

# FFT Monthly Summary: August 2023

Vanbrugh Group Practice  
Code: G83021



## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
106	27	4	2	8	2	1	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: 490**

**Responses: 149**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	106	27	4	2	8	1	<b>148</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	0	0	0	0	0	1	<b>1</b>
<b>Total</b>	<b>106</b>	<b>27</b>	<b>4</b>	<b>2</b>	<b>8</b>	<b>2</b>	<b>149</b>
<b>Total (%)</b>	<b>71%</b>	<b>18%</b>	<b>3%</b>	<b>1%</b>	<b>5%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

89% 7% 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:

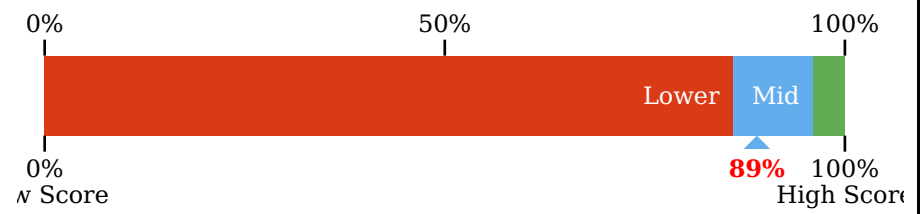
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

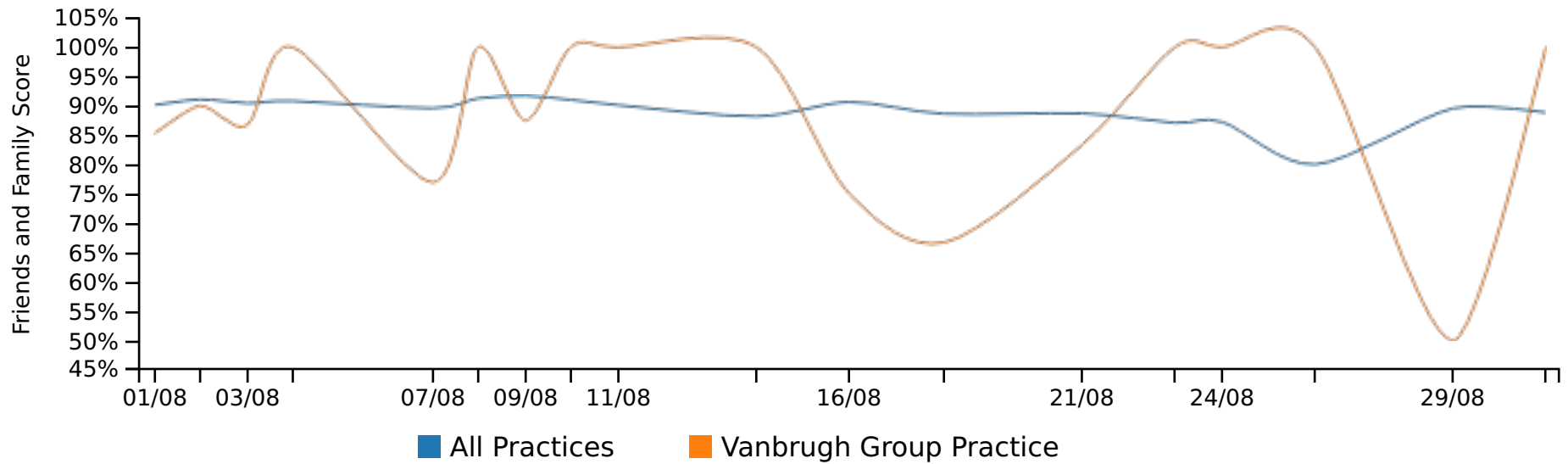
**Your Score: 89%**

**Percentile Rank: 35<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 35th percentile means your practice scored above 35% of all practices.

### Practice Score: 'Recommended' Comparison



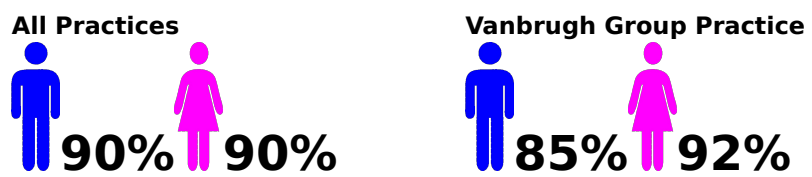
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

