# **FFT Monthly Summary: August 2024**

Vanbrugh Group Practice Code: G83021

# SECTION 1 CQRS Reporting

CQRS Reporting												
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012	
109	24	6	5	3	0	1	0	0	146	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:	481						
Responses:	147						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	109	23	6	5	3	0	146
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	0	1	0	0	0	0	1
Total	109	24	6	5	3	0	147
Total (%)	74%	<b>16</b> %	4%	<b>3</b> %	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:

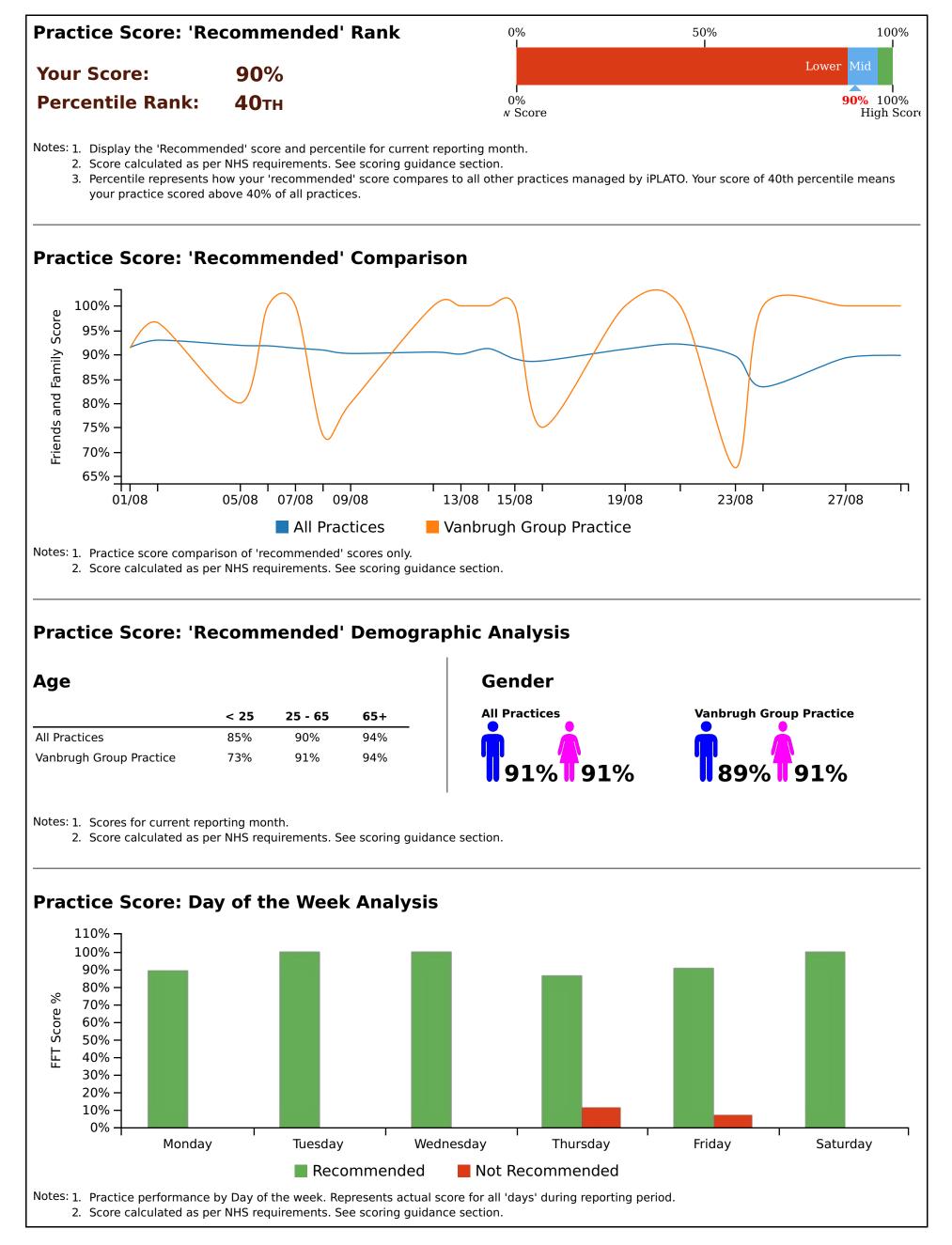
Recommended (%) =	very good + good				
Recommended (%) –	very good + good + neither + poor + very poor + don't know × 10				
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

