

FFT Monthly Summary: January 2024

Vanbrugh Group Practice
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
108	27	7	3	4	1	1	0	0	149	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:	392						
Responses:	150						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	107	27	7	3	4	1	149
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	0	0	0	0	1
Total	108	27	7	3	4	1	150
Total (%)	72%	18%	5%	2%	3%	1%	100%

Summary Scores

90% 5% 5%

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:

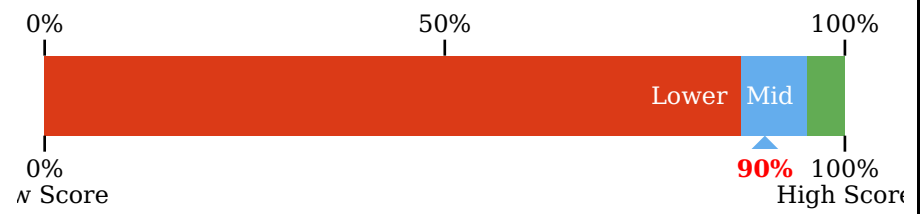
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

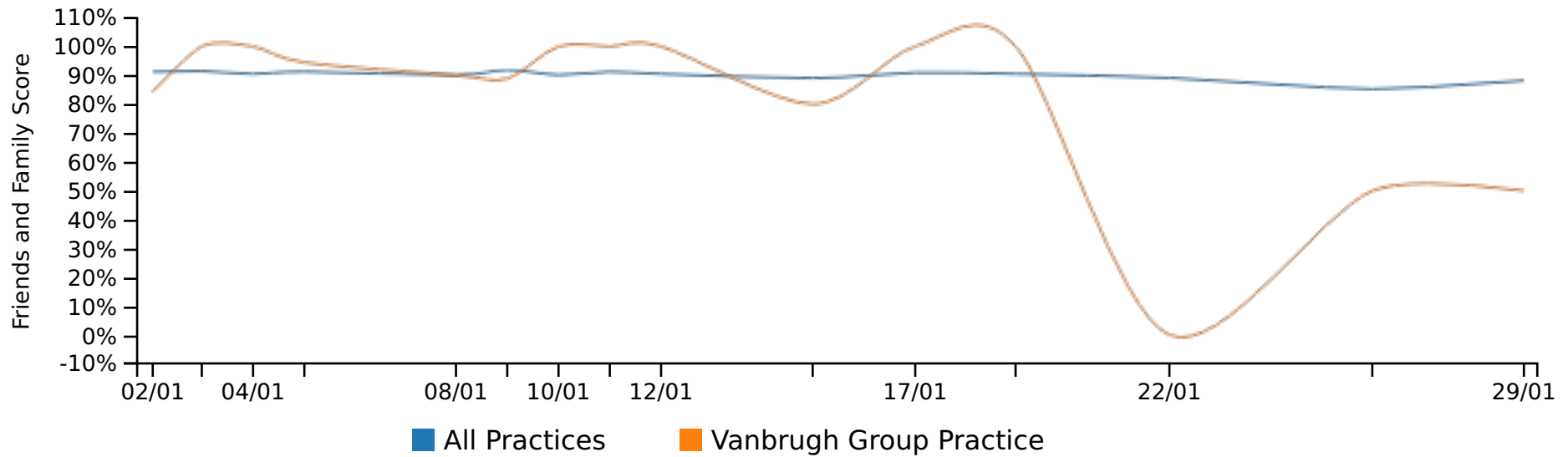
Your Score: 90%

Percentile Rank: 45TH



- 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



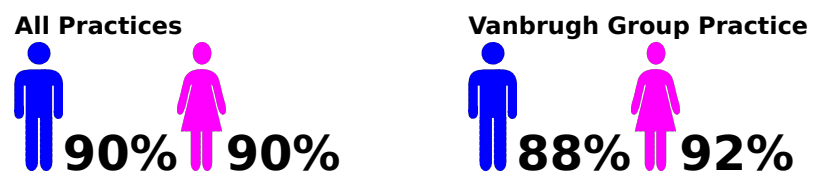
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

