FFT Monthly Summary: December 2023

Vanbrugh Group Practice
Code: G83021

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
102	35	2	1	9	0	2	0	0	147	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: 475

Responses: 149

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	101	35	2	1	8	0	**147**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	0	0	1	0	**2**
Total	**102**	**35**	**2**	**1**	**9**	**0**	**149**
Total (%)	***68%***	***23%***	***1%***	***1%***	***6%***	***0%***	***100%***

Summary Scores

92% 7% 1%

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:

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

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

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

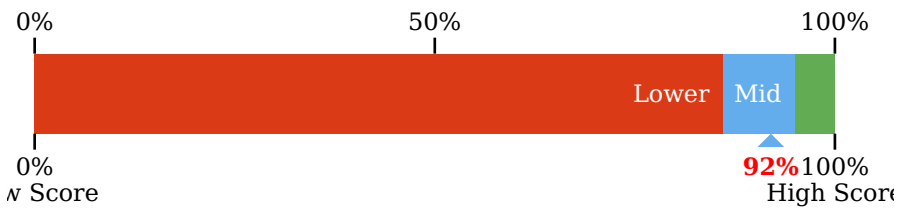
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

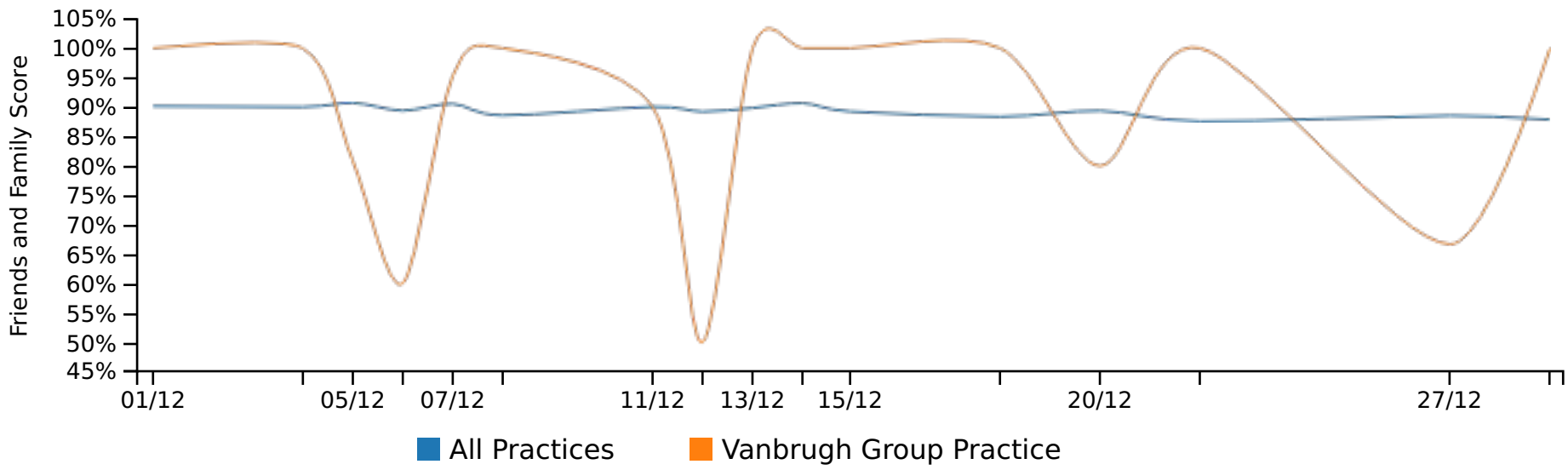
Your Score: **92%**

Percentile Rank: **60TH**



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 60th percentile means your practice scored above 60% 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

