

FFT Monthly Summary: July 2022

Vanbrugh Group Practice
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
117	29	14	9	3	0	1	0	0	166	5	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: 557
Responses: 172

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	113	27	14	9	3	0	166
SMS - User Initiated							
Tablet/App							
Web/E-mail	3	2	0	0	0	0	5
Manual Upload	1	0	0	0	0	0	1
Total	117	29	14	9	3	0	172
Total (%)	68%	17%	8%	5%	2%	0%	100%

Summary Scores

85% 7% 8%

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:

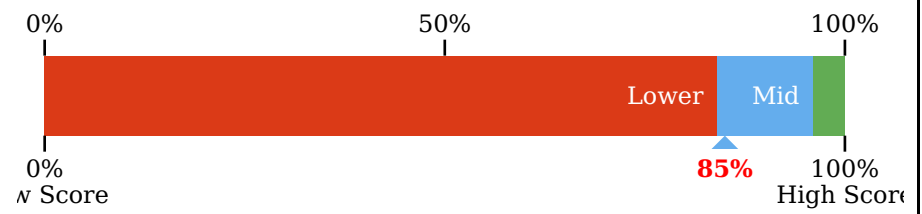
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

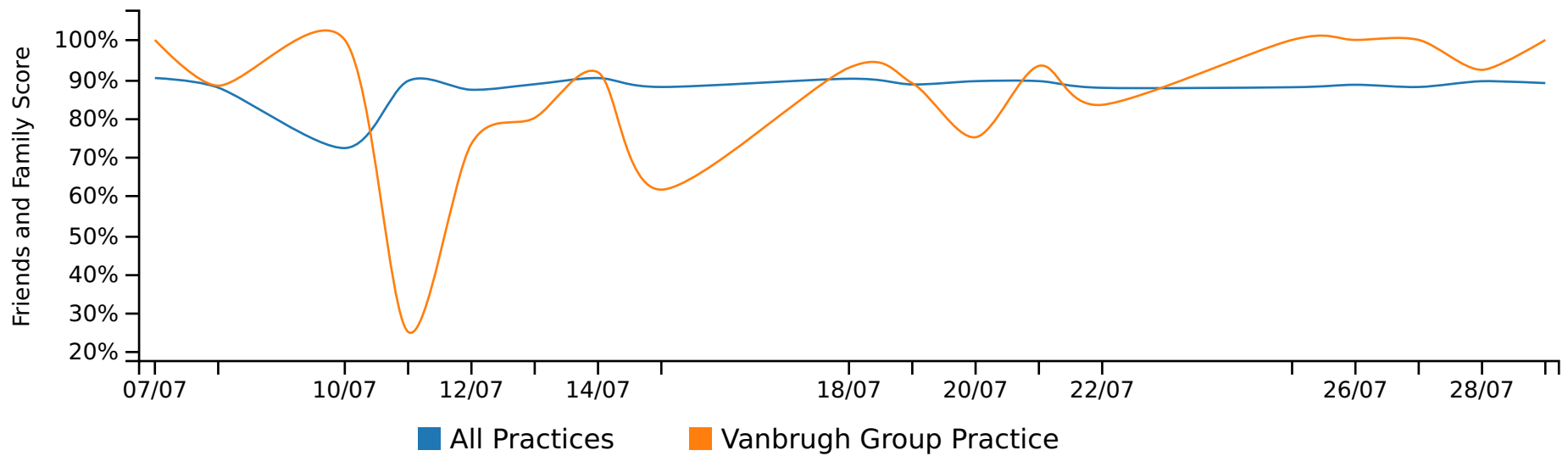
Your Score: 85%

Percentile Rank: 30TH



- 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 30th percentile means your practice scored above 30% of all practices.

Practice Score: 'Recommended' Comparison



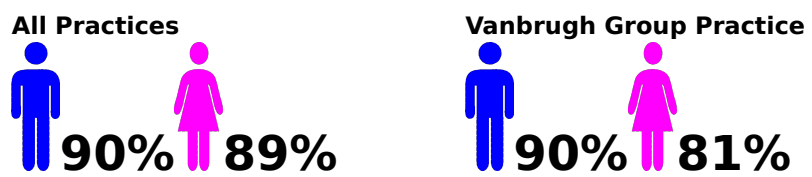
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

