

FFT Monthly Summary: January 2023

Vanbrugh Group Practice
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
107	27	9	5	2	3	4	0	0	148	1	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: 436

Responses: 153

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	105	27	9	5	2	0	148
SMS - User Initiated							
Tablet/App							
Web/E-mail	1	0	0	0	0	0	1
Manual Upload	1	0	0	0	0	3	4
Total	107	27	9	5	2	3	153
Total (%)	70%	18%	6%	3%	1%	2%	100%

Summary Scores

88% 5% 7%

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:

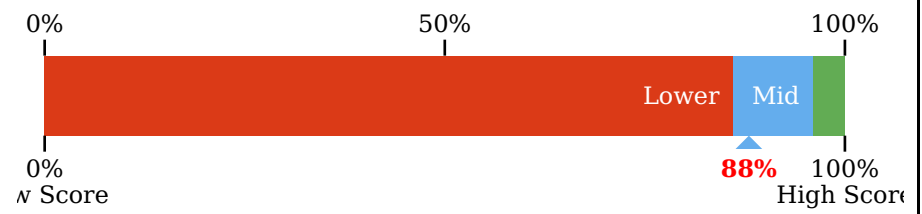
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

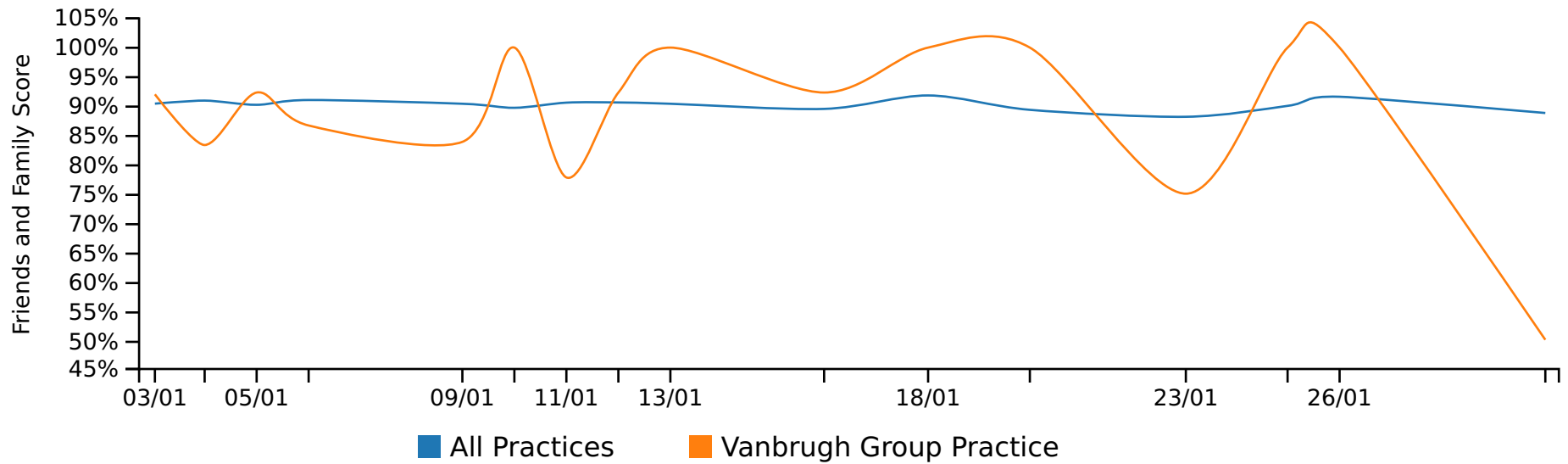
Your Score: 88%

Percentile Rank: 35TH



- 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



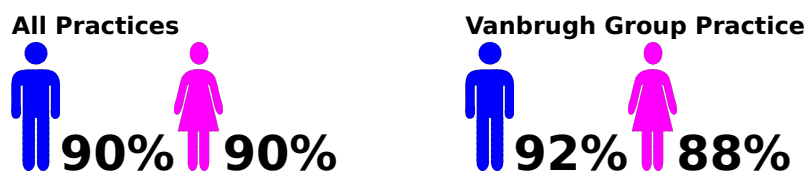
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