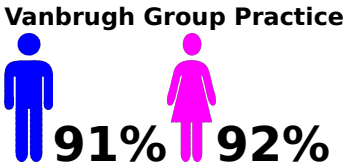
Age

	< 25	25 - 65	65+
All Practices	84%	89%	92%
Vanbrugh Group Practice	92%	90%	97%

Gender

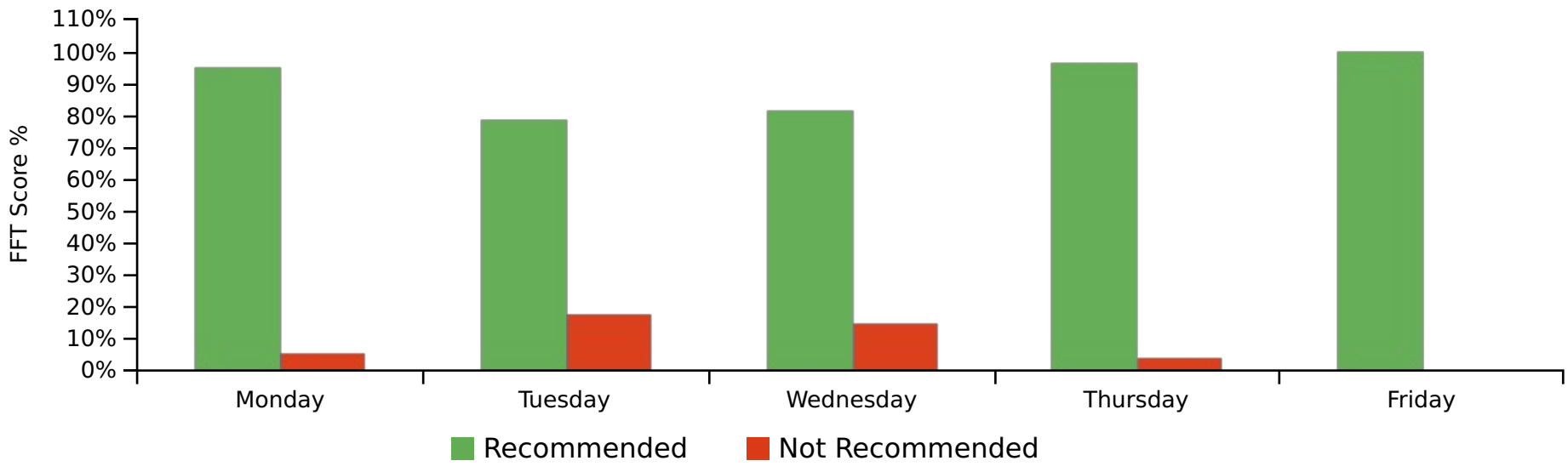
All Practices

Vanbrugh Group Practice



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

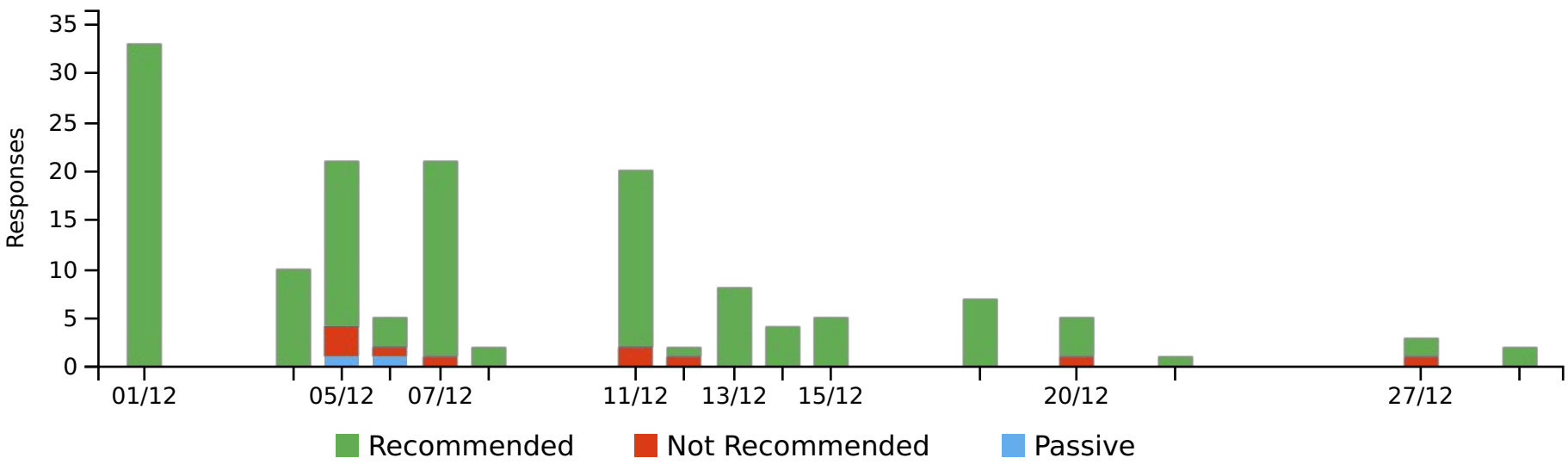
Practice Score: Day of the Week Analysis



