

# FFT Monthly Summary: April 2023

Vanbrugh Group Practice  
Code: G83021



## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
105	28	5	3	6	0	2	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 444**

**Responses: 147**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	105	28	4	3	5	0	<b>145</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	0	0	1	0	1	0	<b>2</b>
<b>Total</b>	<b>105</b>	<b>28</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>0</b>	<b>147</b>
<b>Total (%)</b>	<b>71%</b>	<b>19%</b>	<b>3%</b>	<b>2%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

90% 6% 4%

## 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:

$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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

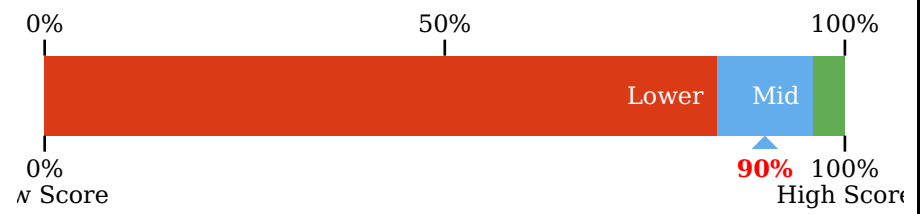
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

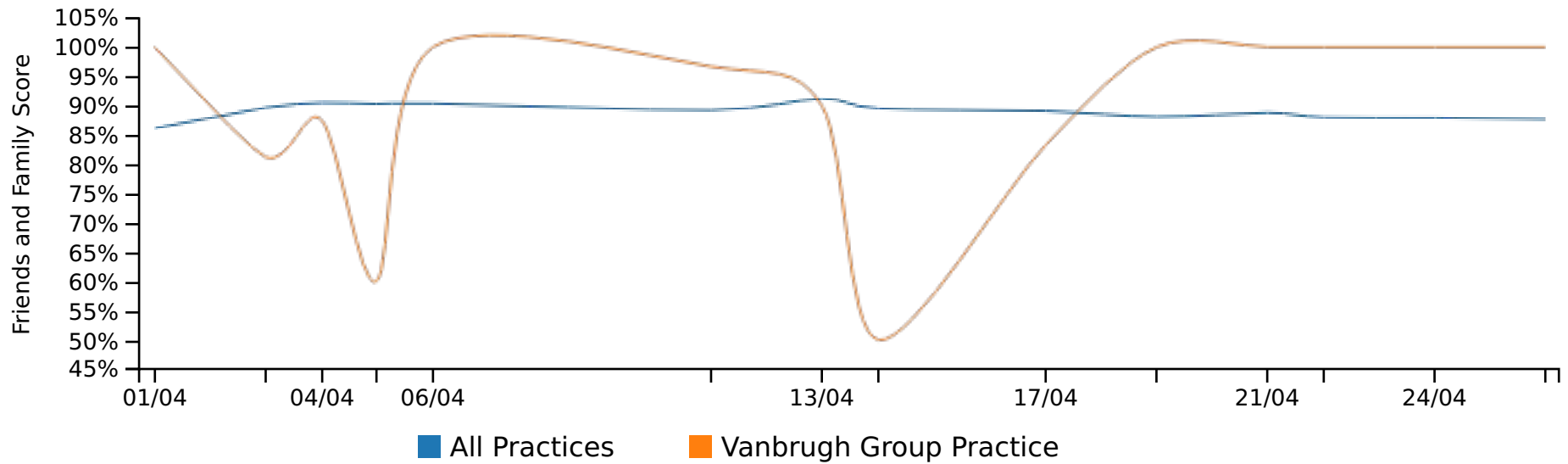
**Your Score: 90%**

**Percentile Rank: 45<sup>TH</sup>**



- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 45th percentile means your practice scored above 45% of all practices.

