FFT Monthly Summary: January 2025

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
121	12	6	3	6	0	2	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:	534						
Responses:	148						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	121	12	6	2	5	0	146
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	0	0	0	1	1	0	2
Total	121	12	6	3	6	0	148
Total (%)	82 %	8 %	4 %	2%	4%	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:

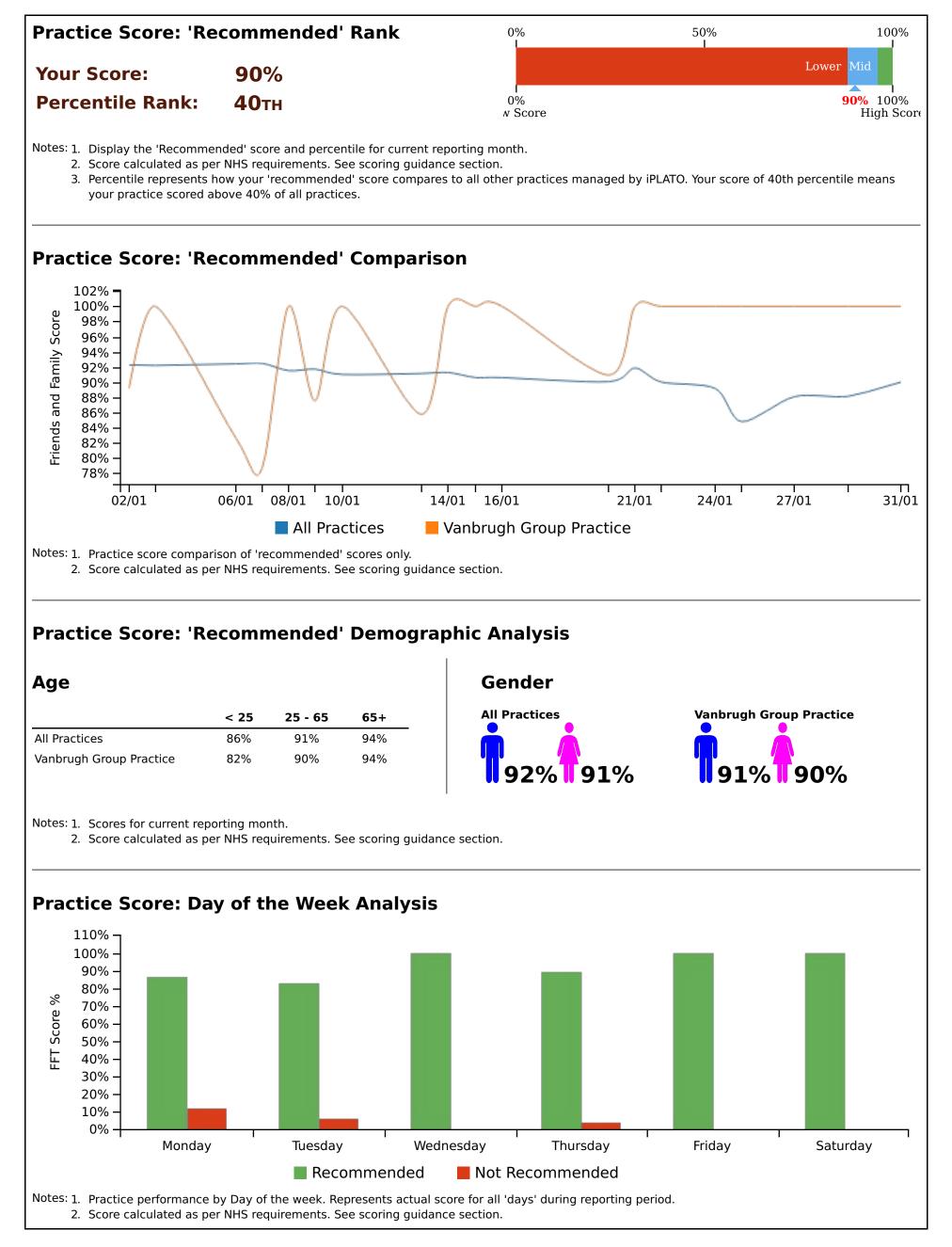
Recommended (%) =	very good + good x 100				
Recommended (%) –	very good + good + neither + poor + very poor + don't know				
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

