FFT Monthly Summary: September 2024

Vanbrugh Group Practice Code: G83021



SECTION 1 CQRS Reporting

| CQRS R | eportin | g | | | | | | | | | |
|--------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
| 116 | 25 | 2 | 2 | 1 | 1 | 0 | 0 | 0 | 147 | 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: | 505 | | | | | | |
|----------------------|-------------|------|-----------------------------|------|-----------|------------|--------------|
| Responses: | 147 | | | | | | |
| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
| SMS - Autopoll | 116 | 25 | 2 | 2 | 1 | 1 | 147 |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| Total | 116 | 25 | 2 | 2 | 1 | 1 | 147 |
| Total (%) | 79 % | 17% | 1% | 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.

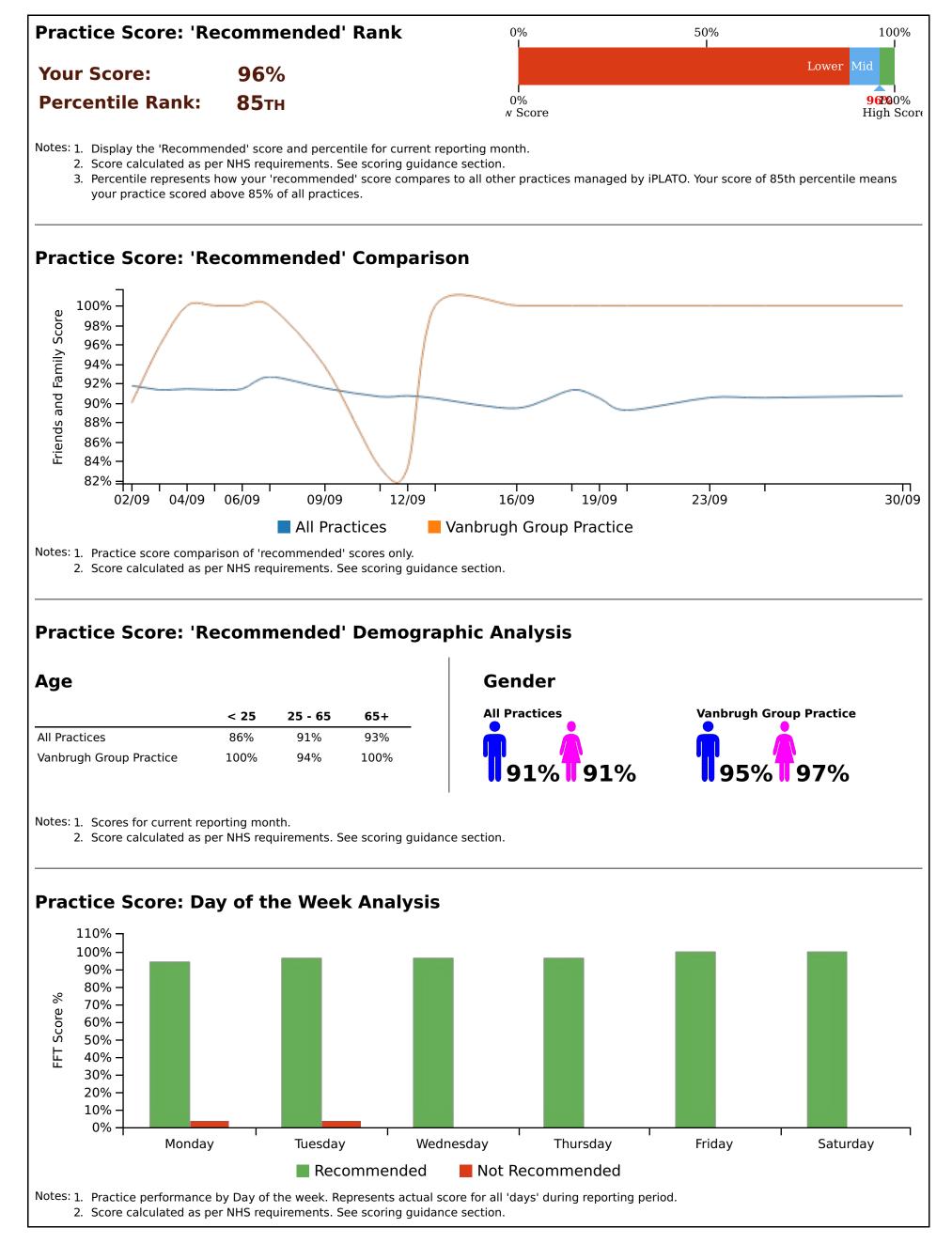
The percentage measures are calculated as follows:

| Recommended (%) = | very good + good 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 | | | | | |