### Practice Score: 'Recommended' Comparison



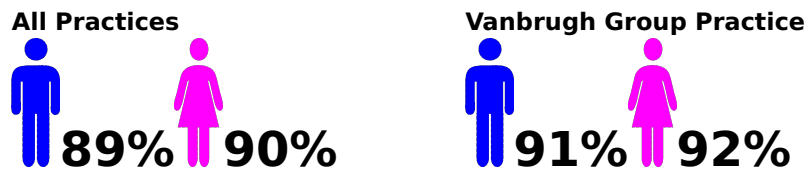
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

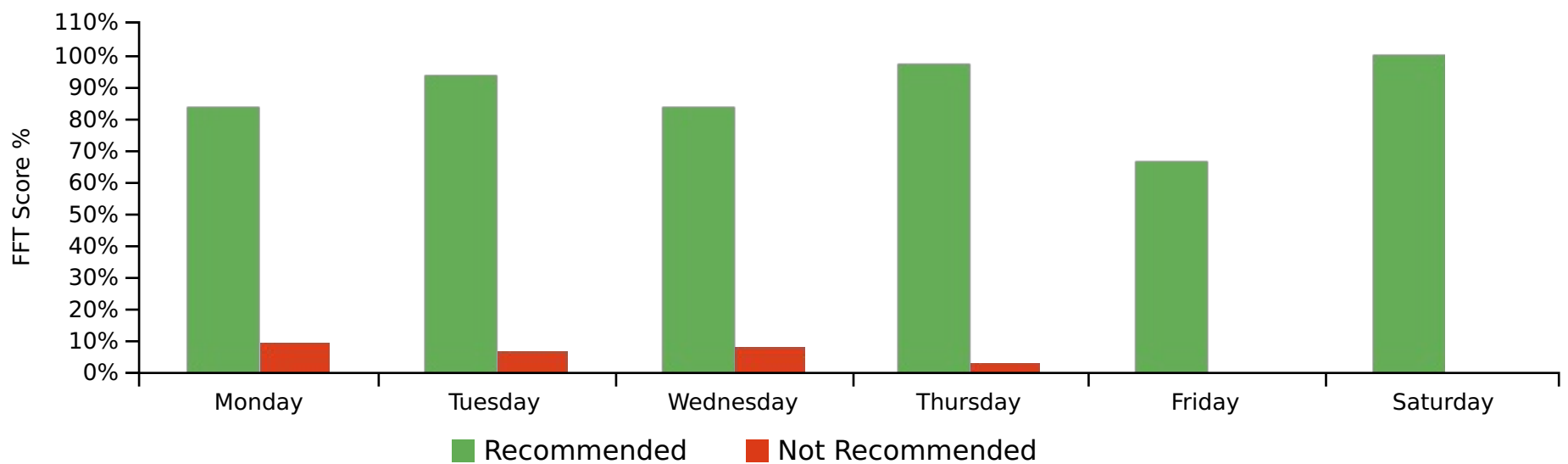
	< 25	25 - 65	65+
All Practices	84%	89%	91%
Vanbrugh Group Practice	92%	89%	100%

#### Gender



- Notes:
1. Scores for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.