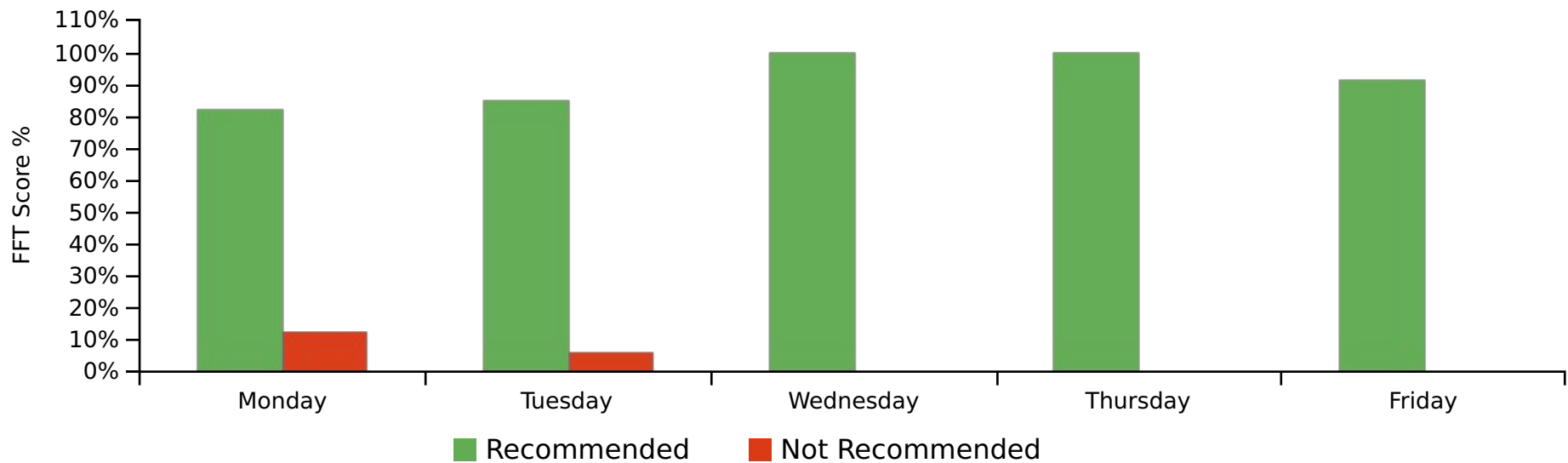
	< 25	25 - 65	65+
All Practices	85%	90%	93%
Vanbrugh Group Practice	88%	88%	97%

Gender



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

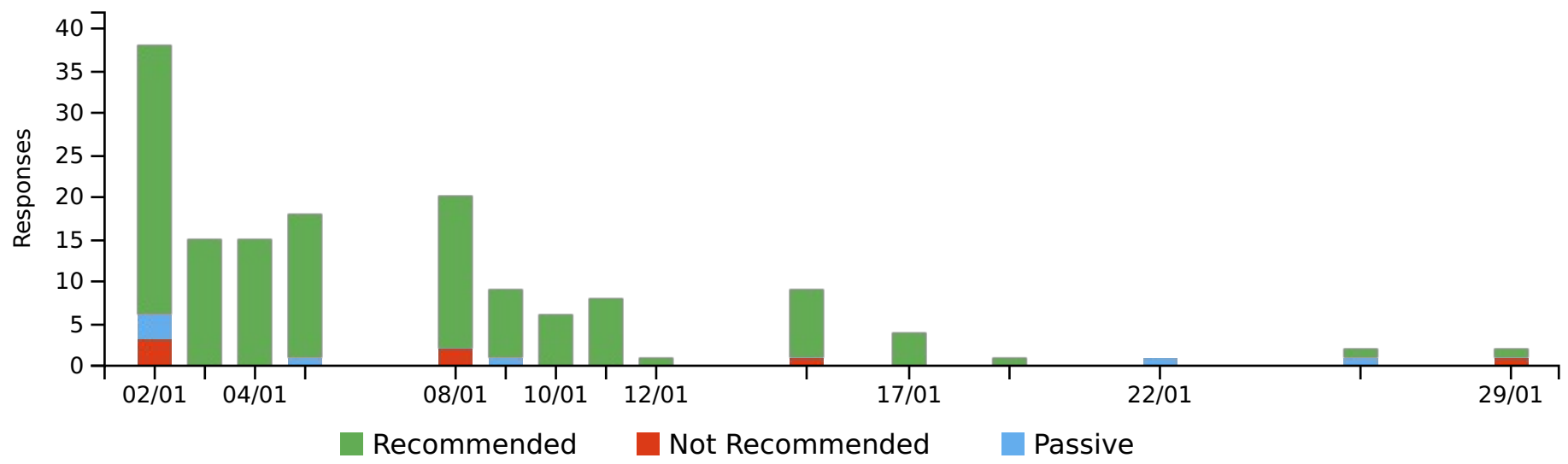
Practice Score: Day of the Week Analysis