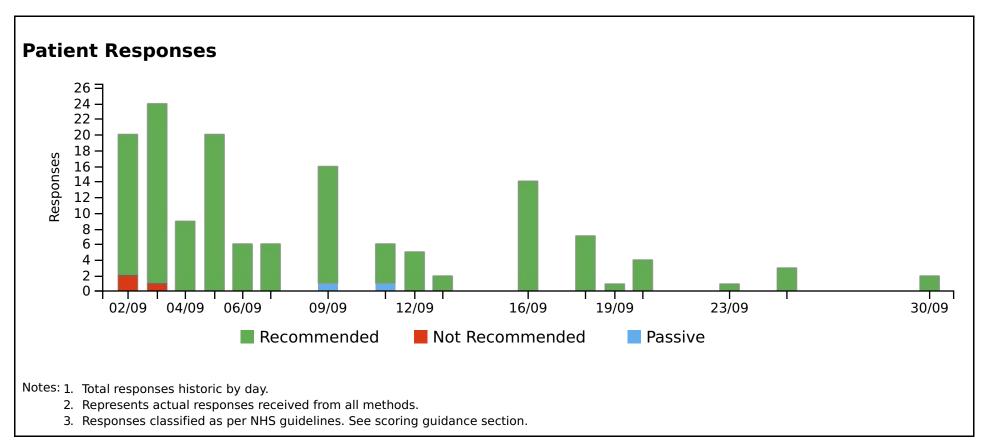
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

Thematic

| Reception Experience | 9 |
|----------------------------|----|
| Arrangement of Appointment | 23 |
| Reference to Clinician | 51 |

- Notes: 1. Thematic analysis for current reporting month.
 - 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points.
 - 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

Tag Cloud



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

- Prompt, doctor was friendly
- ✓ Very good GPs but lack of appointment avaibilities in cases of emergency situations.
- ✓ Did not have to sit in the waiting area for long & dr very polite
- ✓ It can be difficult to get an appointment but I do appreciate how babies and small children are prioritised. GPs can be variable in terms of empathy and their manner with patients.
- ✓ Very friendly staff , doctors and I was seen on time
- Because they answered all my questions.
- ✓I was seen promptly and on time. Appointment lasted as scheduled
- ✓ Appointment was good, but I wasn't called for almost 20 minutes after my appointment time
- ✓ Quick professional service
- ✓ The doctor give attention Nice person Listen me about my problems Asked to many questions Give many advice about colesterol and diabetics
- ✓ Very friendly nurse took my blood. Quickly in and out.
- ✓ I was given good clear feedback and information about my inhaler usage. And I've been provided with an inhaler to help improve my asthma.
- ✓ Good nurse
- ✓ Productive discussion with GP with interim medication discussed and proposals to resolve my issue.
- ✓ Bcz they are very helpful
- ✓ Because the service was Good ! What more do you need !!!!
- ✓ talk later
- ✓ I was fairly satisfied with the consultation
- ✓ Good quick service
- ✓ I got an appointment quickly, the doctor was amazing, made me feel calm and was very thorough.
- ✓ She was very helpful and efficient.
- Excellent service provided by the surgery. I got a response to my online consult within 24 hours with a text message advising me of the outcome. This saved my time and the GPs time as I didn't have to go to the surgery
- Helpful advice for complicated problems
- ✓ Minimal waiting time. Efficient and productive appointment with the GP
- Booking the appointment wasn't very difficult. Dr Sage was very friendly and understanding and did a thorough examination, asked about medical history, also asked what my expectations were. I felt listened to and taken seriously and was given medical advice and instructions in terms of next steps.
- ✓ I have I am in the process now of booking follow up ECG and Blood Tests and am only offered places a bus journey away. I think Vanbrugh is a big enough practice to offer these at the surgery.

Voverall it was great service, but the doctor was running quite late. It's probably not her fault, but since I was there with my wiggly young son, and the

children's corner was removed in the pandemic, it made the time seem longer.

✓ general experience good but long wait time

✓ Excellent GP

✓ I came to see the GP today and the service was superb

✓ It was a quick and efficient visit and the phlebotomy nurse was polite and helpful.

✓ He was very pleasant he put my mind to rest.

✓ Dr Shabir is excellent. Very clear communication and very reassuring.

The doctor was good and was taking everything I tell her serious.

✓ The gp was able to help me correct my prescription for levothyroxine immediately on the system

✓ Seemed knowledgeable, understanding with a calm and patient manner.

Because the experience was good.

The doctor was very kind and understanding and didn't make me feel embarrassed about being worried about my health (even if I was being a bit dramatic). He said "that's what we're here for" and his demeanour was lovely.

✓ Whilst Receiving a good service, there is always room for improvement.

✓ Staff are friendly. Take time to speak to you, and the doctor I saw was amazing. She was very understanding and encouraged me to return to the gym.