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

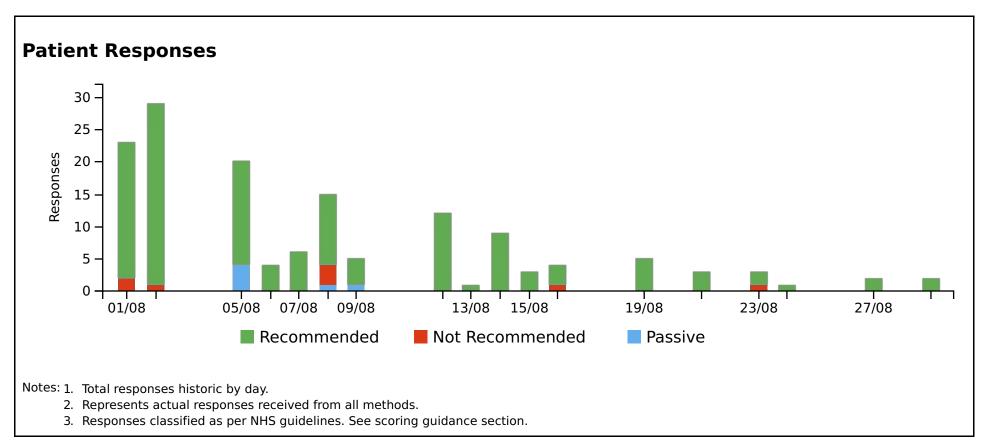


http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

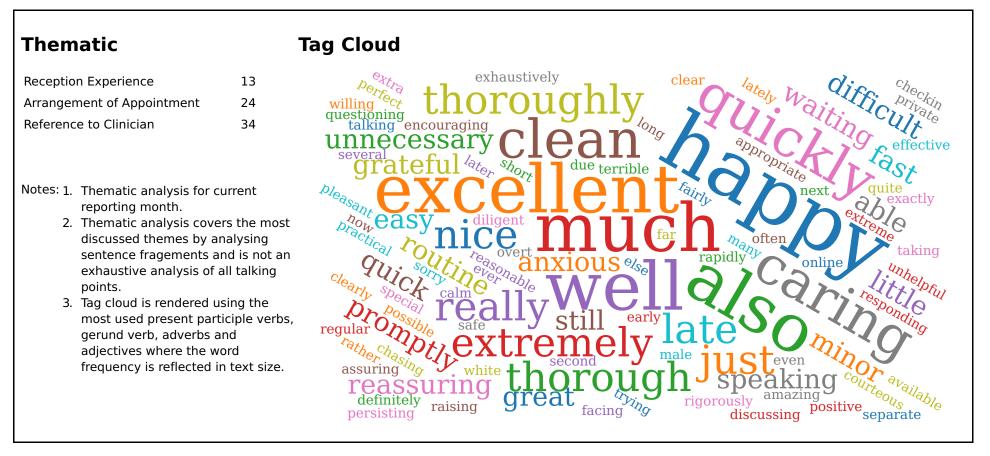
## SECTION 3 Practice Scoring



# 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

- ✓ Short wait time. Efficient service. Very clean.
- Seen quickly Person explained thoroughly the reason for my blood test
- ✓ Friendly stuff, patient and understanding. Reasonable waiting time. I was able to get help I needed.
- ✓ Our appointment and nurse were very good
- She is friendly and helpful and encouraging
- ✓ Nice surgery. Very efficient
- ✓ Good at thier job @ friendly
- Excellent service thank you
- ✓ Had an amazing experience with Dr Clara Sage as she's always chasing my case until the end. I would pass on my appreciation to her, please. Anvar Alshammari 27/08/1973
- ✓ Hello because you asked me to give my experience on your service yesterday.
- Excellent doctor
- ✓ Dr Home was very helpful, understanding & practical. Also, I managed to book a routine appointment fairly quickly.
- The staff are very helpful and professional. They do as much as possible to help and are very friendly and polite. I was at the Greenwich peninsula practice before and it was terrible. Your practice is 100 times better.
- Responding to a survey you sent re my appointment today.
- ✓ Very happy with the treatment/service received
- ✓ The doctor is so patient, calm and kind
- Today I managed to get a fast and appropriate appointment with a knowledgeable and diligent doctor/physio who was very helpful
- ✓ He was very understanding at this awfull difficult time he gave me excellent information on how to keep myself safe ie. Avoid alcohol emergency numbers and arranged a follow up appointment while I was with him I came out feeling much safer.
- ✓ On time, courteous, professional sympathetic.
- ✓ She gave me very prompt and efficient service
- Thorough. Answered my questions.
- ✓ The staff were helpful and friendly. I got an appointment promptly. The GP physiotherapist was thorough and helpful.
- Friendly approach
- ✓ Very good service
- ✓I was late and still seen with little fuss
- ✓ Very helpful
- Quick efficient and helpful

✓ Thorough professional appt conducted by Dr Griffiths, blood test with you later same morning, v efficient

I ws seen on time and didn't wait long.

