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. 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	145
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	0	0	1	0	1	0	2
Total	105	28	5	3	6	0	147
Total (%)	71%	19%	3 %	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 (%) =
$$\frac{\textit{very good} + \textit{good}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$
Not Recommended (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

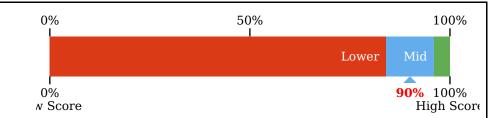
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

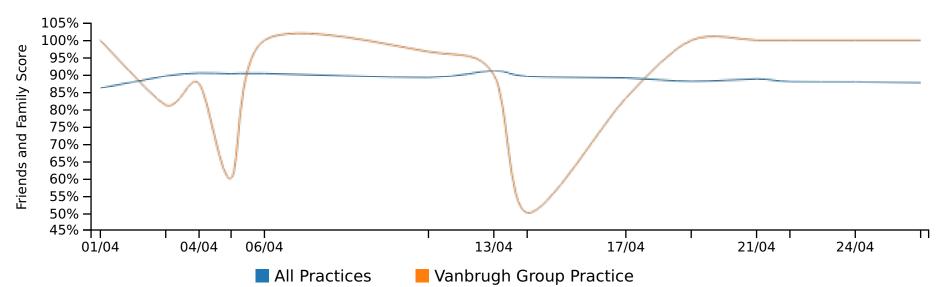
Your Score: 90%
Percentile Rank: 45TH



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.

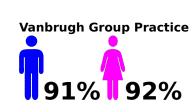
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

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

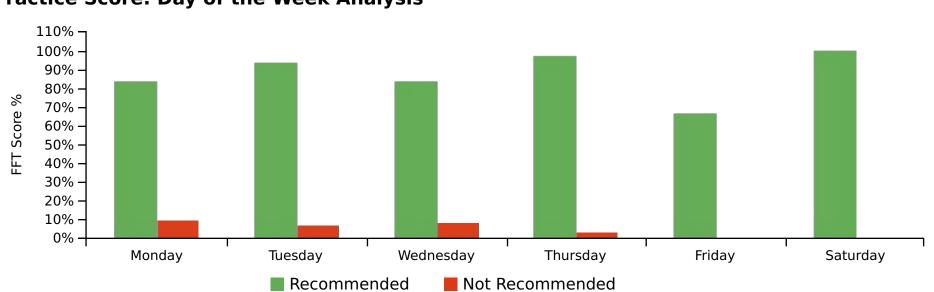
All Practices



Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

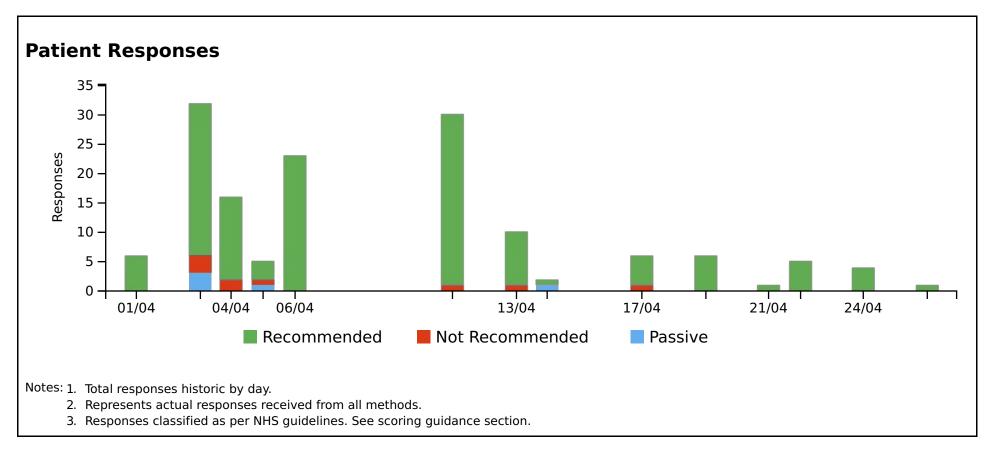
Practice Score: Day of the Week Analysis