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

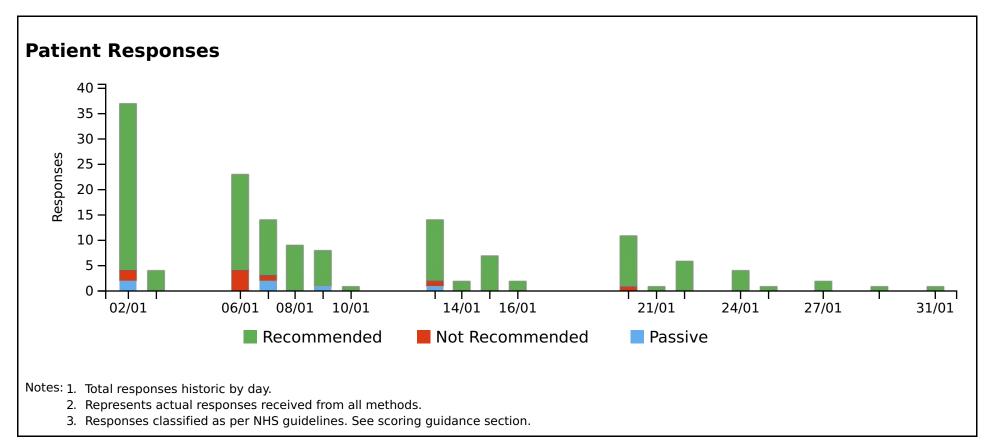


http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring



SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience17Arrangement of Appointment21Reference to Clinician55	Clearly explaining listening War welcoming brilliant smooth certain smooth
 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not ar 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. 	moving pretty past polite much mental mental mever okay just extra latelast clean still object super clean still object object still object still object still object still object

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

✓ The doctor was very welcoming and good at listening to my issues. In the past my appointments have been rushed

✓ Intelligent and efficient handling of complex situation.

- My nurse was lovely, ahead of time, talked me through my procedure (smear test) couldn't have been better. Also the lady I spoke to at reception was super helpful. Thanks
- ✓ I was able to get an appointment within two weeks which isn't too bad for you. And the GP was lovely. Very understanding and engaged.
- ✓On time, nurse remembered me after a year's interval between tests.
- ✓ No much waiting, kind doctor , friendly conversation

✓Okay

- ✓ Was able to book an appointment within less than one day, very good doctor who resolved my issue
- I have always found the practice to be helpful and efficient. I can honestly say that the team of administrators working behind the scenes ensure the smooth running of the surgery and are very helpful. After moving to the area a few years ago and having to change my surgery I can only say that my old surgery is poorly managed and not very effective. This is due to bad leadership and mismanagement and you all put them to shame. Thank you all for your time and dedication.
- ✓ I felt listen to but was given too much information in one go. Waited mo than 30mins for appointment but understandable. Overall service was good.
- ✓ Dr. Sheppard gave me a very good explanation of my problem and professional recommendations .Very warm and care!
- ✓ Doctor was excellent: knowledgable, helpful, thoughtful
- Very friendly reception staff and the doctor was very pleasant and professional. She listened and explained certain things about medication which was reassuring.
- ✓ She was very efficient at what she does

✓No complaints

- ✓ Time given, understanding of issues and empathy
- ✓I have always received excellent care-absolutely no complaints. I consider myself very lucky.
- Cause at the Reception, they listen to you and go the extra mile to help you solve the problem. There is a blond lady, I do not know her name, she is fantastic, but everyone there is really good, always kind and listening..love them all!
- ✓I got good service at reception always friendly and the lady who took the blood is very good better than the one who done it before
- ✓ Vanbrugh Group Gp practice is best in whole uk
- Very knowledgeable practitioners, considered my preferences and my lifestyle and made recommendations around this, and actioned all of my concerns *Good service*
- ✓ Seen on time. GP was friendly.
- Excellent service

✓ GP was helpful at solving two unrelated issues

✓ Quick response to online consult. Very short telephone queue when told I need appt and able to be seen this week :)

Purely having continuity! And being able to see my regular doctor.But the COPD, division of the practice. I personally feel, practitioner needs for their training on what is an isn't available for your patience.

✓ Reception staff lovely and efficient. The Doctor I saw was very thorough and polite. I couldn't have asked any more of the service I received. Brilliant!

 \checkmark Staff were friendly and helpful, appointments was on time

Everything was very good. The booking process, the time for the appointment, the waiting room. The Doctor was very clear, very efficient and honestly could not have been better.

✓ Because I was attended to promptly and courteously. The Phlebotomist was professional.

✓ The doctor was very helpful and gave me some good advice and suggestions

 \checkmark Professional, caring and explanation of what is being done and why

✓ Service was quick and easy to book.

Everything was very good

✓ Very professional service

The 2 doctors I see today were great explaining everything in de

✓ My Doctor was great, listen and I felt listened too.

✓ Doctor provided good, clear advice with timely milestones. Easy to complete check-in and set up a follow up.

✓ Very clean surgery, professional and friendly staff, waiting time wasn't long

✓ GP was very thorough, and easy to talk to.

Efficient and friendly doctors ,nurses, plebotismts and receptionists. Clean and bright surgery ,. Good information and guidance regarding keeping fit,

wellbeing, preventative service for all ages. I am.vey happy with all doctors especially Dr Vijay Kadari.

✓I have been with practice since the N.H.S. Started, Dr Livingston and Dr Ealand and I've never had any problems.

✓ You have good extras like the physio and mental health practitioner.