- ✓ Appointment was exactly on time, receptionist was polite, Monika who took my blood was friendly and extremely professional, didn't even leave a bruise on my arm, perfect
- Every time I need to see a doctor I have always been given a good appointment date and time and they always give me good treatment or reassuring advice, more than happy with the practice
- ✓ The nurse was very caring
- ✓ Appointments are effective and good drs
- ✓ Online system working so efficient. Good communication via text.
- The appointment was punctual. The physician communicated clearly and was professional.
- ✓ In 2023 When I had symptoms of bowel cancer, I was rapidly referred for colonoscopy then when cancer was confirmed, I was offered support services. This year I was referred to the frailty team when I explained to Dr Home that I suffered from extreme fatigue. That has been very helpful. Dr Home also referred me for a colonoscopy when I was having pain in my lower abdomen, and a second cancerous tumour was found. Although it is often difficult to get a face to face appointment, I have found that the telephone appointments have been conducted rigorously and exhaustively. The GPs also follow up quickly everything they say they will do.
- ✓I was seen quickly and all my questions were answered
- Everyone was helpful, polite and professional.

✓ Is the service I received

✓ Ladies at the front desk were pleasant and professional. The doctor I went to was very professional, knowledgeable, understanding and efficient.

 $\checkmark$  Trying to find out the root of the problem and suggest some exercises.

I replied with number 1 as a very good service...because lately I've had to be in touch with the surgery. And spoke to Shirley on a few occasions..and she always is really nice on the phone and understanding with my communication..because I have adhd I can be a bit much when speaking and also get anxious before a phone call but she is always really polite and reassuring with me, and settles my nerves and me speaking so much ...I think Shirley definitely should be told how grateful I am with the help she has done for me and how her she communicates with me is very positive...she also resolves my issue I had when I called the surgery on several occasions.. she is an asset to your team ...thankyou Shirley so much for your help and support
The doctor and staff were very friendly and polite.

✓ Helpful

✓ It's the best I know.

✓ Efficient, on time.