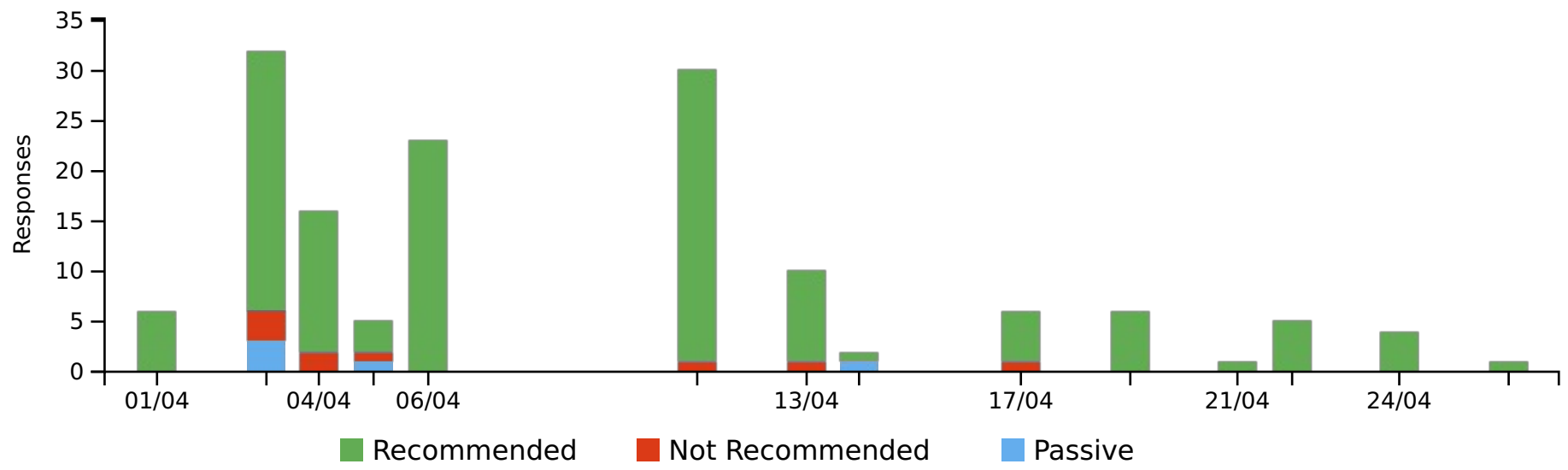
### Practice Score: Day of the Week Analysis



- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
  2. Score calculated as per NHS requirements. See scoring guidance section.

## SECTION 4 Patient Response Analysis

### Patient Responses



- Notes: 1. Total responses historic by day.  
2. Represents actual responses received from all methods.  
3. Responses classified as per NHS guidelines. See scoring guidance section.



- ✓
- ✓ *Friendly and very helpful staff - in fact I've always found your team to provide a wonderful, supportive*
- ✓ Friendly polite professional staff
- ✓ *I have always had a good service when needed.*
- ✓ Quick and efficient
- ✓ *There is nothing to make it less good than it should be.*
- ✓ It was just a straightforward anticoagulant blood test. Everything was ok
- ✓ *I had bloods done. Nurse was very professional, cheerful and friendly. On time too. Pleasant experience! Thankyou.*
- ✓ It was a good experience
- ✓ *Excellent assistance from doctor and reception.*
- ✓ Appt on time, friendly and helpful staff
- ✓ *GP very helpful and thorough*
- ✓ Kind and polite staff, excellent Clinical professionalism and clean facility
- ✓ *Because I use the Vanbrough group practice for many years*
- ✓ The nurse Kate Irving was very kind and made me feel relaxed.
- ✓ *Caring nurse*
- ✓ The nurse went beyond expectations with her assessment to ensure the right medication was prescribed. She also came to reception to ensure I got an appointment to see the GP earliest convenience
- ✓ *Was pleasantly easy with no complaints*
- ✓ I was seen by the phlebotomist on time. She was efficient and also friendly. The reception staff were very helpful when I queried why my first son's birth (in 1976!) does not appear on my online medical history.
- ✓ *Because I was very satisfied with the help given at the reception and the information given by the medical practitioner that attended to me.*
- ✓ Because the staff are very helpful it makes you feel better and I would like to say thank you
- ✓ *Service was fine, no problems.*
- ✓ I was listened to and the doctor took time to be very thorough
- ✓ *My doctor was really helpful and supportive, he made me feel more confident about going to the gp. He was really listening to me and was understanding of my concerns. I feel like he went above and beyond a lot of previous gp's I have had in the past and I am grateful I got to see him. Also the receptionist was very helpful and accommodating by giving me a same day blood test*
- ✓ The doctor is very supportive and cares a lot. I got a support i needed.
- ✓ *The GP I saw was great but the reception not so good*
- ✓ Amazing health professionals from top to bottom, what a great te
- ✓ *I gave this rating because, generally, I'm happy with the clinic's services, but the only negative is that when you call for an appointment with a doctor, you usually get it for a time after two or three weeks.*
- ✓ Clean, modern practice, on time, knowledgeable practice nurse with a great manner, helpful reception.
- ✓ *The GPs I've seen so far provided treatment with care and diligence, and recommended appropriate measures and investigation, for example, further tests to check for other possible underlying issues. The staff at the reception have been helpful and caring.*
- ✓ Seen straight away and the nurse was lovely, she dealt with my problem, I'm happy with the outcome
- ✓ *Prompt. Efficient. Kind. Clear*
- ✓ Very helpful at reception and also appointment went well
- ✓ *Ms yemisi atere was very gentle and helpful with my questions and explained her ever move.*
- ✓ Good service
- ✓ *Because they have best service*
- ✓ Had to wait 25mins for appointment
- ✓ *Reception and doctor very professional*
- ✓ Thorough appointment, gave me very good advice, helped me consider options and think what best for me going forward
- ✓ *Lovely Doctor Chan, and very efficient Tina on reception.*
- ✓ Reception is always helpful, Waiting area is clean and fresh. As always, Doctors at the practice, listen and endeavour to help
- ✓ *I did not have to wait long to be seen, the physiotherapist was thorough in her examination of me and explained the 'next steps' clearly and patiently. I also had to book an unrelated blood test and this was done efficiently.*
- ✓ Dr was good but appointment late

