

# FFT Monthly Summary: February 2023



Vanbrugh Group Practice  
Code: G83021

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
109	22	3	4	7	1	0	0	0	146	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

<b>Surveyed Patients:</b>	<b>436</b>						
<b>Responses:</b>	<b>146</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	109	22	3	4	7	1	<b>146</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>109</b>	<b>22</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>1</b>	<b>146</b>
<b>Total (%)</b>	<b>75%</b>	<b>15%</b>	<b>2%</b>	<b>3%</b>	<b>5%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

👍 90% 👎 8% 🙋 2%

## 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:

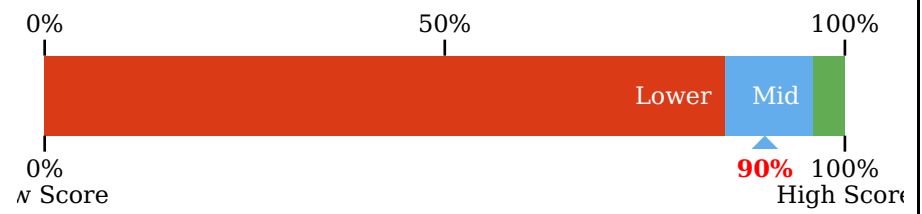
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

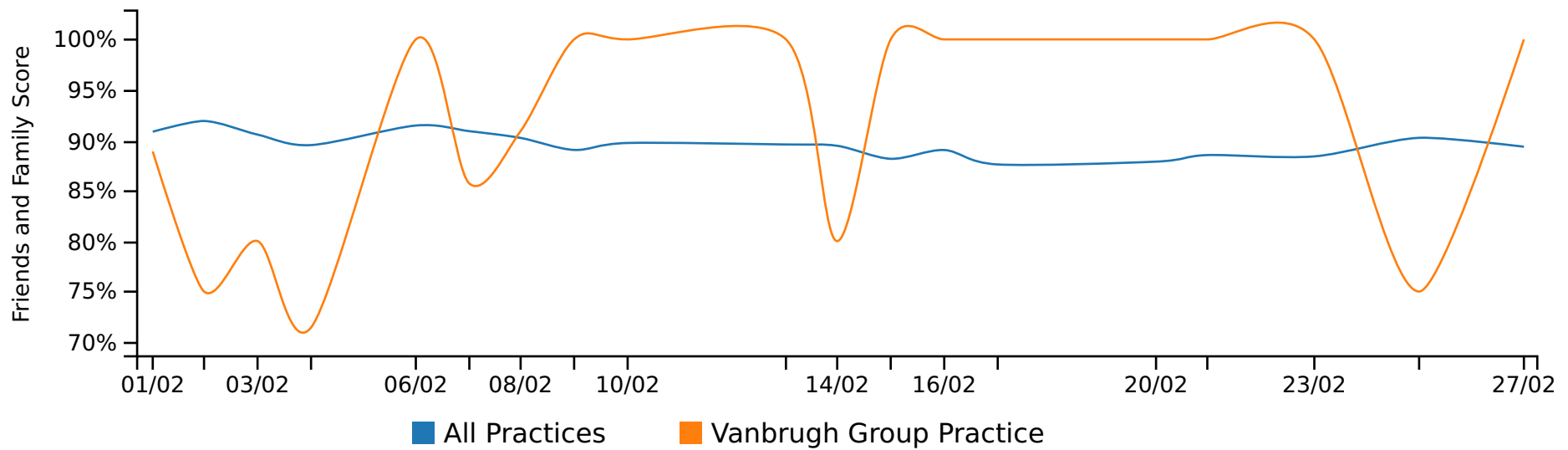
**Your Score: 90%**

**Percentile Rank: 45<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 45th percentile means your practice scored above 45% of all practices.

### Practice Score: 'Recommended' Comparison



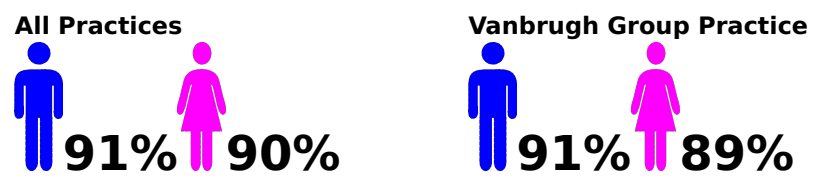
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