- $\checkmark$  Dr had read up on my notes and listened to my concerns. Left the surgery with a clean plan of action.
- ✓ Excellent service,good listening ears, proactive
- ✓ Appointment was 15 mins late. Otherwise very happy
- ✓ Professional approach, transparency, taking action
- The registration on arrival was extremely quick and easy. I arrived a little earlier, and i managed to be seen right on time. The nurse, Mrs Faustina Kyei, has been outstanding. She read my file thoroughly and guided me through the procedure in a clear way. 10/10 ! Thank you
- I gave the surgery 2 because I just moved to Greenwich and regised in the surgery. I'm on benefits due to my disability and I do pay for medications. When I asked the doctor for eye drop and n spray for allergy, she told me to go and buy it from the pharma
- Because I am 10 yr resident of Morden College, well served by Dr Parker & colleagues for most of that era esp during Covid outbreak
- ✓ The team is very kind and profesional plstico helpful !Thanks y mu
- ✓I felt comfortable discussing the health issues I am facing with Dr.Ali as she has shown proactive listening and caring attitude.
- ✓ Appointment on time. Good communication from the doctor. Plan for future consultations
- ✓ Dr was very polite and understanding..checked me thoroughly.
- ✓ Appointment on time and your colleague very nice
- In Marie khang, made my visit a good one.
- ✓ No delay , treatment was good so im happy
- ✓ On time and empathetic with my young daughter
- ✓ Extremely well organised, promptly seen by Doctor so understanding. 1st class visit, thank you
- ✓ Prompt service, easy checkin, on time
- ✓ Quite happy with the gp
- ✓ On time, very professional, friendly and efficient nurse
- ✓ Because u ask questions
- ✓ Appointment punctual, reception and staff helpful,
- ✓ Because it's always a good service and can always get an appointment.
- ✓ Very helpful, always on time and always got an appointment when I've asked for one
- ✓ Operational system should be improved
- Queries answered. Appointment with nurse was helpful and was able to book a doctor's appointment about a separate issue. More evening appointments for working people would be helpful.
- ✓ Polite and supportive staff willing to listen and offer knowledgeable advise and service
- ✓ Service was good
- ✓ The nurse was very helpful.
- $\checkmark$  Appointment on time, good service and solutions from the doctor
- Caring, kimd and explains things well
- ✓ Friendly and understanding staff, great facilities.
- ✓ Appointment ran to time, excellent care from GP, time to talk.
- ✓I felt listened to.
- ✓ I have been treated well
- The person I seen I have known for years she is very polite sincere and a pleasure to talk too her name is christine Ryland a credit to your profession
- ✓ Fast, efficient, caring service in a clean environment
- ✓ Very well run practice.Polite staff.Alwas kept clean.
- ✓ Willingness of the team from reception to nurses and doctors to go that extra mile despite the overt pressures of the day.
- Very grateful for the great service so far. Reception, doctors & phlebotomist were all brilliant. Helpful, polite & professional.
- ✓ It was a very good experience
- XI had a Physio appointment with Vijay he was kind assuring and took time to explain everything

#### **Not Recommended**

- I called in early to say I would be 5-10 mins late and that I was happy to reschedule, but was told that I should still come. When I got there I was told the appointment had cancelled been cancelled.
- My daughter, like many anxious people doesn't like talking about her anxiety to.people she doesn't know. She was tearful when the GP asked her about her anxiety. Rather than stop the questioning, the doctor carried on. I found this unnecessary and unhelpful.
- I had to wait 30 minutes after my booked appointment time to see my GP. But the reception and the GP herself were good.
- ✓ No appt. Available for over a week
- Practitioner kept raising his voice at me when i voiced my concern about his diagnosis/being dismissive. Was meant to get referred to a specialist after 2 years of a persisting problem.
- Sorry nie przetumaczylam na polski lektor. 2
- I was not offered any treatment options for my illness. I been ted to wait until I will have next infection because I don't havey at this moment, but regular straggling with this problem. "Ver
- The doctors have no power to actually treat you anymore. They are practically glorified admin staff at this point because all I ever seem to get is a referral elsewhere to see someone that can do something about a minor issue (99% of the time, an issue our GPs used to deal with themselves). It's more waiting

time for us and unnecessary hospital appointments for minor issues. The healthcare system in London is just ridiculous in London right now.

#### Passive

 $\checkmark$ It was just a nothing special routine appt. for COPD. No change. Nothing expected, nothing received.

3 but receptionist were really helpful, the doctor I saw was not helpful and told me nhs have no money so vest to fo private, I take it was told this as a straight white working male, noway would of this been said if was anything else