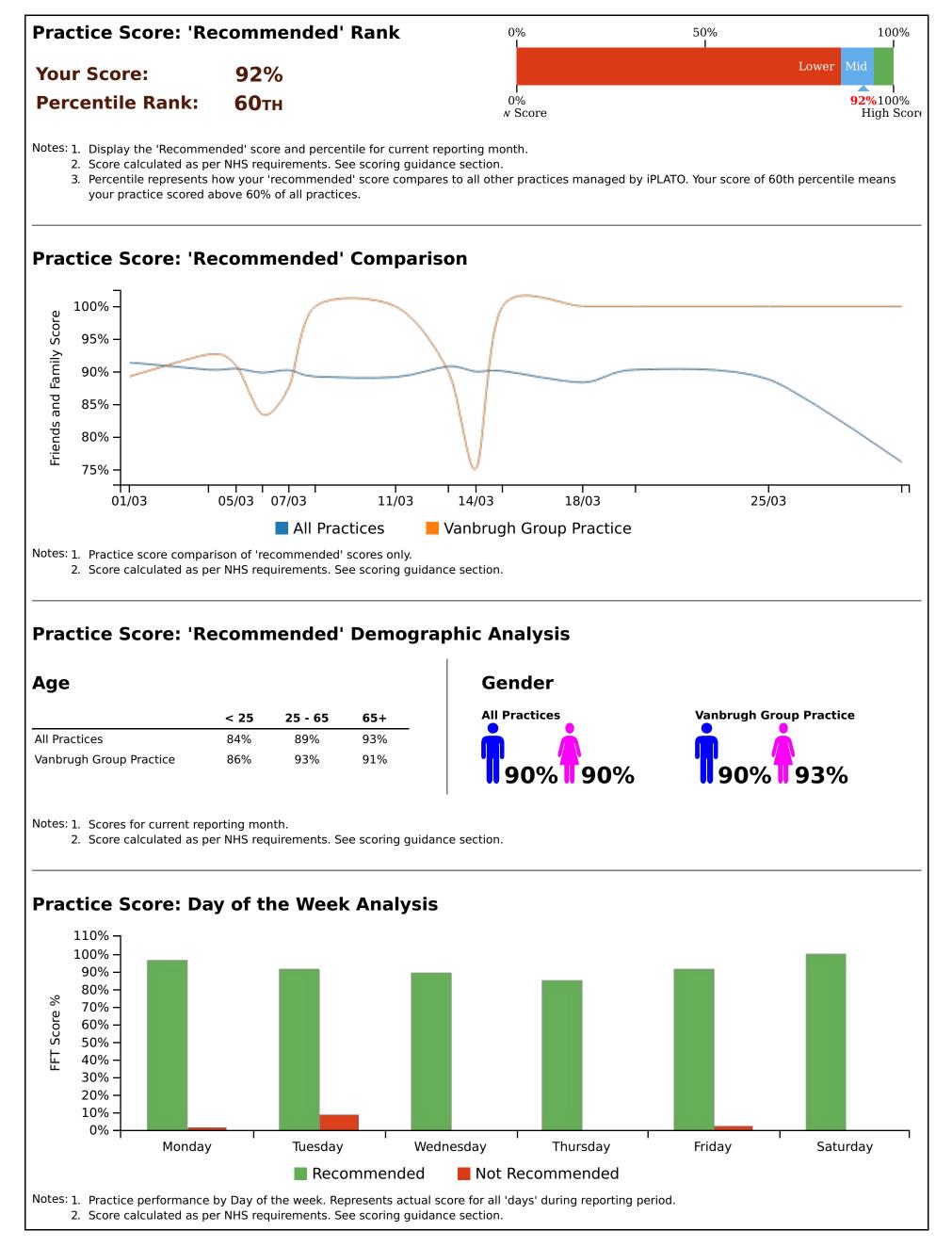
The percentage measures are calculated as follows:

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

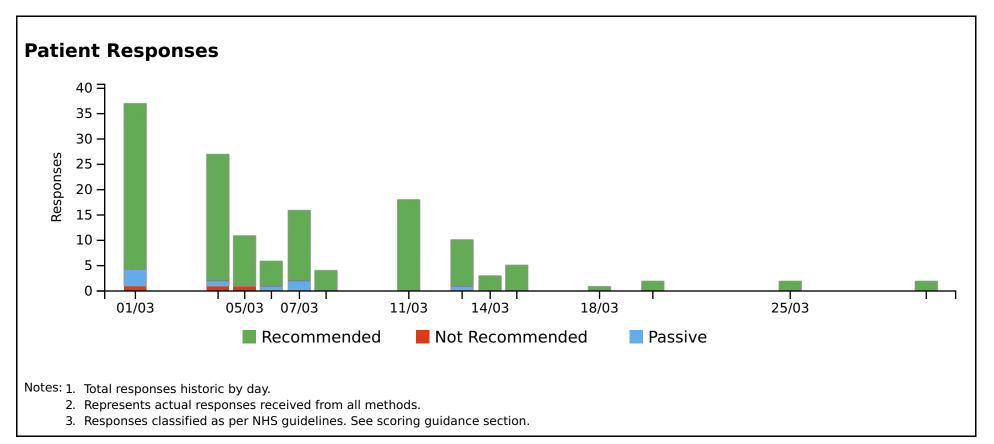
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

✓ Very good service. Very friendly

✓ Appointment on time, reception handled my question well, emergency prescription process occurred swiftly and communicated well

- ✓ My experience with the reception and the clinicians has always been amazing. They are quite patient, calm and respectful in dealing with us and I
- appreciate that.

✓ Lovely doctor listen to me about all I asked

- ✓ The Dr only had 10 minutes, but she listened to me and helped me.
- ✓ Staff very professional and helpful
- ✓I was given an appointment straight away and I was seen by a physio on the same day
- ✓ GP was very good. Explained all very clearly with options and quickly with empathy. The long wait for an appointment slot is why I didn't score 1 overall.
- ✓I felt listened to and was given the information I needed.
- ✓ All very smooth
- ✓I haven't given an answer. However, it's 1. I was in to see Dr Shabir very promptly. He was very pleasant, patient and understanding.
- ✓ Seen very quickly, good humane advise on the issue
- ✓ The service was very good. Efficient.
- ✓ Fulfilled all my needs in a quick and friendly manner.
- Excellent GP I see DR Leonard and Nurse Kate. I am so grateful for thier kind, professional and excellent suport. It makes me keep and feel well despite my condition. The receptionists are also wonderful. I am very happy to be with Vanbrough Group Practice. Thank you for your excellent care am so grateful. ✓ Okay
- ✓ System worked well Doctor was great
- ✓ Fantastic, supportive doctor
- ✓ Quality customer service
- ✓ Doctor really listened, we didn't feel rushed and was very helpful
- Lovely nurse, clean and pleasant surgery
- ✓ Dr Holly Singer is one of the best GPs I've met in any practice. I also really appreciate that all my appointments recently have been on time.
- ✓ Very helpful team and I manage to secure my next appointments. T
- ✓ Jo very knowledgeable and explained what the problem was in layman's terms
- Excellent response to my ailment via on line seen the same day and treatment started
- ✓ You asked how was my experience of your service!
- Vurse Kate Irving is always great, she was able to accommodate us and was very attentive and patient. We had a slight issue with our appointments but she was able to fix this.

✓ I was seen fairly quickly and the Dr answered all my questions

✓ Because it was excellent medicine and I appreciated it

✓ Very good

✓ Lovely efficient nurse!

✓ I was seen before my time And treated very well

✓ Excellent doctor

✓ Visit today very smooth and fast

Professional efficiency

✓ It is worth recognising a good service.

Excellent doctor explained things clearly so I could understand properly and I felt he listened to what I had to say. The doctor was friendly and welcoming and spoke to me as an equal. He is one of the best GP's I have seen I a long time

✓ It was good

 $\checkmark$  Good to be able to book a double appointment while I'm going through multiple issues.

✓ All staff members are professional, polite, and knowledgeable. They are all assets to your team at VBC.

✓ Ouick and easy

✓ I was seen straight away and the doctor was lovely

✓I didn't wait long to see the Dr and the service at the reception very friendly.

Thank you very much everyone everyone. Your care for us patients is excellent. Doctor Sarah Griffiths is a wonderful person attentive wonderful people at the reception wonderful responsive Thank you God bless you. Bow.