- 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

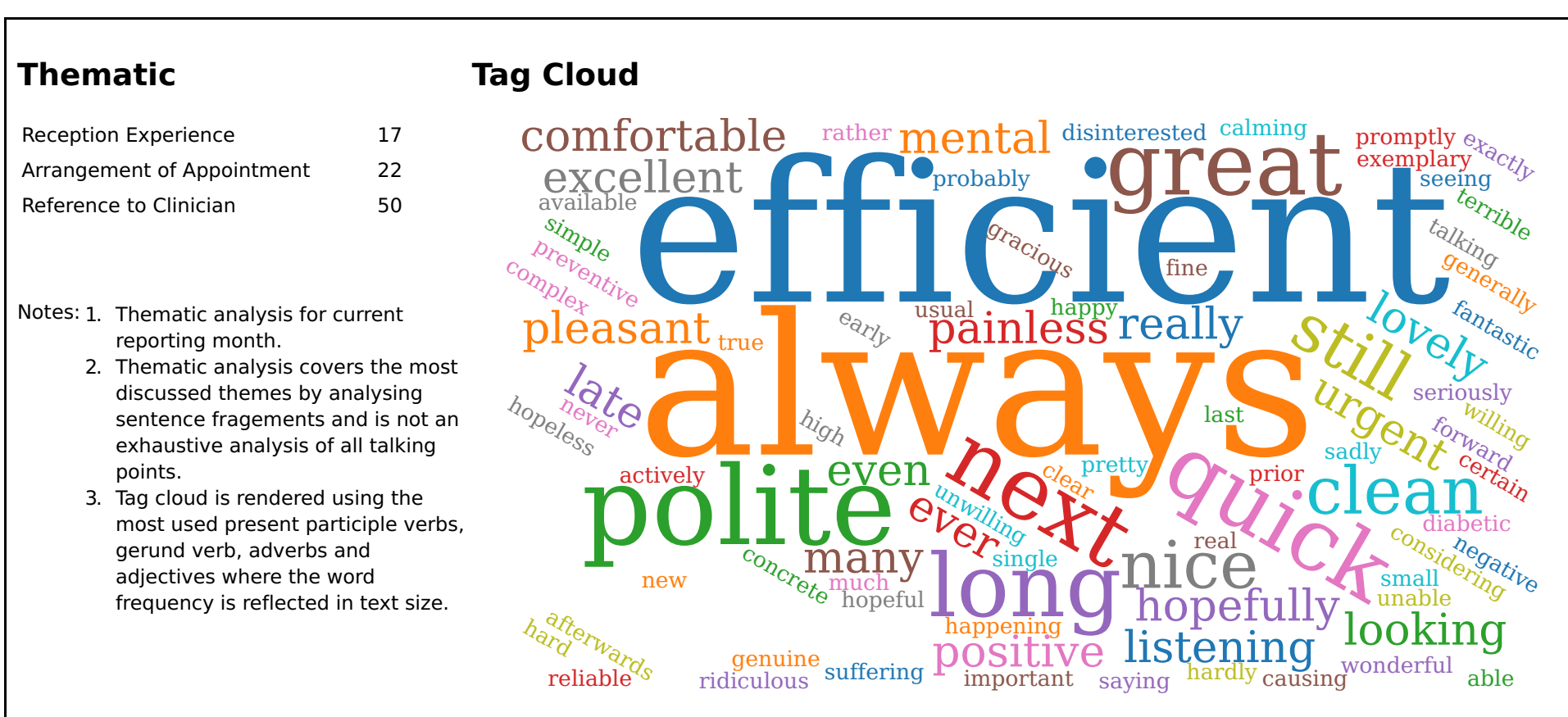
Patient Responses



- 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

- ✓ Appointment was on time. Doctor showed empathy and provided test to assist diagnosis as a future preventive measure. But I wish I could have discussed more than 1 thing. Now I have to return again next week. For something that prob will take 2 mins.
- ✓ On this visit I was seen early
- ✓ Really friendly efficient and helpful Doctor and receptionist. Put me at ease.
- ✓ Hardly any waiting to see the Nurse who was very nice and pleasant. She even gave me a Shingles jab which was pretty painless. I have been with this practice for 19 years now and I cannot fault them at all. Hopefully that doesn't change.
- ✓ The receptionists and the attitude generally of the doctors and staff is positive and helpful
- ✓ The Dr was very attentiveto every detail my wife who is a district nurrse herself aboutmy condition in the last few days prior to my appointment in the surgery
- ✓ Easy to book in. Saw Dr within few minutes of appointment time. Listened to and the way forward agreed.
- ✓ Dr Sheppard is always excellent and thorough. Thank you!
- ✓ I got a cancellation when I needed an urgent appointment and the doctor made the referral I needed.
- ✓ Professional , gracious listened , understanding complex issues. Felt helped ... more hopeful
- ✓ I feel that considering there is alot of work done behind the scenes and like most places sadly probably understaffed that the staff were still very professional and i was not kept waiting long.
- ✓ GP was very reassuring and explained what was happening in a simple way that was easy to understand
- ✓ Dr Leonard is a lovely GP who always makes me feel like they've got all the time in the world for me. Actively listens without judgement and is so kind. Always wears the best outfits too.
- ✓ Good service
- ✓ Did not have to wait too long. Needed more advice on insulin use but this needed to be given by the usual diabetic nurse who was not available.