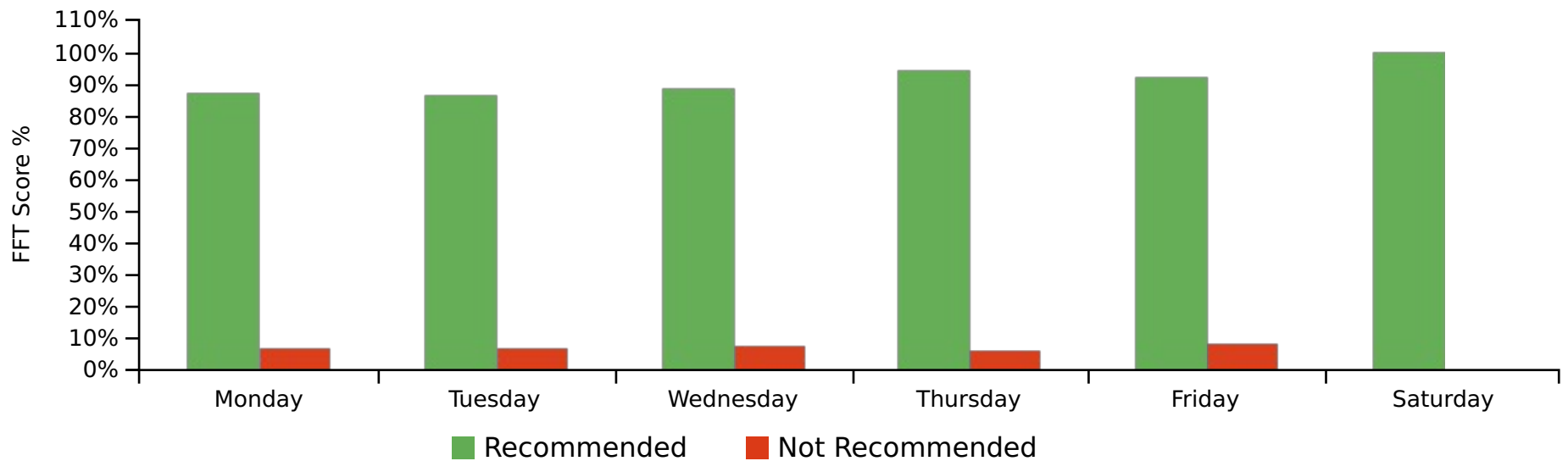
	< 25	25 - 65	65+
All Practices	85%	89%	92%
Vanbrugh Group Practice	100%	87%	97%

#### Gender



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

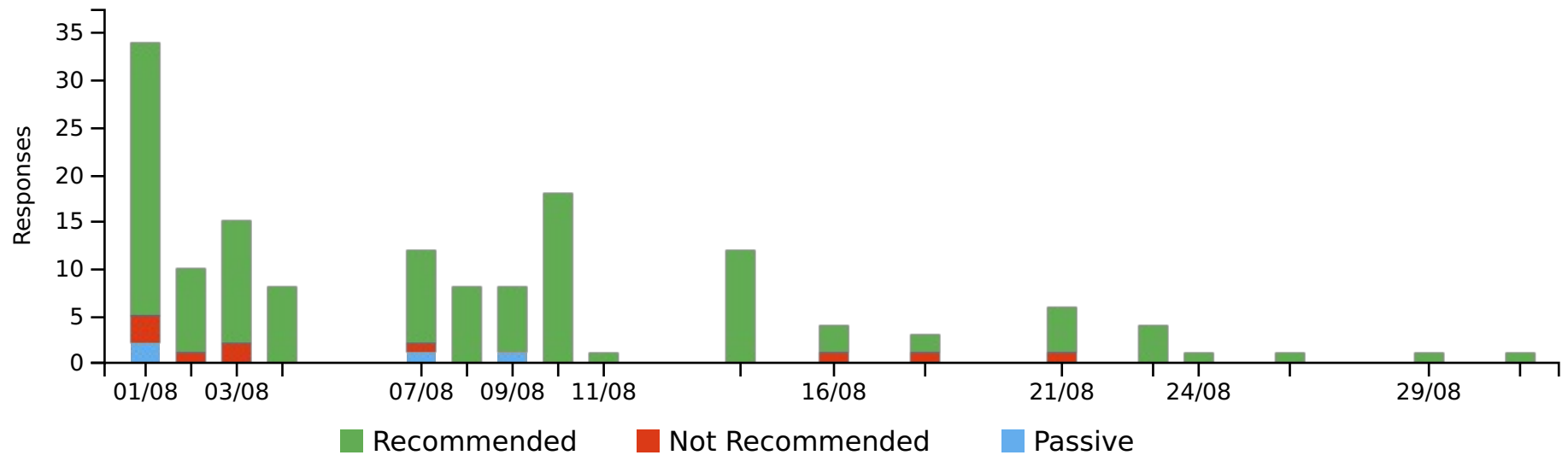
### Practice Score: Day of the Week Analysis



- 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.

