

# FFT Monthly Summary: August 2022

Vanbrugh Group Practice  
Code: G83021



## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
121	16	6	3	1	1	0	0	0	148	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: 470**

**Responses: 148**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	121	16	6	3	1	1	<b>148</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>121</b>	<b>16</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>148</b>
<b>Total (%)</b>	<b>82%</b>	<b>11%</b>	<b>4%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

93% 3% 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:

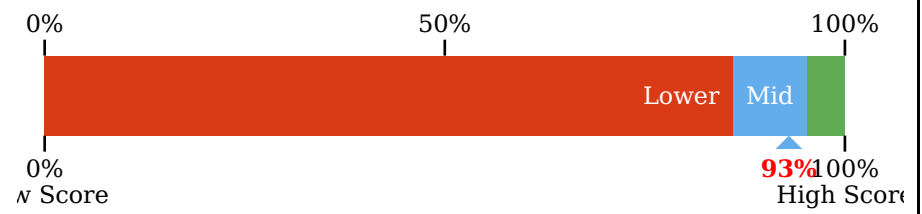
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

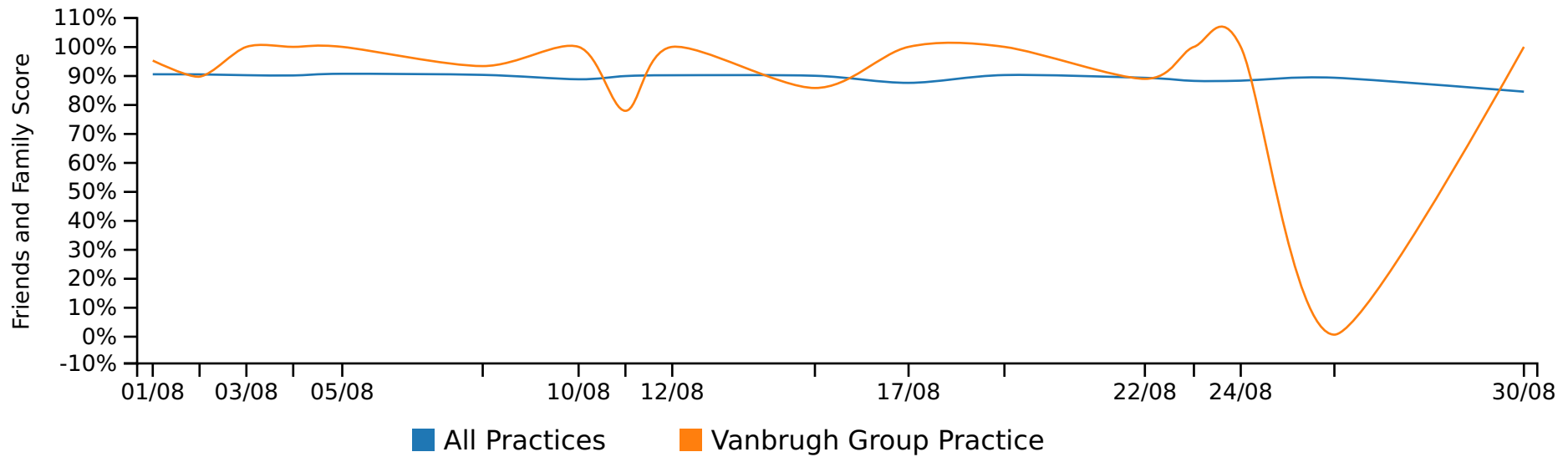
**Your Score: 93%**

**Percentile Rank: 65TH**



- 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 65th percentile means your practice scored above 65% of all practices.

### Practice Score: 'Recommended' Comparison



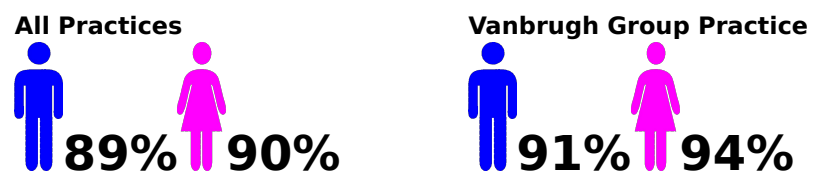
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