- ✓ Tak ebycie wiedzieli
- ✓ Good listening, good questions, genuine care, concrete next steps to help find a diagnosis. Creates trust
- ✓ Was seen very promptly
- ✓ Physio doctor was helpful and helped well with my issue
- ✓ Painless process
- ✓ Because the Doctor spent more time looking at and talking to me than she spent looking at her computer.
- ✓ Nurse was fantastic and very kind no wait
- ✓ The doctor was lovely, very thorough and understanding.
- ✓ Was really professional and clear and explained everything
- ✓ The doctor explained the treatment and the cause of my issue very well
- ✓ Annika was great
- ✓ The Dr was very friendly and professional to sort out my problem.
- ✓ Quick reply. Helpful receptionist. Doctor was very knowledgable.
- ✓ Overall the practice is clean, the automatic check works and also acknowledgement by staff to verify all is ok.
- ✓ Because I think that the GP was vary professional and polite.
- ✓ That is my opinion
- ✓ Always very polite very friendly and very helpful x
- ✓ Always helpful and efficient during contact.
- ✓ Nurse was very caring, considerate, reassuring, friendly, supportive, and knowledgeable. I felt very comfortable.
- ✓ It was very good
- ✓ My DR was the best DR I've ever had.
- ✓ All went smoothly and as expected.
- ✓ Appointment was easy to book, on time and very efficient. Only small negative to reduce from very good was the not very friendly or welcoming reception
- ✓ Staff were very friendly and helpful and there was no want time.
- ✓ Felt listened to and booked in for the appropriate tests
- ✓ Very good doctor
- ✓ Polite receptionist, true didn't have to wait too long
- ✓ Very easy to book. Easy to check in with the screen on arrival. Appointment on time. Nurse very professional and friendly, quick efficient treatment. Everywhere clean. Nothing to fault.
- ✓ Well organised and straightforward set up. Great appointment with the travel nurse, efficient and professional.