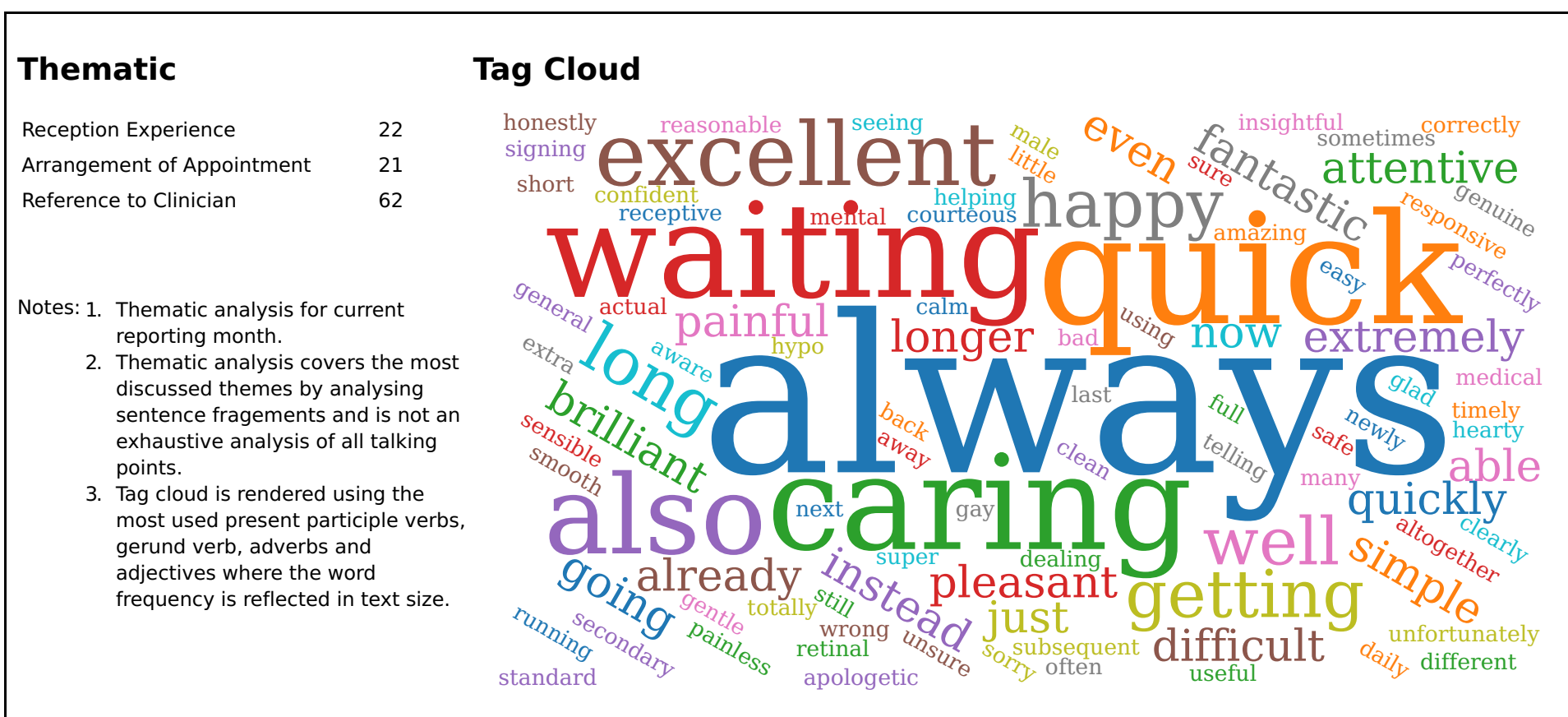
## SECTION 4 Patient Response Analysis

### 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.

## SECTION 5 Patient Free Text Comments: Summary



## 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

- ✓ Very efficient
- ✓ *It would have been very good except that she spent time telling me how to manage a hypo which I am well aware of.*
- ✓ lovely nurse (Kate Irving) and quick wait time
- ✓ *Prompt attendance and courteous staff.*
- ✓ I was seen in a timely fashion, & listened to by Dr Parker.
- ✓ *The practitioner I saw was friendly and efficient, and the receptionist dealt with me quickly and with a smile!*
- ✓ The doctor was very helpful dealing with my situation
- ✓ *Always find everything good*
- ✓ Got a same day appointment - doctor was really great and thorough very reassuring and we made a sensible plan - thank you
- ✓ *I was very happy with the doctor and the practice in general .I have been using it for more than 20 years*
- ✓ Dr Sheppard is excellent
- ✓ *The doctor ask me to many questions Give me attention Give me advice Explain all my questions Very simple person and friendly Good gay*
- ✓ Everything was quick and simple. The appointments were on time and both practitioners were very lovely and caring.
- ✓ *Dr Sheppard listened well and was understanding. The receptionist was also friendly and helpful at booking me in for subsequent appointments.*
- ✓ Super nice Receptionist, and my Dr listened..but I saw him tired, I am worried for his health.
- ✓ *Dr Kudari was thoughtful, thorough and kind. He took time with me and was lovely.*
- ✓ Appointment on time. Doctor very receptive and responsive. Good resolution.
- ✓ *Always, clean, welcoming and smooth service eith friendly staff.*
- ✓ Good medical advice and services, but waiting time to book a meeting can sometimes be long
- ✓ *Getting a face to face appointment for our child on the day really helped us. The GP was brilliant with our child. She was patient, kind and friendly which helped. Unfortunately being 20 minutes late brought the score down.*
- ✓ That is what the surgery is like.
- ✓ *They provide a lot of services and staff are good*
- ✓ The doctor was patient and supportive and explained why a procedure mattered. Helping calm my nerves