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**



Thematic

Reception Experience 28 Arrangement of Appointment 23 Reference to Clinician 47

- Notes: 1. Thematic analysis for current reporting month.
 - Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points.
 - 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 Che giving attentively limited competent listentively limited to proper much listentively limited to proper much listentive attentive limited to proper listentive l

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

- ✓ Polite reception.did not hy to wait long n Doc.very nice n explained clearly what i needed to know .
- ✓ Attentive doctor , helpful and friendly
- ✓ Very patient and caring. She gave very detailed explanations and professional advices.
- ✓ I've always found the service very good. Every one I've had contact with has been helpful. My wife died recently and I received a card, very thoughtful and unexpected
- ✓The personel and the doctors are very good. The waiting time of getting an appointment almost 4 weeks is not satisfying.
- ✓ Very good advice and helped me solve the problem.
- \checkmark I was seen at the time I was given, and the visit was positive
- ✓ I received excellent service and physio exercises via email very promptly.
- ✓I was seen very quickly and physio was very good explaining the exercises I need to do
- ✓ No waiting around. I was straight in on my appointment time.
- \checkmark I've had exceptional and thorough help both from the doctors and physio
- ✓ Doctor was friendly and replied all my questions
- ✓ Gp was on time listened to my concerns and gave me appropriate treatment
- ✓ The nurse practitioner I saw today was very patient, kind and understanding. That makes a huge difference.
- \checkmark Quick, polite, fully explained my condition & proposed treatment plan
- ✓ Dr was so friendly and helpful
- ✓ Good service throughout visit
- ✓ for the care I received today at the appointment
- ✓ Efficient, nice staff, clean
- ✓ When I made my appointment the receptionist was extremely helpful and courteous. Today my appointment with Dr. Parker was as always extremely professional and she dealt with all the points raised in a helpful and thoughtful manner. Vanbrugh Surgery rates highly in my opinion and holds my complete confidence.
- ✓ Got an appointment on the day I called. Helpful staff. Easy to check in. Very stress free
- ✓ Overall Vanbrugh group practice has provided a good service. When I call to make an appointment the receptionists have been helpful as well.
- ✓ Fine when i saw dr but 4 week wait
- ✓ Dr Megan Leonard is great! She takes care and genuinely interesting in helping patients. Her service is better than in private hospitals
- \checkmark Everything went as planned. Booking simple, helpful reminder, appointment in time. Job done.
- \checkmark Efficient and on time. Staff were very pleasant and helpful
- ✓ Short wait. Approachable gp
- ✓ Because it was a very good easy relaxed visit.
- \checkmark Dr Kariyawasam was very supportive, informative and helpful. Thank you so much
- \checkmark Seen on time caring and professional approach friendly and helpful
- \checkmark It took very long to have any engagement at the reception. I was simple ignored fir a good 5 minutes.
- ✓ Efficient nurse
- ✓ Very good service from the GP but it was 10 mins late, which would have been fine but it was early (8.10am) and I would have expected it to have been on time at that stage if the day, so I gave 2 instead of 1
- ✓ Doctor was super helpful and kind. Responded clearly all my questions.
- ✓ Helpful reception staff. Really understanding GP.
- ✓ Dr was polite, attentive and engaged. He recommended some treatments and some referrals.
- ✓ Very helpful staff and was in and out with no waiting around!
- ✓ My consultant was friendly, informative and I believe I was listened to attentively and sensitivity. My request for an intervention was agreed.
- ✓ Because the doctor I saw was very thorough & gave me time to say what I needed to say.
- ✓ Not too long to wait for appointment and drs are always friendly
- ✓20-30 mins trying to get through for an appointment, then 20-30 mins in the queue. First day, no telephone appointments so had to try again next day. Once I spoke to someone, excellent as always and very good doctors, follow-up face to face 2 days later.
- ✓ Excellent receptionist and excellent Doctor
- ✓ Generally I find that all staff (unusually perhaps I hear about other clinics) including 'front' staff come across as pleasant, caring, and
- ✓ All departments in surgery are very competent and professional Doctors are always available within certain limitations

Phlebotomist was very pleasant, helped me relax.

- ✓
- ✓ 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.

✓ Friendly and very helpful staff - in fact I've always found your team to provide a wonderful, supportive

- ✓ 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 nrse
- ✓ 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 receiptipn 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.
- Xadvised 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