✓ My first meeting with the physiotherapist and he had answers. I was astounded. Great addition to the practice

✓ It was excellent! V good questioning by the doctor seeking to understand issues and help in context! The medication chosen for a specifc condition worked immediately! Thank you for this help and relief

In Jason is an Excellent doctor. Really great. But I had to wait weeks for this appointment. I would love a better availability

- ✓ Arrived on time. No waiting. The doctor was polite and welcoming. She assessed and explained. She enquired if I had any questions for her. A very pleasant experience.
- Appointment availability and the nurse practioner that treated me
- ✓ Doctor Cassidy was great, very efficient, helpful and gave me confidence
- ✓ Seamless experience. Hardly any wait and Dr Shabir was excellent. Addressed all my concerns.
- ✓ GP called me very soon after I sent my form. He asked lots of relevant questions and ordered a test for me.
- ✓ Friendly service from the nurse who gave me the vaccine
- ✓ Booked appointment only a few days before. Seen fairly promptly and Doctor helpful and explained things well.
- ✓ Great service from reception, great service from Dr McFarland
- ✓ I thought it was very good
- ✓ Having a cervical smear test is incredibly nerve racking. The nurse made be feel super comfortable and helped me through a not to nice experience . Im very grateful . Without her encouragement I may not have ended up having it.
- The Gp took time to listen to me and investigate my problems thoroughly. She also explain her decision behind her diagnostic. The receptionist also took time to help me with my question without rushing me.
- Because for the first time in a very long time I felt that the Dr listened to me and addressed my problem fully
- ✓ Since Covid, my experience of Vanbrugh G.P. has been exceptional
- ✓All went smoothly with the blood test. Swiftly and efficiently done accompanied by a pleasant approach.
- ✓ So speedy and efficient, while still feeling cared for and listened to
- Easy to book appointment, excellent timing and excellent service.
- ✓ We always wait. Never get seen on time.
- ✓ Lovely staff. Quick treatment
- ✓ Polite front desk, clean place, always able to get appointment, GP was nice, patient and knowledgeable
- ✓ Nurse was very thorough. Explained about the vaccinations I was having very clearly
- ✓ Okay
- ✓ Prompt and courteous appointment with the Front Desk and Doctor.
- The doctor listened carefully and gave advice on how to address the many problems. She offered follow up to ensure we could monitor developments and
- see how these interventions could work.
- The doctors are professional and helpful
- ✓ Appointment on time, Dr attentive, made me feel listened to
- ✓ Telephone call answered immediately. And face to face appointment given without delay. I have no complaints at all about my GP practice.
- ✓ Because I am a new patient. And my experience is so much better than my last surgery.
- Prompt response to online request and telephone consultation was very thorough and took my preferences into account.
- ✓ Dr Shabiri was empathetic and thorough.
- Ic Leonard was informative and helpful
- ✓ Ease of appointment booking, kind, knowledgeable advice
- On time. Dr Kudari Promised to write a letter to my Parkinson's consultant. He is a good listener and doesn't mind one doing one's own research. Excellent. Just wish he did more sessions at Vanburgh.
- ✓ Sorry I'm working but because appointment kept on time and I appreciate the help.
- Appointment was easy to make, the staff were friendly and the nurse was very informative, kind and gentle when doing a not so nice procedure!
- ✓ Super fast wait time. The lady (Christine, I believe) was very helpful and friendly who saw me.
- The doctor was very friendly and approachable
- ✓ The practice is very accommodating and helpful, particularly at the moment as I have a number of health issues
- Good service, good clear patient care and on time
- ✓ Very polite staff and attitude for people who have a problem
- ✓Very polite and informative nurse
- ✓ Doctor very pleasant .
- Seen very quickly , no waiting at all, happy with service
- ✓ Easy to book. Seen on time. Felt at ease. Welcomed. Friendly.
- ✓ The experience was great from booking appointment to the actual one
- ✓ Friendly staff, can always get an appointment. Drs understanding, thorough, professional and caring
- ✓ The appointment was on time and the doctor was very attentive.
- ✓ Very pleasant and thorough GP. Didn't feel rushed and felt that she was genuinely trying to sort my problem. The GP was running late the reception staff were polite and apologetic.
- ✓ Was seen on time of the appointment
- ✓ Appointment on time and Dr was thorough and clear
- ✓ she was very prophessional, listerning, and helpfull
- ✓ Because I always be treated with respect and care
- ✓ Phlebotomist hit nerve while taking blood, no follow up was offered. Otherwise good
- ✓ Listening to the needs and giving the time needed for my queries.
- ✓ My son got well looked after and he got prescribed new medication for his skin

Not Recommended

The Phlebotomist I saw did not listen to what I was trying to explain and behaved rather robotic and stand off...

Efficient in response

Passive

✓ Waiting to see if problem sorted