- ✓ *Dr Keegan was very thorough and asked what I felt were the right questions so she could make a decision on my situation. She reassured me that I am doing the right things given my situation. She looked at my back and recommended rereferral to the Physiotherapist. I am in full agreement with her decision. Altogether a pleasant experience.*
- ✓ She is GP & a very good understanding Doctor
- ✓ *I found Dr Mary Parker very personable. professional and reasuring which I appreciated*
- ✓ The answer refers only to my experience today. I had to do a blood test, the time of my appointment was perfectly respected and the nurse / doctor who did my blood test was very good / professional.
- ✓ *I was very happy with the treatment and the service*
- ✓ Chris didn't hurt me she was very gentle and nice
- ✓ *The GP was very good and she listened to me and my concerns and didn't state anything that my issue could be. Instead she said she would seek advice and then contact me which decreases any extra stress.*
- ✓ Excellent service
- ✓ *I Already had an appointment but need to see someone for a leg ulcer. Your receptionist managed to get a Dr to see me. I was really pleased as it is very painful and I am prediabetic.*
- ✓ The nurse was wonderful really professional but kind and friendly
- ✓ *I always find the all the staff very friendly and welcoming and they put you at ease .Also feel confident with any of their advice .*
- ✓ Joshua was fantastic and explained everything clearly to me about my newly diagnosed diabetes. He was patient and answered all my questions. I am just waiting for him to now check whether I can have a kit to check my blood sugar levels on a daily basis and he is also going to send me a link for booking retinal eye appointments. He is a credit to your company!
- ✓ *Very good doctor*
- ✓ My appointment was at 7:40, and I couldn't get in and staff took sometime to let me in. Once in all very good
- ✓ *The doctor I saw was so understanding and very thorough with her investigations and the receptionist are always so friendly*
- ✓ I was seen in a reasonable time and all my queries were answered to my satisfaction.
- ✓ *The Dr I spoke to brilliant*
- ✓ Because, despite the great pressures doctors and all practice staff are under they work to the highest professional standards and kindness.
- ✓ *Because the doctor was very polite, answered all my questions and gave very helpful advice.*