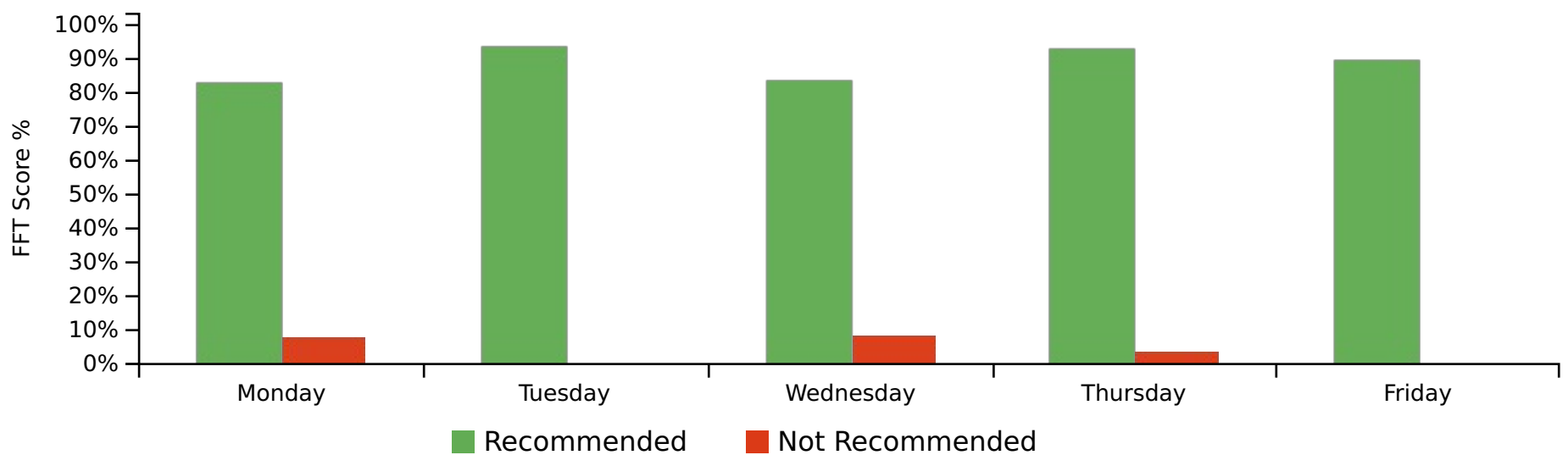
	< 25	25 - 65	65+
All Practices	87%	90%	92%
Vanbrugh Group Practice	89%	86%	100%

Gender



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

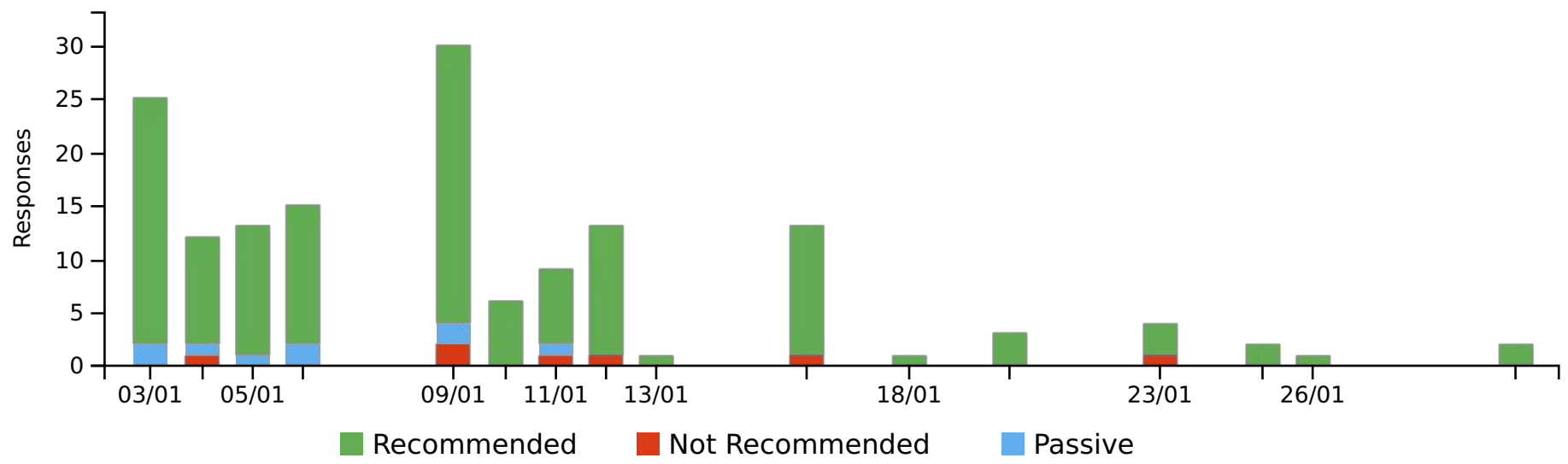
Practice Score: Day of the Week Analysis



- 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.

