

FFT Monthly Summary: February 2024



Vanbrugh Group Practice
Code: G83021

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
111	27	4	3	2	1	1	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:	511						
Responses:	148						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	110	27	4	3	2	1	147
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	0	0	0	0	1
Total	111	27	4	3	2	1	148
Total (%)	75%	18%	3%	2%	1%	1%	100%

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:

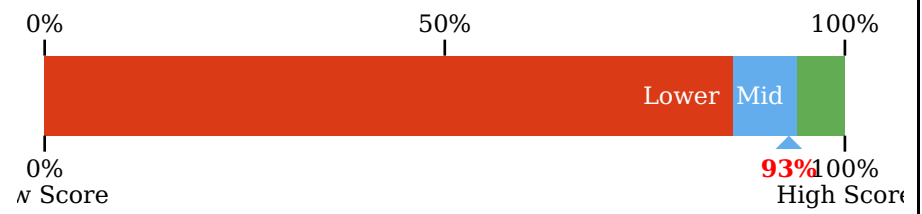
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

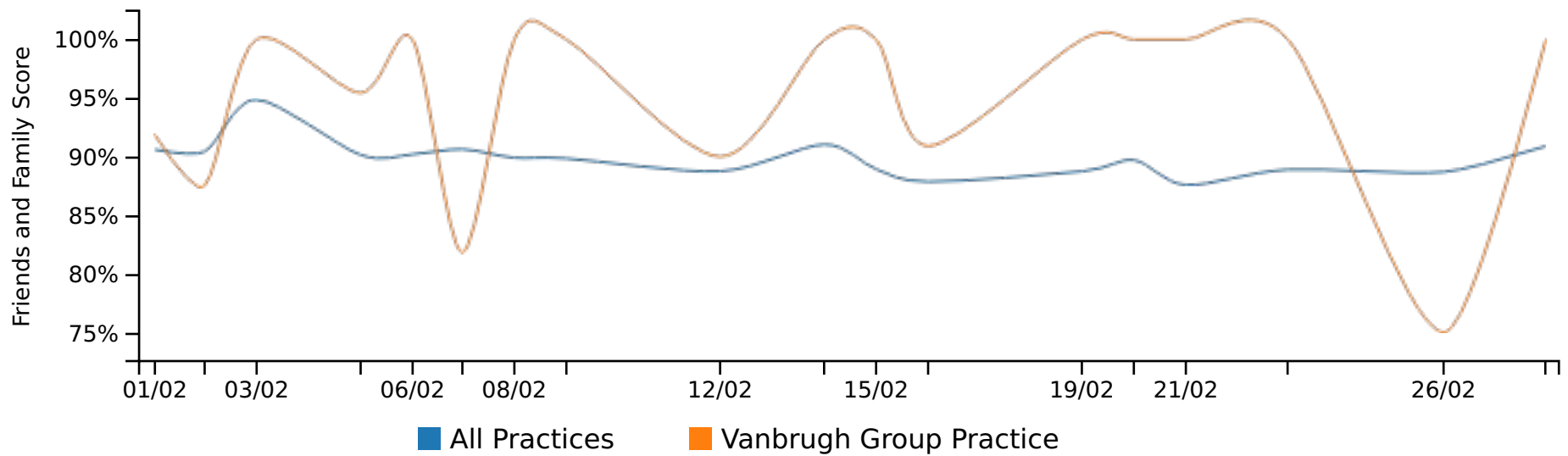
Your Score: 93%

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



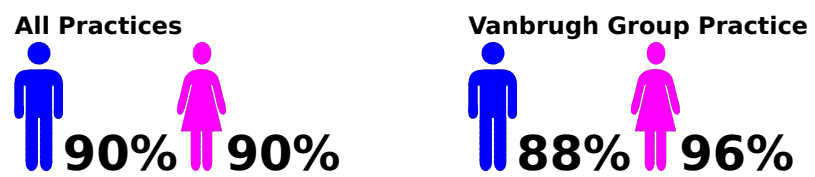
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