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

Thematic

Reception Experience	15
Arrangement of Appointment	22
Reference to Clinician	47

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.

Tag Cloud

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

✓Because doctor was evaluated me thoroughly
✓*Excellent quality of service and the nurse skate is highly skilled and professional*
✓Because I am very satisfied
✓*Prompt , efficient professional service.*
✓I was able to check in using the check in screen and the Nurse I saw was excellent. However, even though I arrived on time I still had to wait around 15-20 minutes after my scheduled appointment to be called in. Had waiting time been shorter, I'd have given a 1-Very good rating.
✓*Precise time keeping for my appointment. Friendly service, always with a smile.*
✓GP service was good. I just had to wait a while. Given my appointment was 9.12 I was surprised there was an over 20 min delay
✓*Excellent listener: warm and easy to talk to: "got me" very quickly I felt in very good hands*
✓Because everything went to plan.
✓*The nurse was very helpful and caring*
✓I have been seen at my scheduled time. What needed doing was done efficiently and I was send away with good advise.
✓*Very helpful*
✓The service is user friendly and has been evolving over the years. There is an effort to serve the community.
✓*I have found the staff that i have encountered were most helpful and pleasant*
✓Doctor took my problem seriously & arranged appropriate tests.
✓*Because it's always busy and very difficult to get appointment the lady on fone was very patient with providing a telephone call back from doctor in these difficult times for vulnerable ppl.*
✓I was seen within 5 mins of my appointment time and everything was easy and efficient.
✓*Seen quickly*
✓I was seen on time and the doctor was very helpful
✓*only had to wait about 5 mins after my scheduled time to be called in, the woman who took my blood was absolutely incredible she was super friendly and very accommodating*
✓Don't worry
✓*My GP was very thorough*
✓Polite receptionists nice doctor felt like I was being heard
✓*Able to get same day appointment and clear explanation from doctor*
✓Dr David is a very good doctor, he is really trying to find my problems and helping me to solve the issues.
✓*Faustina is the most caring,competent, lovely and efficient nurse. It's a pleasure to see her every month for my ongoing injection*
✓Dr was very good but appointment was half an hour late
✓*Appointment was not late and Dr Robinson was very thorough and helpful and nice*
✓Excellent person centred service
✓*Very polite at reception and got my answers from physiotherapy*
✓Professionalism and staff kindliness
✓*Dr was nice. I was hoping for more help with my sinuses and shortness of breath*
✓Friendly, caring and efficient.
✓*All the services are reasonably good*
✓My experience was very good overall. Staff were extremely efficient and friendly and the GP listened to my concerns and acted accordingly.
✓*Seen promptly, doctor was kind and friendly with my young daughter. Helped with medical and practical advice to deal with issue*
✓Practice itself is clean and modern, lovely staff working there, very efficient and Kate Irving is the best Practice Nurse there is!
✓*Dr Parker is very caring and explains things in details making sure I understood everything.*
✓All helpful & professional Dr Leonard a very good GP
✓*The doctor was very helpful*
✓Good service
✓*The Dr was very professional and understanding. She reassured me and explained the condition what it might be.*
✓Polite caring and make me feel like taking my blood test wasn't a problem
✓*The whole process of booking and interactions with staff were efficient. The doctor was friendly and approachable and good at sharing information.*
✓The doctor was very kind, attentive and knowledgeable. He listened to my concerns and opinions in a genuine way. I would happily see him again and recommend to others

