# **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. 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	148
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	121	16	6	3	1	1	148
Total (%)	<i>82</i> %	11%	4%	2%	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 (%) = 
$$\frac{very\ good + good}{very\ good + good + neither + poor + very\ poor + don't\ know} \times 100$$
Not Recommended (%) = 
$$\frac{very\ poor + poor}{very\ good + good + neither + poor + very\ poor + don't\ know} \times 100$$

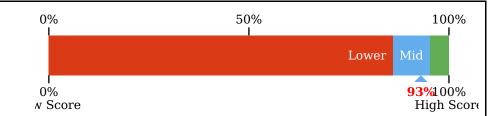
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

# **SECTION 3 Practice Scoring**

#### **Practice Score: 'Recommended' Rank**

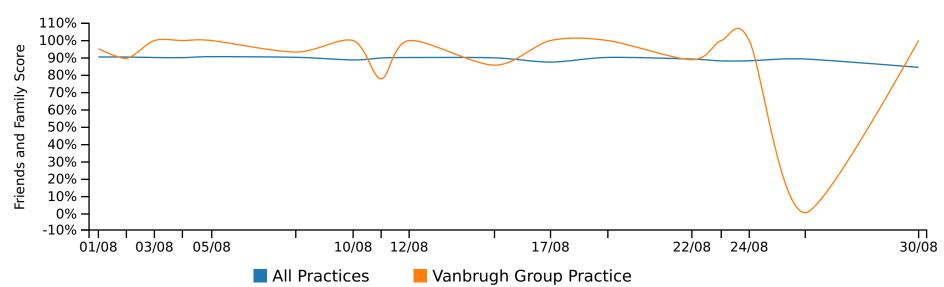
Your Score: 93%
Percentile Rank: 65TH



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

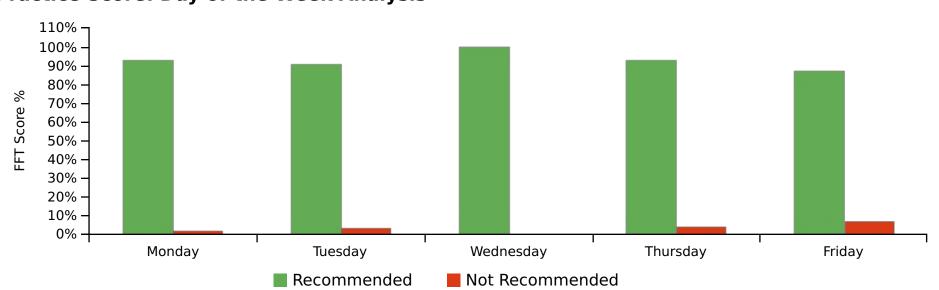




Notes: 1. Scores for current reporting month.

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

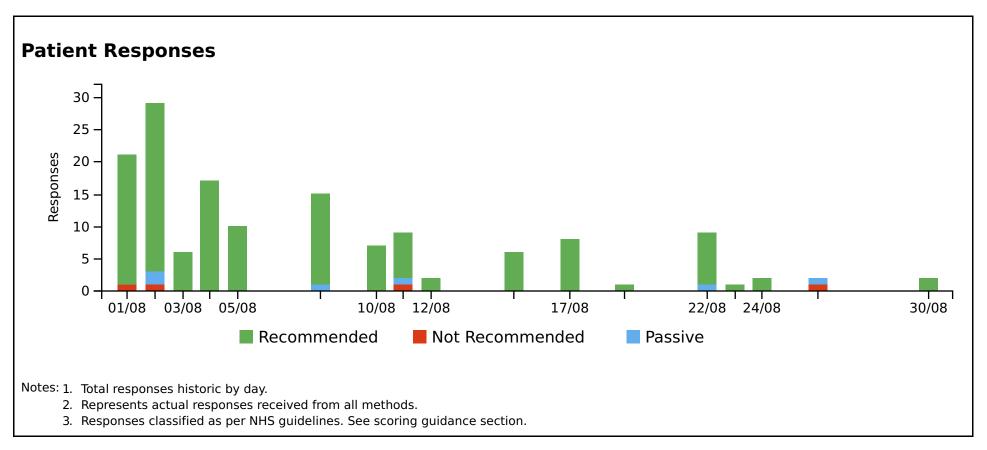
# **Practice Score: Day of the Week Analysis**