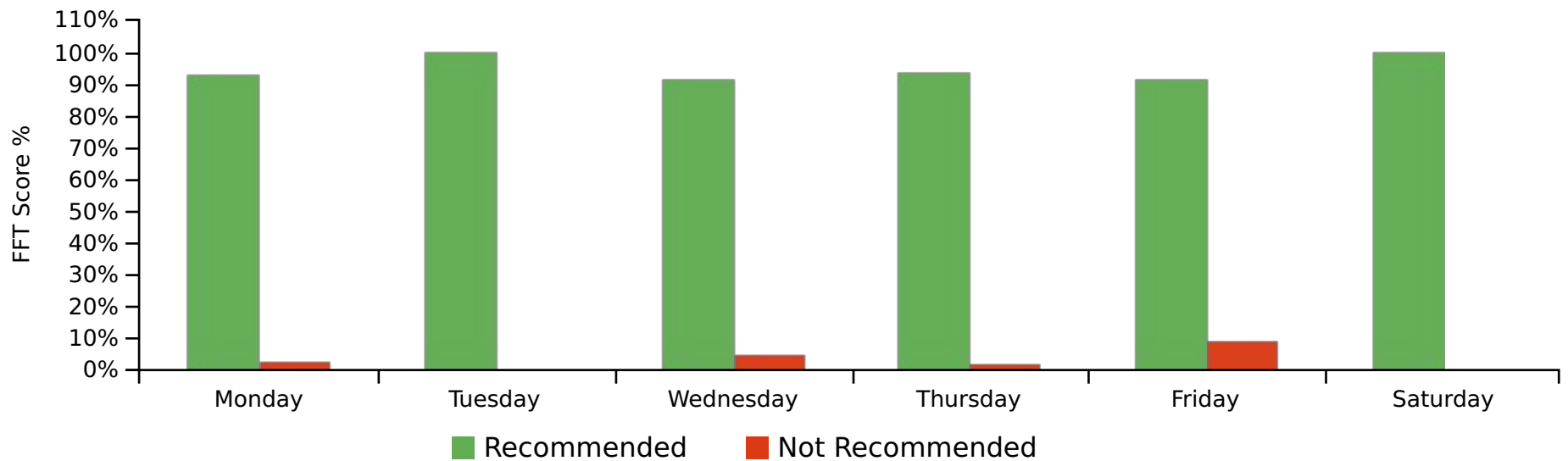
	< 25	25 - 65	65+
All Practices	85%	89%	93%
Vanbrugh Group Practice	85%	95%	93%

Gender



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

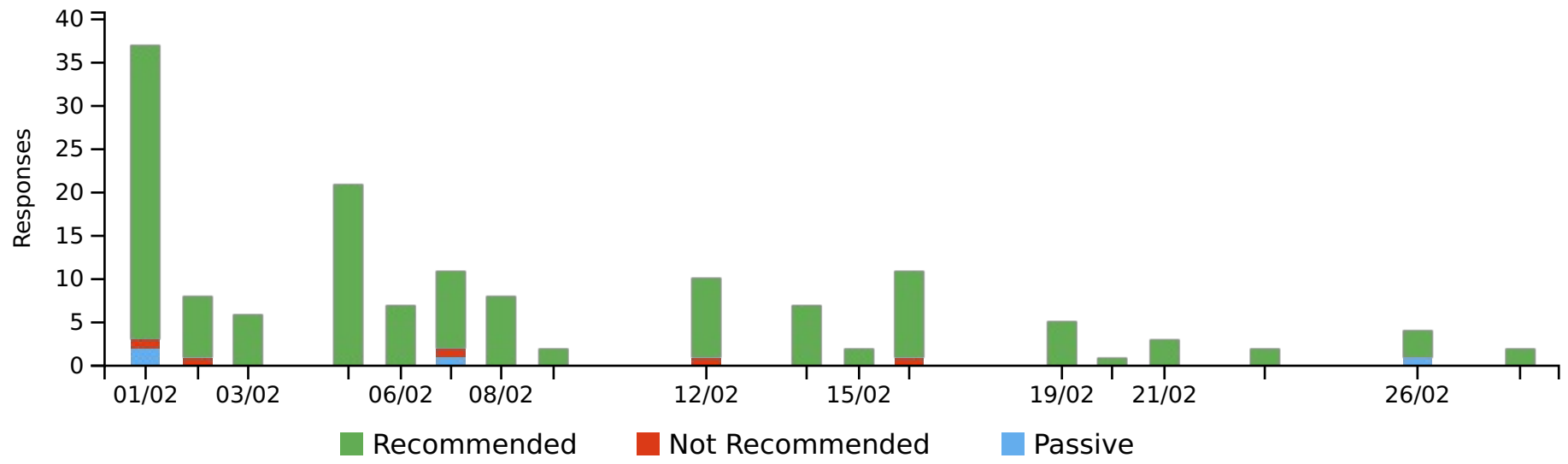
Practice Score: Day of the Week Analysis