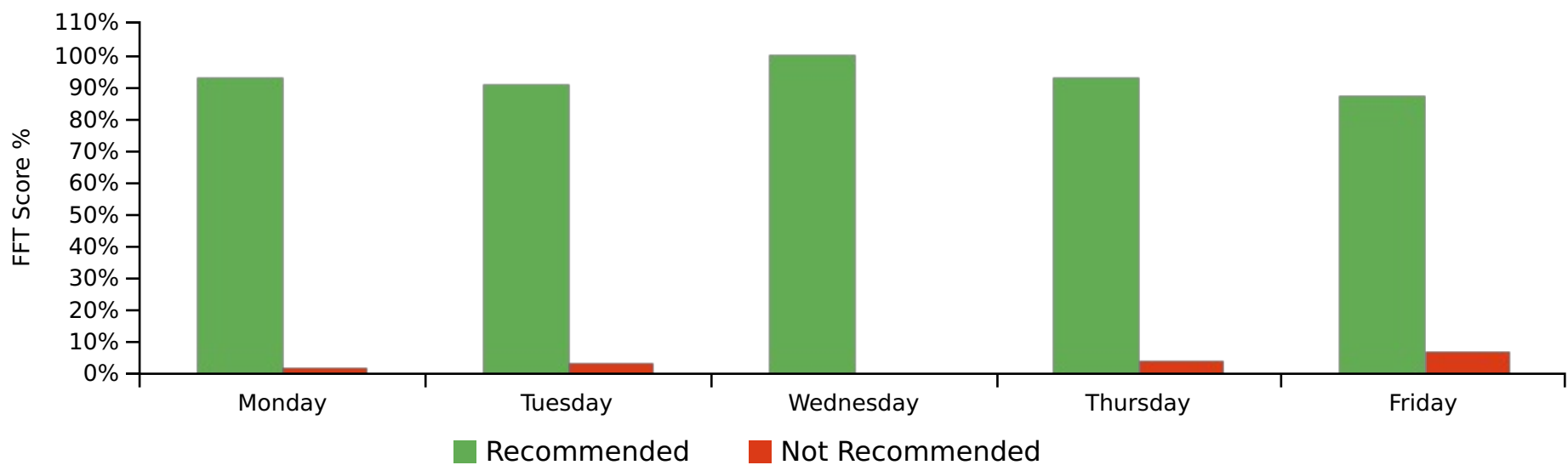
	< 25	25 - 65	65+
All Practices	84%	89%	92%
Vanbrugh Group Practice	83%	92%	96%

#### Gender



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

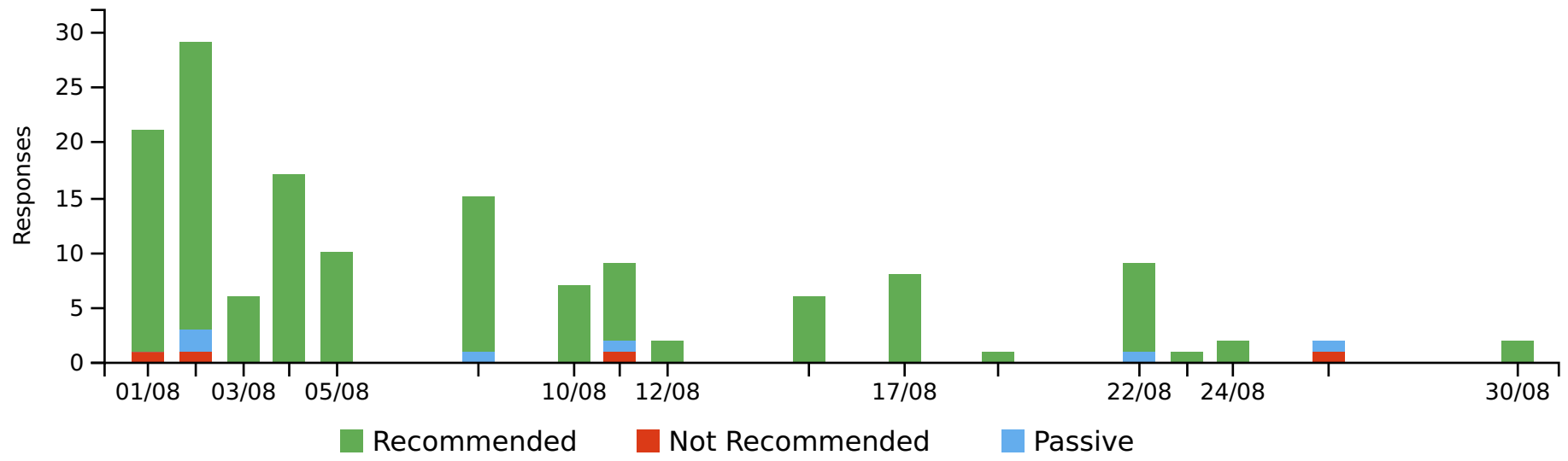
### Practice Score: Day of the Week Analysis



- 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.