- ✓ so glad we can now get face to face the doctor was very good
- ✓ *We have to follow up a lot for repeat prescriptions, reviews on medication and for blood tests and their reports.*
- ✓ Excellent service once in the room, but clinic was already running a little late even at 0814 in the morning!
- ✓ *She was attentive and caring*
- ✓ Was seen on time and valued the advice provided
- ✓ *I was satisfied with the consultation I received*
- ✓ Nurse Practitioner was friendly, polite, professional and procedure was quick and painless
- ✓ *Dr Claire Parker is fantastic , caring ,efficient and down to earth .She listens and is very professional.*
- ✓ Dr Megan Leonard always helps, knows her stuff and she cares.
- ✓ *2 not 1 because there has been long waiting for tests and till then I don't know what to do with my problem which is painful. As GP did not recommend any medicines relief till the blood tests are done and actual problem is diagnosed.*
- ✓ No hassle signing in and the gp I saw dealt with my health problem and I was given advice on how best to deal with my issue
- ✓ *Blood test - nurse was kind and efficient*
- ✓ Staff is great and polite, always happy to help. Doctors and nurses are professional.
- ✓ *Reception were polite and helpful when booking the appointment, seen only a short while after my appt time - doctor knowledgable and dealt efficiently with my problem*
- ✓ Dr, Lennard , listened to me and was very helpful
- ✓ *Nisha - the physiotherapist was really good and insightful.*
- ✓ Longer wait than anticipated but efficient and friendly service from the GP.
- ✓ *Thorough and friendly, always a good combo.*
- ✓ Because they was fear to me with my appointment
- ✓ *The doctor that attended me was Kate (if I remember correctly). She was very knowledgeable and gave me useful information.*
- ✓ Really personable doctor with straight forward solutions.
- ✓ *Seen on time quick turnaround friendly nurse.*
- ✓ good lessons
- ✓ *Very knowledgeable and supportive physiotherapist. Reassuring physio appointment. Felt I was in expert care and safe hands.*
- ✓ Doctor very attentive, listened to what I needed to say and with a friendly manner as well, so I left feeling satisfied I'd been listened to and my questions answered
- ✓ *It was good service. Friendly*
- ✓ I get help to all my issues in a highly professional manner. The waiting times are bad but that's across the NHS not this gp only.
- ✓ *The phlebotomist was approachable and friendly. The appointment was on time and efficient*
- ✓ The staff was very nice and polite
- ✓ *My appointment was 22 minutes late, there was no explanation given but I understand that some issues take longer than others*
- ✓ I don't get to see Dr parker often, she really does listen but I felt a bit uncomfortable with a training young male in the room, so didn't talk about what I wanted
- ✓ *Doctor was thorough explained about the tests I we'd be having and was reassuring*
- ✓ No waiting time and very friendly nurse
- ✓ *Nurse practitioner was extremely helpful and gave great guidance on vaccines.*
- ✓ Friendly prompt service - worked out the date I need to return in three months in advance
- ✓ *Really helpful reception and quick response. Very friendly and understanding.*
- ✓ The GP I saw was very thorough and explained my medication to me. Very pleasant.
- ✓ *Dr Leonard professional, efficient & friendly*
- ✓ The helpfulness of Dr Kiriyawa given my list of requests. Also the reception when warned of my lateness of 15 minutes.
- ✓ *I feel the hearty caring services from the GP*
- ✓ I received very professional service. And grateful for this.
- ✓ *I'm always seen quickly and the staff are always kind and helpful*
- ✓ Relatively easy to get an appointment compared to what I hear about other surgeries. Thoughtful knowledgable receptionists. Kind and efficient doctors. Ease of use of app. And amMindful of very difficult circumstances you all work in right now Thank you
- ✓ *Grateful to have same day appointment Dr Home very kind and thorough 2 week referral made.*
- ✓ When I was in hospital in Dublin I needed to speak to someone about my situation.. something that reception couldn't really deal with. This took some time to resolve.
- ✓ *I met with an amazing professional doctor. She was very welcoming and caring. The doctor was able to establish a diagnosis on the spot. She was explaining and reassuring but also raising awareness on similar symptoms that could be very different.*
- ✓ Wait time was not long and Dr. Jaison made sure our kid felt comfortable and was able to prescribe the ointment we needed to take care of her fungus
- ✓ *Receptionists are nice (although i really don't like having to shout over DOB in others' earshot although I know it is standard practice, could they not use first line of address instead) GPs I have dealt with very helpful and engaged Blood test very quick and efficient, very nice phlebotomist*
- ✓ Excellent service as always
- ✓ *Seen on time, friendly, efficient and caring*
- ✓ Good service, friendly and helpful. Difficult to get an appointment

## Not Recommended

- ✓ I was told to go away and find where the GP needs to refer me onto secondary care, as unsure on ESR, Is this the patient's job?
- ✓ *Sorry I ment 1*
- ✓ Quick efficient and very good
- ✓ *Doctor was 25 minutes late for the appointment intended for 0820 with no patients before me*
- ✓ My appointment was at 11:25 this morning, I waited for 80 mins from the time but there was nothing from the doctor. Receptionists had no clue what was going on with my appointment, so I had to give up on seeing the doctor. I have no idea when I could get next appointment to see a doctor in person. I felt I wasted my time
- ✓ Given appointment on day I phoned and Dr Shabir was extremely helpful, reassuring and had a wonderful manner.
- ✓ *I saw a physio who didn't know why I was there as I hadn't been before so I had to explain it was my first appointment with them. She then said she doesn't treat people at the practice and I need to self refer to another service. I honestly don't know why the gp told me to see the physio as this has just wasted time in getting a referral for treatment*
- ✓ Your appointments team booked me in with a nurse and the nurse couldn't help and said I should have been booked in with a doctor. Waste of time