- 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 efficient and helpful
- ✓I was able to get a physio appointment today
- ✓Extremely helpful on the Reception desk. My doctor listened to my concerns and acted accordingly. Very professional and proactive
- ✓The physiotherapist I saw was a good helpful a good listener, unlike some doctors who will be as if they're not interested in what ever you're telling them and wanting you out of room within seconds as if you're smelling. He carefully checked me to see what help he could give me and he immediately emailed me some exercises I will be doing everyday which will hopefully help stop the aches and sleepless nights.
- ✓Everyone was very professional and friendly
- ✓There has been good improvement to your service, time spent with patient is good, reminder app is good, however waiting time could be worked. Thanks
- ✓? ? ?
- ✓On time. Efficient.
- ✓Appt on time. Patient focussed appt. And agreed way forward together. Good referral for weight management. As I was in the room thought he might have taken my BP.
- ✓I've consistently received good care from the practice. The doctors have listened to my problems and referred me for extra support. They are also working with my to find a solution to a long term health issue, which I really appreciate
- ✓I had two good appointments. Booked very close to each other that was convenient to me. First app. with Mrs Faustina Kyei dompim who gave me a friendly Shingles vaccination and lots of information. Then an app. with Dr. Annika Tingay that was comforting because I had connecting issues and she was very thorough. Also a helpful chat at reception about blood pressure machines. Many thanks
- ✓Staff in reception was helpful and friendly. Nurse who gave vaccine to my child was very warm, understanding, efficient and clear. Facilities were clean. Only downside was slow/broken self registering/log in system by entrance
- ✓Limit wait and consultation met my expectation.
- ✓She was very nice and efficient and really put me at ease
- ✓Problem ongoing for sometime been getting treat.ent for 6 months +
- ✓I was listened to and the doctor was not rushing the appointment. Thank you
- ✓Everything worked really efficiently. Blood tests, US scan referral and appointment with a GP all carried out within a few weeks
- ✓Dr. Stephenson is brilliant. Really clear, kind and helpful. Easy check in and v satisfied
- ✓The support I have had from the doctors, the mental health practitioner and live well team are outstanding. I'm very grateful to all of them.
- ✓Happy with care received, felt I was taken seriously and not dismissed, got answers. For that reason, one of the best doctors I have seen.
- ✓Polite staff. Information readily available. Lots of services under one roof. Front line staff are super helpful.
- ✓Very supportive GP, friendly, helpful practice.
- ✓V.g..b..v..p.
- ✓Short wait.. quick appointment
- ✓Gp was really great today
- ✓It was straightforward to make the appointment in the first place because your switchboard is so well managed in the mornings. I was on time. GP was on time. Consultation was friendly and informative. I left with a good understanding of the situation and knowing what the next step was to be. Thankyou!
- ✓Dr.Cassidy needs no recommendations from me,such is the esteem she is held under.
- ✓Always professional, efficient and personable
- ✓Very professional and friendly service
- ✓Kate was very caring and helpful took her time
- ✓Got all info that I needed, the nurse was very helpful.
- ✓Appt made via Trang on our call a couple of weeks ago. Easy checwith dr that led to action being taken and guidance given. We wod together on long standing issue
- ✓This was a planned appointment so wait time was not an issue. I felt listened to and feel that the care I received was correct and the doctor understood my issues and was empathetic and knowledgeable. I felt reassured
- ✓Receptionist was polite and I saw the doctor on time
- ✓Because we are always treated with respect,I've been a patient of the Practice since the N.H.S started,Dr Livingston and Dr Ealand.
- ✓Dr. Shepherd took time and was very thorough. Our conversation was most helpful.
- ✓Call back(no need to wait in the queue)Very helpful, appointment within a week, reminder via message, thank you
- ✓Excellent GP advice, and incredibly, a referral to a physio appointment available just 2 days later.
- ✓Seen quickly and on time
- ✓Excellent Doctor
- ✓Nurse was excellent
- ✓The GPs have all been excellent at trying to get my BP under control. The reception accommodating and understanding. The phlebotomy team are excellent too. Thank you
- ✓The nurse was very helpful and friendly and we didn't have a long wait
- ✗I LOVE DR MARY CLARE PARKER AND DR DAVID SHEPPARD

Not Recommended

- ✓Sorry meant a 1
- ✓The staff at the reception was nice and helpful but the nurse and the GP were inconsiderate of our needs
- ✓I was promised a phone call today at 1400hrs and I am still waiting for it I have tried to call but no answer so my answer to your question is not good or even badJohn Taylor a patient since 1964 !!!!

Passive

- ✓I was supposed to have a blood test done this morning and it got cancelled at the very last minute.
- ✓I had problems with communication and understanding.