- ✓ I've been with this practice since birth. Think all the staff are great. Not so happy with the difficulty in getting a face to face appointment sometimes but this is a sign of the times
- ✓ *What more do you need ! On time reliable pleasant And professional*
- ✓ Because it was very informative on what I needed to no and I felt listened too and steps were put in place when appointment was finished for my next appointment.
- ✓ *My GP Vanbrugh Group Practice is very good, proactive, helping my health a lot. Many thanks*
- ✓ Dr Robinson was thorough and provided great service
- ✓ *Everyone v competent.*
- ✓ Clean area. Didn't had to wait for too long. My child was checked by the doctor and given further advice what to do.
- ✓ *The Doctor explained everything to me clearly, so now I understand the process & the outcomes.*
- ✓ Helpful and informative, sympathetic
- ✓ *Attentive thoughtful interaction*
- ✓ Very efficient, very friendly, empathetic.
- ✓ *Improving in the service provided.*
- ✓ Dr Vijay Kudari very helpful in explaining me in an easy manner how to take my medication
- ✓ *Prompt appt, practical plan for reducing BP rather than pushing meds.*
- ✓ I was seen on time, no pain giving blood, all good
- ✓ *Every doctor I have seen at the practice has been very helpful, patient and they have explained in detail anything I was concerned about.I have seen Doctors Parker, Jason, Leonard and Griffiths.*
- ✓ All Staff and Doctors are very caring and helpful. Make you feel like part of the family. Friendly services and quick response
- ✓ *The doctor was very helpful and professional*
- ✓ I needed to be checked over post chest infection and being asthmatic and I got a face to face appointment the same day ...which isn't always the case
- ✓ *These are not easy times for the NHS but I feel that Vanburgh does support and help us as best as they can despite increased numbers at the surgery..they will be difficulties with appointments and meeting the high demand on their servicesBut personally I feel they are working hard toDeliver positive outcomes.*
- ✓ Appointment was smooth and staff polite
- ✓ *Quick appointment. Seen on time*
- ✓ On time
- ✓ *Nothing to complain about. Polite and efficient service, in time, with good explanation*
- ✓ To surport the NHS in any way I can.
- ✓ *No issues with care I received.*
- ✓ The Nurse who took the blood sample was efficient and kind. The receptionist are always nice, friendly and helpful.
- ✓ *Everything good*
- ✓ I rang at 8 am and got an appointment with my preferred GP, who has referred me to a dermatologist to check a mole on my face. So the system worked well for me
- ✓ *V good responsive consultation*
- ✓ Doctor Norcliffe was very thorough, calming and patient. His manner is very reassuring and I agree with the next steps we agreed.
- ✓ *Nice staff, doctor took time to discuss issues*
- ✓ I saw Dr norcliffe, he listened and explained clearly to me the diagnosis at my appointment today ,and I always get nervous esp seeing new people, I've seen him 2 Times now and have felt very comfortable ,so thankyou Dr norcliffe for being there for me and listening
- ✓ *Jason very receptive to issue raised Christine adept at blood test*
- ✓ Appointment was on time and the doctor I visited was able to answers all my queriesPlus it was a face to face appointment which I prefer for certain things.
- ✓ *Good doctor*
- ✓ Appointment was 30 minutes late but apology was given which was appreciated
- ✓ *It was very good service*
- ✓ I was attended to exactly at the appointed time.
- ✓ *Fitted me in for same day appointment very helpful staff and gp*
- ✓ Because you asked
- ✓ *All fine . Personal reception is still there even if automation for check in is now used . Given the reported state of NHS Practice - Vanbrugh doing very well.*
- ✓ Dr Leonard is a very caring and professional doctor, always provides good advice and help and assistance. She has excellent people skills. Thank you.
- ✓ *Because today was good*
- ✓ Because I was seen very quickly and the nurse was very friendly and helpful
- ✓ *Efficient service with no delays*
- ✓ Good service
- ✓ *I was seen on time. Theo nurse took the blood quickly and then helped with getting a prescription sent to the chemist. Theo receptionist was also very helpful she left the desk and spoke to someone and then gave me an answer. I am hopefully getting a text to say the prescription is at the chemist because I have very few tablets left!! Peter Tremlett*
- ✗ MY FATHER WAS SEEN BY ONE OF YOUR PRACTICE NURSES (10/1/24). i AM CANNOT REMEMBER HER NAME, BUT HER CARE WAS EXEMPLARY. SHE QUICKLY IDENTIFIED THE NEED FOR FURTHER TREATMENT, CALLED IN THE DOCTOR URGENTLY AND WE WERE REFERED TO A&E. HER MANNER WAS WONDERFUL AND SHE STRESSED THE NEED FOR URGENT FOLLOW UP WITHOUT CAUSING ALARM. AS A RESULT OF HER CARE, WE WERE SEEN IN A&E AND A SPECIALIST REFERRAL WAS MADE. BY THE TIMEWE WERE SEEN MY FATHERS INFECTION MARKERS WERE VERY HGIH AND HE WAS QUICKLY BECOMING VERY UNWELL. WE ARE SO GRATFUL WE WERE ADVISED TO TRANSFER TO HOSPITAL AND MY FATHER REFERED FOR SPECIALIST CARE THANK YOU SO MUCH

Not Recommended

- ✓ *Symptoms not taken seriously*
- ✓ *Today I had appointment with mental health practitioner, he didn't look at my health history,he couldn't understand what I am saying which was very important as I was discussing my mental health history I left with more questions then came in with I will never want to see that doctor again*
- ✓ *The availability of appointments is terrible*
- ✓ *Took me over a month to arrange the appointment. The on line system is hopeless and unless you're willing to hang on the phone for ever it's impossible to get an answer before you give up and hang up. Was seen 25 minutes late and I feel I wasn't given the time I normally am afforded during the appointment all very rushed.*
- ✓ *Waiting time was ridiculous (35 mins) I then felt rushed to leave and the doctor had no results that the Hospital had informed me of?So, I have no real info about why The hospital said I had fluid on my lungs, risk of heart failure and other stuff.The Doctor said she had no idea why they told me one thing and sent different results to her.I am at a loss now as to why I spent 7 hours in the Hospital feeling very poorly.*
- ✓ *Had to wait 50 mins for booked appointment*