- ✓Very good service
- ✓Because it was helpful and prompt service by the receptionist and the nurse
- ✓Dr Bavishi was efficient, listened well, gave me good responses and was friendly
- ✓Efficient pleasant helpful
- ✓Very helpful explaining the details of problems very pleasant
- ✓Regarding my satisfaction of your service
- ✓Easy and quick service received and explanation given by the nurse.
- ✓Consultation with doctor was excellent but, although I arrived in good time for my appointment, I was seen fourth-five minutes after the allotted slot.
- ✓I have a lot of questions, the doctor is very patient to answer for me, all the questions are handled well for me.
- ✓Professional doctor attitude.Short wait timeProfessional reception staff.
- ✓The doctor is so patient and she explain everything to me in a veryery
- ✓I received good efficient service
- ✓Because the doctor gave good advice and explained what can happen if needed.
- ✓Doctor was understanding and friendly
- ✓Professional, helpful and respectful. Thanks
- ✓Nurse was v good but I couldn't book a blood test so need to sort that out separately
- ✓Because the doctor saw me
- ✓Happy with way GP dealt with my issues. Gave me plenty of time and explained well.
- ✓Really straight forward arrival and was seen promptly by phlebotomist
- ✓Excellent bed side manner, felt listened to,
- ✓Helpful efficient staff
- ✓The staff is wonderful
- ✓Helpful and reassuring
- ✓Staff were nice and helpful. Doctor was helpful, supportive and empathetic. I always feel supported.
- ✓The physiotherapist was very professional,thorough
- ✓The doctor listened well and offered reasonable practical solutions to the two problems I presented.
- ✓Great service, professional, personable
- ✓I eas pleased with helpfulness and advice given
- ✓The doctor was very friendly and listened attentively.
- ✓Fast services and understanding doctor
- ✓The Dr I saw earlier listened carefully to me and gave very good advice for the future...
- ✓Quick, efficient, friendly and helpful
- ✓The appointment was required on the 18th Aug and given for 22th Aug, and the physio was clear and let me explain what I have with patient
- ✓Receptionists were friendly and helpful
- ✓Because I find staff always helpful.
- ✓I felt Dr. Lennard could'nt have been more helpful in trying to solve my very painful foot ,she listened to me.
- ✓Lovely staff, fast service
- ✓Very pleased with the service
- ✓Minimal wait. Friendly and helpful consultation with good advice and recommended next steps
- ✓My experience with the service was prompt, professional, and friendly.
- ✗Helpful, thorough, friendly advice.
- ✗Attributed to the GP
- ✗Good customer service Dr Megan Leonard
- ✗Dr Sheppard is an excellent GP who you can relate to, the practice ce nurses are so caring and dependable. The receptionists are very helhelpful and kind - there is a good culture . A healthy place to be wh wh
- ✗Good service
- ✗Experience was good but was not able to speak to a dr straight away to clarify the test. Could have been rectified easily. Helpful staff though

## Not Recommended

- ✓Over the phone appointments which you wait a long time for (if not an emergency), then the doctor calls but doesn't give a time. Then they book in for a @or a face to face in a weeks times. All in all a long wait. See a different doctor every time, no consistency at all (even from who you spoke to on the phon@ phone vs who you then see in person about the same issue a week later). Rude receptionist. Also I have two young sons at nursery and the 'anti antibiotic@iotics' thing the whole surgery has is unbelievable, i get anxiety every time I have to speak to a doctor about one of my sick children as I know they won't w@n't want to do anything, snd it's feels like I have to into battle. The doctor simply say it's viral and call back or book another appointment if still ill in@ll in a weeks time. It's simply not helpful at all. @all.
- ✗Reception had only booked one of my twins. Then turns out we didn't need to do the vaccine. Something that could have been checked when booking

## Passive

- ✓On-screen registering didn't work, didn't know I had to watch screen, appointment was 12 mins late (not normally bad but it had been very stressful for m@for me to get there on time so a little annoying) actual blood test was fine, nurse very pleasant and quick @quick
- ✓I was waiting for a telephone call it would have been good to have a rough time when it would be. I have had a good service, but there has been a deter@deterioration since COVID. Also the difficulty of actually speaking to a person is hard. I am aware that services have been struggling and it feels pared to@ed to the bone. @one.
- ✓Just didn't get any help that I could not have got online
- ✓Was seen 45 minutes after my given appointment time. Great service from doctor though.
- ✓I had to wait for almost a year to look at my swollen ankle and initially my GP told me that nothing need to be done