- ✓ Great experience with the doctor, very welcoming, outlining the diagnosis and explaining the details around treatment, cause, impact etc
- I gave that answer because the Dr managed to see me at last minute also was very concerned about my cough and took all kind of tests to find out what was wrong and gave me a check over which put my mind at ease and asked a lot of questions and she wants a follow up after I get over this chest infection
 Fairly easy to get an appointment and not long waiting on the day to be seen.
- ✓ I was made to feel very comfortable. All went smoothly and very quickly
- ✓The reception time of being seen...
- ✓ Professional but friendly appointment. However appointment was already a few minutes late even though it was 8.30 and surgery opened at 8.00
- \checkmark As always I get a professional consultation especially as I prefer face to face .
- ✓ I needed help just lost a very close friend found them died in my house 2nd death in 6 months needed help thank you
- \checkmark We didn't wait long to be seen, the nurse was very friendly and informative.

✓ Efficient and helpful care.

- ✓I had an appointment with Kate Irving who had a great presence and made sure I was comfortable during my smear test
- Because I believed my knee pain had been triggered by the pain in my lower back and hip but because I booked the app for my knee I could only discuss my knee

✓ Punctual appt. Friendly, respectful, knowledgeable doctor (who I'm able to see as preferred GP).

- ✓ Friendly
- ✓ Quick appointments and referral
- ✓ Because of the customer service
- ✓ Good customer service by the nurses
- Everything went fine
- $\checkmark {\sf Ran}$ on time, nurse very kind and capable
- ✓ Because you asked me
- Excellent team
- ✓ All the staff been very welcome and the nurse has been so kind
- \checkmark Dr. Explained things well and suggested ways to help
- *✓* Short waiting time. Receptionist made eye contact with me even though she was on a telephone call. The nurse was also very attentive and pleasant.
- The receptionist was able to find me an urgent appointment with a GP very quickly and the GP was reassuring, patient, friendly and knowledgeable
- ✓ staff always nice and efficient
- ✓ My doctor was very helpful, answered my questions and I felt reassured by her.
- ✓ very good reception helpful
- \checkmark Doctor has a good manner, explained issues clearly & gave sensible advice
- ✓ Very patient and helpful doctor
- 1. Short waiting time2. Nice doctor, very easy to talk to and helpful
- ✓ I had a blood test. Very efficient, cheerful and caring service in room 5b. On time. Thankyou.
- ✓ Christine Hyland extremely friendly and reassuring, and booking process seamless
- ✓ Excellent and quick service.
- I made the appointment eith no more than 3 m8ns wait on the phone and was seen on the day with only slight delay and all matters (primarily advisory and fir tests) rapidly covered.
- ✓ Kate really took her time with me, which I appreciated
- ✓ quick response, friendly staff, and I got the support I needed.
- ✓ Very professional and helpful physiotherapist
- ✓ Clean, appointment on time, nurse was amazing
- ✓ I am very satisfied with my GP who is caring and understanding.
- \checkmark Reception staff very good clinic clean and warm
- ✓ Happy with the experience
- ✓I was seen on time and my GP was very understanding and helpful
- ✓ Helpful .excellent service
- I was seen at the time booked by the nurse. She was very efficient took blood quickly and smoothly, and gave me some good advice on what to eat to help my immune system.
- ✓ Because Dr Sabir and all the reception staff have been great , welcoming and Dr Sabir has helped me so much
- ✓ Good physician. Knew his stuff. Helpful.
- ✓ The nurse was lovely and made me feel very comfortable
- Really nice and knowledgeable dr Annika Tingay
- ✓ Very good
- ✓I felt listened to. I felt taken seriously. I did not feel rushed.
- ✓ Over pretty good service but I've twice been for booked GP appointments at the beginning of the day and they have been over 45/1 hrs. delayed.
- \checkmark Everything was fine, just 15 mins late to be called for the appointment
- *V* My GP is efficient in arranging tests to monitor progress in treatment for on-going illness. My Doctor has called me to update me on my current results.

Not Recommended

- Very good as prompt appointment, thorough discussion and options. GP spoke with QE, I went directly to their SAU.
- ✓ Apologies I meant 1, the experience was very good
- The doctor was more confused then me when she is supposed to give the answers and knowledge. Could have got more answers from Google. Very sad with the service of a "professional doctor".
- The second se

 Because the website auto assigned me a tele health call, for which I had to wait a day, only to then have that canceled without notifying me and be given an in person appointment for another day out. I'm trying to avoid going to A&E for a non -emergency but finding it hard to even get basic care in a timely fashion.

The individual who did my examination was very polite and she explained everything and make sure i understood before she proceed

X i saw the nurse today for a blood test appointment she does not know how to communicate with patients. she had difficulty finding a vein and her tone was very condesending. I doubt your clinicians are under any pressure this time of year as I have family who work in health services and i know this is no way to speak to people. My arm is still paining and i think this could have been done better. My parents and Grandparents have been to this practice and had good experiences.

✗I WAS MISDIAGNOSED 3 TIMES WHICH REQUIRED ME TO BOOK A PRIVATE DOCTORS APPOINTMENT AT GREAT COST

Passive

Because depending on what Gp determines the experience.

Doctors are great but it's way too hard to get an appointment, try calling at 8AM. It's not a good experience and you have no alternatives so you have to keep trying and wait.

It seems a very long-winded process to make an appointment. Filling out an online form, then waiting, then having to call to book - would be better if the triage dr could send a booking link.