## Not Recommended

- ✓ I have a certain GP but in over a year I had interactions with all the other ones in the practice but that one. Only now I have met him. It is not good when it gets to being confident that your GP knows you.
- ✓ *Practice was already running 1hr late when I arrived for my appointment. Nurse refused to prescribe the pill (as I need it for short-term cycle regulation and not long-term contraception, which she didn't feel comfortable with) and said I had to see a GP instead, which is going to take me yet another 3 weeks. For the pill. For a medication a 16 year old girl can walk in and get. Late for work, waste of time, and discourages honesty with HCPs.*
- ✓ No one told me to check in first so I waited for a long time. The doctor wouldn't want to see me when it was still 15 mins left in my appointment after I talked to the reception. The appointment slot is so limited while my problem is urgent.
- ✓ *had to wait 4 weeks for an appointment for pneumovax with nurse which was today - when i saw nurse she said she could only administer it with a referral from doctor as I am 45 yrs old. This was not mentioned at time of booking. and i did not have letter from my private lung specialist on me. So a waste of my time and the nurses time as I was sent away. really poor admin.*
- ✓ Had to wait a hour to see the doctor
- ✓ *Since moving to the UK I have had an annual broad spectrum blood test. In Bristol I would be called in for this. My family and friends in Wales get this as well. All I wanted was to check PSA, Kidneys, Liver and a broad range of other indicators once a year to catch disease early if present. Clearly, this is a cheap way to avoid NHS costs. But this year I had to persuade a doctor to allow me to have a blood test, and she limited what the test covered. This is a clear degradation of service and short term thinking. Furthermore the system of telephone appointments is a further degradation - there have been times when I've been swimming or taking on the phone when a doctor has called and then I have had to rearrange an appointment for weeks later. I no longer have confidence in the service and have had to resort to private London Doctor service more than once. That is why I gave the surgery a 5.*
- ✗ advised to book a F2F appointment via econsult. Tried to book a F2F appointment but the one week that was offered to me I could not attend as I was due to work a night shift. I was advised to call on the day which I did and was told I could not not have a F2F appointment and had to book in advance. Little to no history was taken from me and the doctor jumped to my diagnosis without a proper history ( I was only asked about my presenting complaint, how long I had it for, and nothing else) Feels unsafe.

## Passive