✓ *good listener resolved issue*
✓ Generally I get an appointment when needed and the staff are all very nice and helpful
✓ *Because of my appointment this morning could cancel when I did not late but I explain about putting my details in the machine and it did not accept me so I was late. And get help.*
✓ My doctor was really positive about my no smoking - she listened to me and helped me with all my thyroid concerns - without a doubt - best consult I've had at your surgery
✓ *Quick and friendly service*
✓ The doctor was super professional and efficient. The speed a which I can get follow up blood tests & ultrasound scans was too slow.
✓ *Speed of access and awareness of my condition.*
✓ Receptionists are always very polite especially Tina is always very helpful and polite
✓ *The nurse was SO lovely. She totally reassured me and I felt really comfortable. She talked me through everything.*
✓ Dr was lovely the call I made in the morning to the receptionist she was also helpful and lovely
✓ *Okay*
✓ Good appointment but had to wait over 20 minutes beyond planned start time to be seen
✓ *Appointment on time and friendly, kind and informative Doctor*
✓ Anonymous survey
✓ *Helpful staff and prompt appointment.*
✓ Staff were efficient and helpful also polite.
✓ *Okay*
✓ Speedy, efficient, kind service
✓ *Had. NoIssues when I attended my appointment this morning was seen on time*
✓ I was looked after very well with care. I have enough time to discuss my needs. Good communication and good advice. Also very friendly
✓ *Very helpful when I needed help*
✓ The nurse and receptionist are friendly and helpful. I felt comfortable when I was in the clinic.
✓ *GP was sympathetic and discussed treatment*
✓ Prompt appointment. Kate Irving is excellent. Most helpful.
✓ *Easy to make an appointment online. On day appointment was on time and efficient. Nurse was very friendly and professional*
✓ My experience at the GP practice was excellent, and the doctor was very respectful and treated me quickly.
✓ *Helpful ladies on telephone and understanding and friendly doctor*
✓ Because you asked me how was my experience today. I didn't make it up for nothing. You must know you asked, and that's what I experienced. If that's not good enough ask someone else. You need to see a doctor.
✓ *Easy to schedule an appointment and the GP saw me 4 minutes earlier.*
✓ Not all reception staff are welcoming and had to wait half hour past appt time.
✓ *I managed to book an appointment easily and also the wait at the practice was minimal and the GP was great*
✓ Little wait time and amazing care from the doctor
✓ *We were able to get an appointment on the day and the doctor was good with my baby*
✓ Why you are asking questions?So I gave answer ?
✗ *DR GRIFFITHS WAS FRIENDLY BUT PROFESSIONAL MANNER AND LISTENED CAREFULLY*

Not Recommended

✓ Because the wrong blood form was prepared incorrectly by Dr Kudari today and he has declined to correct the error, and I have been told to make an appointment with another GP to get it corrected. This means more weeks of waiting to get my CRP tested, and the blood taken from me today is wasted. Dr Kudari is sending my bloods to be tested for kidney function despite the fact that the long investigation into my kidneys has been closed off. This wastes NHS phlebotomy resources and means more weeks waiting for me. I was in the waiting area earlier and Dr Kudari could simply have spoken with me if the notes were unclear to him.
✓ *condescending doctor. Very rushed*
✓ Sorry for the inconvenience. I sent wrong number. My experience was very good.
✓ *The GP did not prepare for the appointment and so didn't know I have cancer.*
✓ Staff are always friendly, pleasant and helpful. Nice calm, spacious waiting area. More importantly, saw a Dr who took the time to listen to me, didn't rush me, and so I left feeling good! Thank you.
✓ *This has been booked for ages and then an hour before the appointment the nurse called and said he couldn't have the vaccination.*
✓ My bad should be 1
✗ *THE LADY ON THE PHONE CALLS WAS RUDE*

Passive