✓ On time appointment, doctor was friendly and professional and addressed my queries. Reception staff helpful

#### ✓ On time

- ✓ Would hve been a "very good" but for the fact thatI was 30 mins late seeing the doctor
- ✓ Dr Leonard and Dr Norcliffe were outstanding
- $\checkmark$  Mrs Faustina Kyei-dompim is a fabulous nurse and and asset to Vanbrugh group practice
- ✓ Very satisfied with service provided
- ✓ Helpful reception staff and doctor. No waiting time
- ✓ Have been with the surgery for many years, and have always been very well looked after.
- ✓ Because it took one hour after my appointment.ent to be seen as there was confusion at your end.
- ✓ Went in on time and doctor very thorough
- ✓ Good manner and clear guidance
- ✓ Quick and efficient
- Excellent service
- ✓ I think my husband and I have an amazing service from you all.
- ✓ helpful
- ✓ The doctors and nurses are nice, patient, friendly and they know their job . I
- ✓ The lovely nurse who did my blood test and the ladies at the reception were all very friendly and very professional !
- ✓ The doctor was very helpful and informative sorted my problems very satisfied with the results
- ✓ Appointment on time and lovely professional nurse
- ✓ Practical advice. Dr listened to my preferences and we came up with a plan that worked
- ✓ Dr Griffith is amazing and I received fantastic care from her
- ✓ Very efficient helpful manner, trying to help diagnose my health issues.
- ✓Nice doctor, nice receptionists, clean environment, looks people know their jobs.
- ✓ Excellent nurse
- ✓ Thorough and careful to detail, also have good information
- ✓ Fast attention. Clear information.
- ✓ My GP was extremely helpful and I didn't feel rushed
- Because we went through all the questions and answers has she took my blood pressure wanted to know how I felt in myself explained also when and when not to go on antibiotics for chest infections
- I came to see the physiotherapist as a follow up appointment. She knew why I was there and examined me fully. She gave me more advice and reiterated the advice I've she had given me during my first appointment. Her manner was warm and friendly and very polite.
- Staff are really friendly. I saw physio today which really helped. I didn't know I could see a physio at the GP so really pleased with this. I'm waiting for a smear test and nurses have been very busy but I do have one in 5 weeks time. Reception staff are helpful
- $\checkmark$  Because this morning DR:Davide Shapperd gave me very good service.
- ✓ Very efficient and friendly staff
- On time and cheery service
- ✓ Excellent service
- $\checkmark$ Just because the nurse Faustiana ,she iskind and attentive, because otherwise it would be option 3
- ✓ Doctor clear and friendly
- ✓ It was quick and easy and friendly
- ✓ Very good, I always on time
- ✓ Staff and doctor I see are all very professional

#### **Not Recommended**

✓ Have to wait too long to get through to the receptionist and then almost impossible to get a face to face appointment with your doctor when you need it.

Having to wait for weeks is not good when you're ill with symptoms that worsen rapidly and can be fatal without quick diagnosis and treatment. Also extremely difficult to get a double time slot when there's more than one health issue which needs to be addressed. Another frustrating thing is that when you arrive (early) for your appointment, there is only one check in machine which is often out of order so you then have to go to the desks and queue until they are free to check you in, which can take several minutes (and even make you late) when the receptionists are tied up with people on the phone or in person at the desk making appointments and asking them questions etc.

She is very professional, so I think she is very good

✓ Uninterested Dr.. wrote me a sick note but failed to send it to me necessitating a 2nd trip just to pick it up. Oversubscribed me cocodamal.

#### Passive

- Long wait to be seen. Very slow reception "booking -in machine" not working.
- Reception are patronising, condescending and unhelpful- causing stress unlike the genuine caring of some other surgeries
- ✓ Hard to get an appointment, different doctor each time I get one
- ✓ That was my opinion
- I didn't receive appointment when I was really unwell, just a phone call. I was coughing for more than 3 weeks and had whistling chest but no one wanted to see me.
- ✓ I feel as if the gp was not willing to help and brushed off my problem
- Nothing good or bad happened. Maybe long term things will be better or worse.
- ✓ She hasn't done a referral to the audiologist. Can you ask Holly Springer please. It is for my 14 year old son.