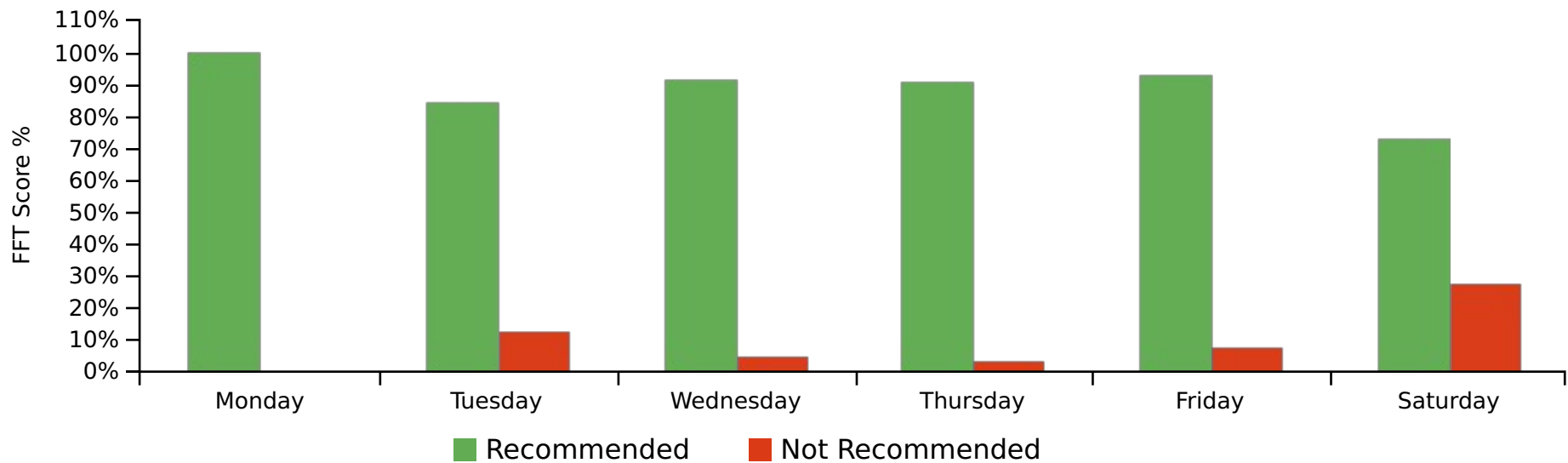
	< 25	25 - 65	65+
All Practices	86%	90%	92%
Vanbrugh Group Practice	89%	87%	100%

#### Gender



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

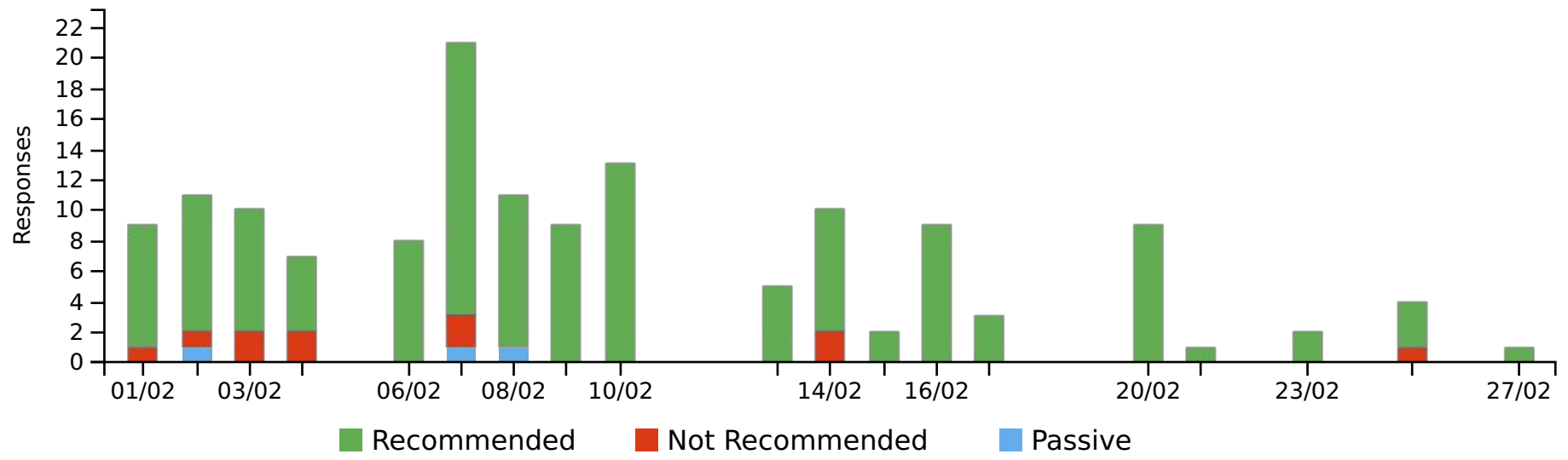
### Practice Score: Day of the Week Analysis



- 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.