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 Free Text Comments: Summary**

#### **Thematic** Tag Cloud Reception Experience approachable 23 Arrangement of Appointment 11 Reference to Clinician 47 coming registering current 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. stressful normally lable caring initially dependable

#### **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

- ✓ Good reception staff. The nurse I saw today was excellent. I was nervous about my smear and she took time to reassure me and was lovely and made the expe@ experience a positive one.@ one.
- ✓ the service is quite and easy to understand so that why i think it's very good
- ✓ Always very good Doctors, very thorough and put you at ease.
- ✓ Great service, fantastic doctors and all other staff are super helpful. Great rooms too
- ✓Appointment more or less on time, doctor quick, polite and helpful
- ✓ Because it's away great service &dr Cassidy always gos above &beyond
- ✓ The doctor I saw was very kind and I felt he really listened and didn't make me feel at all rushed. Only issue was I used the self check in system which @hich didn't seem to work @work
- ✓ appointment was late. Otherwise good
- ✓ Great staff.
- ✓ Helpful and friendly staff
- √ The reception was were very helpful
- ✓ Efficient service nice clean environment and lovely nurse
- ✓ Reception always do their best to be helpful faster appointments would be great but current timeliness is acceptable and appreciated given the stress i@ess in the system @stem
- ✓ The lady taking the bloods was on time, friendly and efficient
- ✓ Excellent efficient service
- ✓ As I felt I did not have to wait long and got good service from the staff
- ✓ Staff were polite and friendly and my appointment was exactly on time
- ✓ Practitioner very professional and put me at ease.
- ✓ Friendly service
- ✓ Pleasant efficient service. Pretty much on time appt.
- ✓ Anita and Dr macfarlane very pleasant and helpful.
- ✓ Nurse was very good and got the vaccines I needed quite quickly
- ✓ Didn't have to wait to long
- ✓ The nurse who saw me was excellent in explaining and in her manner
- ✓ Service according to the schedule, super attentive doctors with all the guidelines for exams and consultations
- ✓ It was a very good and efficient service.
- ✓ Because he Care about meHe listen to me
- ✓ I feel comfortable with Dr. Rebecca Moore
- ✓ Very helpful
- ✓ Dr Edward Smith was very approachable & thorough and the receptionist really helped me by ringing me with a cancellation for my bloods. Thank you.
- ✓ Doctor very professional while being kind and patient.
- ✓ It was my mum's appointment and she was treated with care and understanding doctor Moore is a lovely person
- ✓ Very good
- ✓ Efficient, friendly, on time
- $\checkmark$ I was seen promptly and the nurse was very efficient
- ✓ Nice understanding GP
- ✓ Friendly staff nothing to much trouble
- $\checkmark$  She understood the problem and referred me to a specialist to be on the safe side
- $\checkmark$  Because the doctor today was very reassuring with me and my daughter
- ✓ I was seen promptly by Dr Hall who was very helpful and all the other staff were most pleasant.
- ✓ I've been coming to the surgery for many years. I was appallingly looked after some 8 years ago after a bowel cancer operation. The bags were not ordere@rdered and I would have to have spent the weekend on the loo had not the company not made a delivery without your prescription. When I complained the lady @lady in charge claimed she had not had the request. I know this was untrue. Also I was given 10 Loperamide when I had to have 8 a day. And so it went on . @on . Gradually you have improved and I feel safe with you. 1 is an encouragement to keep going in a difficult task. @ask.
- ✓ Great experience with Dr Parker
- ✓ Very professional and human
- ✓ Very efficient blood appointment

- ✓ 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
- $\checkmark \mbox{The Dr I}$  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.
- XHelpful, thorough, friendly advice.
- X Attributed to the GP
- X Good customer service Dr Megan Leonard
- X 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
- X 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@II 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 @uick
- ✓ 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