- ✓
- ✓ *She was very friendly*
- ✓ *Excellent care and professional. Went above and beyond*
- ✓ *Very kind and professional .*
- ✓ *My doctor is amazing, she has a really pure heart who genially seems that wanted to help me, Dr Murraih is simply amazing.*
- ✓ *The staff was help full as well as the doctor*
- ✓ *Efficient and punctual*
- ✓ *Booked myself in but machine didn't process so I was waiting 20 minutes before the receptionist kindly Booked me in*
- ✓ *Because VGP has given me substantial support during my present period of ill health*
- ✓ *Dr Kudari took time to respond to all my questions and explained when something was unclear.*
- ✓ *The doctor explained what was to been done moving forward and promised to put it into action*
- ✓ *Needed to see my doctor recently, everyone at the GP was very helpful. My doctor was on holiday but I was seen by her colleague same day. My doctor has@r has been always very kind and supportive. Lots of love and good wishes for everyone at the GP. @GP*
- ✓ *I got an appointment the same day, and even though things were running late, the doctor I saw was amazing and really listened and talked me through everything.*
- ✓ *Very nice staff and fast service*
- ✓ *I was seen quickly and the staff were lovely*
- ✓ *Quick efficient service*
- ✓ *Because I discussed with the doctor and I get the answer I wanted thank you.*
- ✓ *A part from the long waiting time the GP was very professional helpful patient and took her time to assess me. She also made me feel involved in making t@ing the right decision@ision*
- ✓ *My Dr Heather Macfarlane was amazing*
- ✓ *Prompt response, very professional, always understanding.*
- ✓ *Quick and efficient, Dr was very nice*
- ✓ *Because Jane the nurse was brilliant and helpful*
- ✓ *Nurse gave comprehensive and helpful information, was professional and well informed*
- ✓ *Excellent service, doctor brilliant, thank you*
- ✓ *Because they are very good.*
- ✓ *On the day appointment, reception staff lovely. Dr very knowledgable and provided good care. Facilities nice and clean.*
- ✓ *Good service by nurse.*
- ✓ *The receptionist was very helpful and understanding when I spoke to her. The app is easy to use*
- ✓ *Really thorough dr*
- ✓ *The doctor was delayed*
- ✓ *Had a good doctor*
- ✓ *Because you asked for one ?*
- ✓ *Quick appointment and advice for my health issue.*
- ✓ *Excellent GP, empathetic and listens*
- ✗ *My experience at the GP practice was excellent the doctor was very respectful and treated me quickly.*
- ✗ *I managed to get an in person appointment. Bloods worked well.*
- ✗ *I had a bit off a wait, but otherwise everything was really good.*
- ✗ *Amazing GP Practice. Completely focused on delivering the best medical care for patients. From the GP's to reception everyone is so attentive and the service fast and great. I have had great service from Dr Mary Clare Parker and Shirley Hanley. Definatly recommend*

Not Recommended

- ✓ *Beacue a doctor is not supposed to ask the patient what they think the problem is. The job of the doctor is to find out what the problem is from the symp@ symptoms a patient is experiencing. A doctor is not supposed to fob you off and tell you its viral just because they don't know what it is. A doctor is not s@not supposed to answer their private mobile during a consultation and then tell me they've only got 10 minutes! A doctor is supposed to HELP. Not make you fee@u feel WORSE.@ORSE.*
- ✓ *Didn't feel listened to, seemed like the review was just reading out a checklist off a screen to fill in an ACQ questionnaire that I had already done by @e by text. To take time off to see a specialist just to do a few verbal questions is ridiculous. There was no examination or even review if inhaler technique.@ique. Very poor boxticking exercise and mismanaged expectations of an asthma "review".@iew".*
- ✓ *Poor service, not helpfull, could get appointment shortly*
- ✗ *Didnt get what i needed*

Passive

- ✓ *Not many answers for the problem I have so neither good or bad*
- ✓ *Waited for appointment, booking system not open for phlebotomy appointments.*
- ✓ *The appointment was very late and I had to attend work meetings*
- ✓ *It's very hard to get a appointment*
- ✓ *Because doctors was helpful and give me good advice*
- ✗ *Doctor wasn't friendly*