- ✓ *Good staff very helpful, caring and polite*
- ✓ *Doctor very good*
- ✓ *I got through with initial phone call in under 15 minutes. Appointments made simply. Appointment time kept too. Reception helpful and efficient.*
- ✓ *Quick wait time to see or talk to a doctor*
- ✓ *Doctor did a thorough check and overall had a good experience.*
- ✓ *My appointment was for 11.45 with nurse called in on time she was 100% plus gave me a little advise .*
- ✓ *Efficient and practical*
- ✓ *Yemisi atere was so professional and reassuring*
- ✓ *Excellent service. Very knowledgeable health professional Deborah. Thank you*
- ✓ *Professional, little wait*
- ✓ *The service is great, the doctor who I have been seeing has been great and empathetic toward my condition. They have been booking tests and chasing up fo@up for urgent referral.@rral.*
- ✓ *Friendly efficient staff*
- ✓ *Good service slight wait from blood test appt time but good overall service friendly & efficient!*
- ✓ *Was treated very well by Mrs Kate Irving when I took my baby to get his 12mo vaccinations.*
- ✓ *Appointment was on time and the lady taking my blood was friendly, polite and professional.*
- ✓ *I was seen on time.*
- ✓ *The surgery is always clean. The receptionists are generally polite and helpful and my doctors that I see are amazing.*
- ✓ *GP was really kind and helpful and knew what the problem was straight away. Made me feel at ease and less anxious*
- ✓ *I saw the dr yesterday and am totally satisfied thank you Wanbrugh practice*
- ✓ *Very friendly and informative, was relatively easy to get an appointment!*
- ✓ *Kate Irving is incredibly caring and efficient. We love seeing her even though it's for jabs*
- ✓ *Because the doctor was patient, friendly, interested in what I have to say, just a really nice guy! It was also my first experience with a doctor on the @ the UK after 6 years living here. @ere.*
- ✓ *Polite efficient professional*
- ✓ *The Doctor was excellent, listened to me, didn't rush me, examined me properly and set out a plan for investigations, what more could you ask for. Thank you*
- ✓ *I found Mr Vickers very understanding and had been through all previous notes which helped us to reach a positive promptly.He listened and offered othe@ other advice as he could see I was a little distressed.@ssed.*
- ✓ *Ease of communication/booking and an exceptionally good nurse in Debby!*
- ✓ *The phlebotomist was very kind*
- ✓ *Very helpful and empathetic*
- ✓ *Went in early and efficient treatment. Nice phlebotomist.*
- ✓ *Seen quickly and friendly staff*
- ✓ *Dr Cassidy gave me time and a good response to my reason for needing to see her.*
- ✓ *Explained more than any previous physio has*
- ✓ *GP and receptionist helpful though would have appreciated earlier appointment.*
- ✓ *The practice is very clean, technologically advanced and my GP was very kind and understanding. She did not rush the appointment.*
- ✗ *Not painful, quick, no bleeding afterwards*

### **Not Recommended**

- ✓ *Staff at the practice are generally friendly and efficient, but clearly under extreme pressure and with limited resources. 3 weeks for an appointment and@t and generally discouraged from trying to book one in advance and instead call up try to get an emergency appointment for non emergency issues Is not an effi@ efficient use of resources. I haven't been able to get an appointment within 2 weeks for well over a year. @ear.*
- ✓ *My GP is very bad, very unhelpful, doesn't like referrals, I was 6 months in pain with my ankle before another GP from different Surgery sent me to foot @foot doctor who found I had serious problem.Very poor experience @ence*
- ✓ *The gp was a bit rude: as I was entering her office with my baby in a pushchair, I was prompted to tell my baby's issue. I was not even sitting in a chai@ chair when I felt pressure to explain my baby s condition. She barely looked at the baby and rushed to write a prescription, so the consultation lasted 3 min@3 mins. Not a pleasant experience at all. @all.*
- ✓ *I went to see the doctor because i am having sever head ache, nauseous and feeling unwell, with pressure on my ear that goes to my face and inside nose. @ose. The area where I fee I pain is much hotter than the rest of my body. And sometimes I am losing strength on my arm. And this all started after I had a fall@ fall when I hit my head last year. Doctor didn't bother doing proper examination on me - she only look in the ear and said I was fine. And that I should have@ have a nsal discongention. She didnt do any other examination. When I asked about what was wrong then and if I could be reffered to do a scan to fond out wha@t what is wrong, she suggested if I wanted to have a scan of the head was for me to go and pay for it privately (which I can not afford). She had no empathy a@thy and said I was fine. Which I am not!!!! Worst doctor I ever seen in my live. @ive.*
- ✓ *I had a phone appointments twice in a week and have not been contacted by a doctor both times.*
- ✓ *The doctor still hasn't called me*
- ✓ *Great nurse*

### **Passive**

- ✓ *Whilst my appointment with Dr Annika Tingay was late, it didn't matter as once I was seen, I didn't feel rushed. Dr Tingay listened to my issues and off@d offered a solution I am very happy with. I also had to arrange two other appointments. Compared to my friends who attend other GP practices locally, I can@I can actually arrange face to face appointments and the level of service is great. Feel very confident that I am being given the correct medical support I n@t I need. @ed.*
- ✓ *Appointment was 20 min late*
- ✓ *Was not to happy with service today*