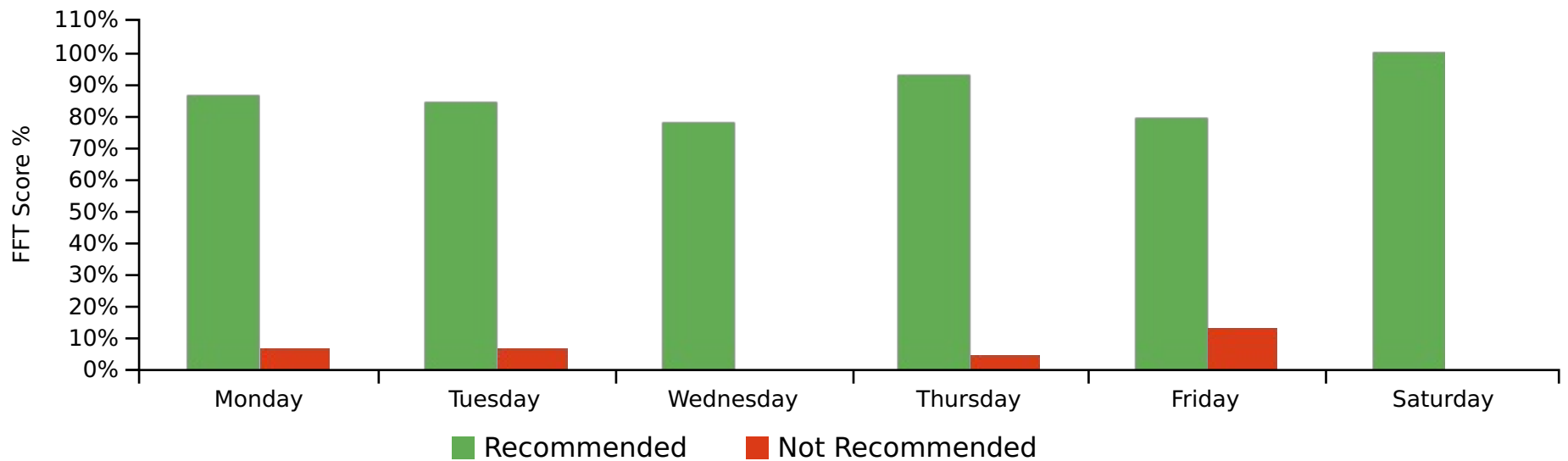
	< 25	25 - 65	65+
All Practices	85%	89%	92%
Vanbrugh Group Practice	94%	84%	89%

Gender



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

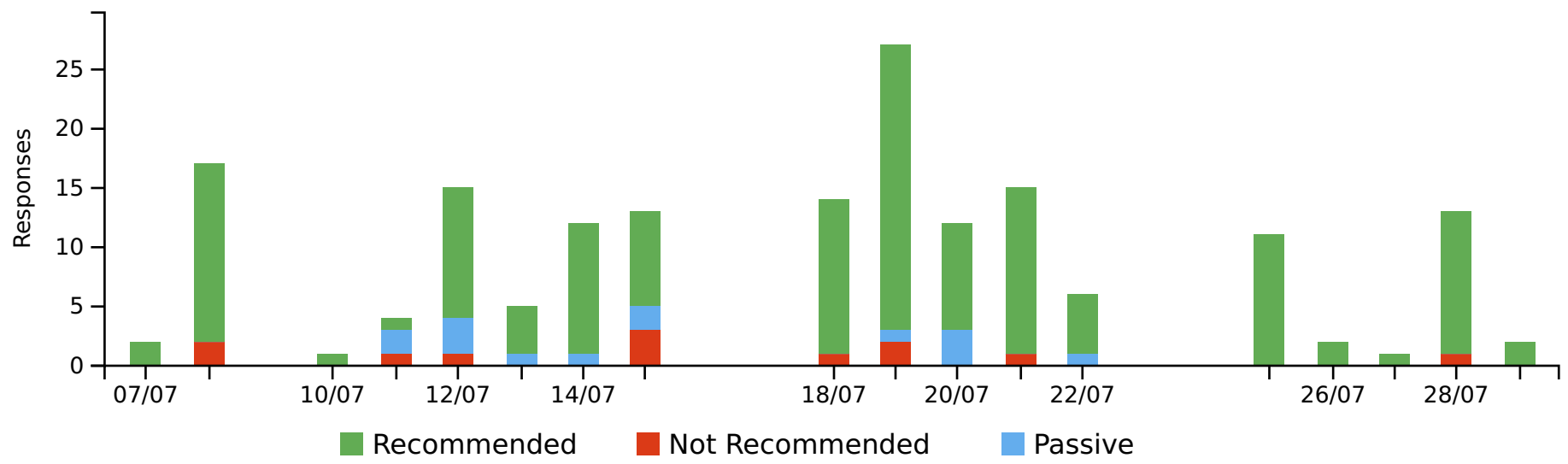
Practice Score: Day of the Week Analysis



- 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.

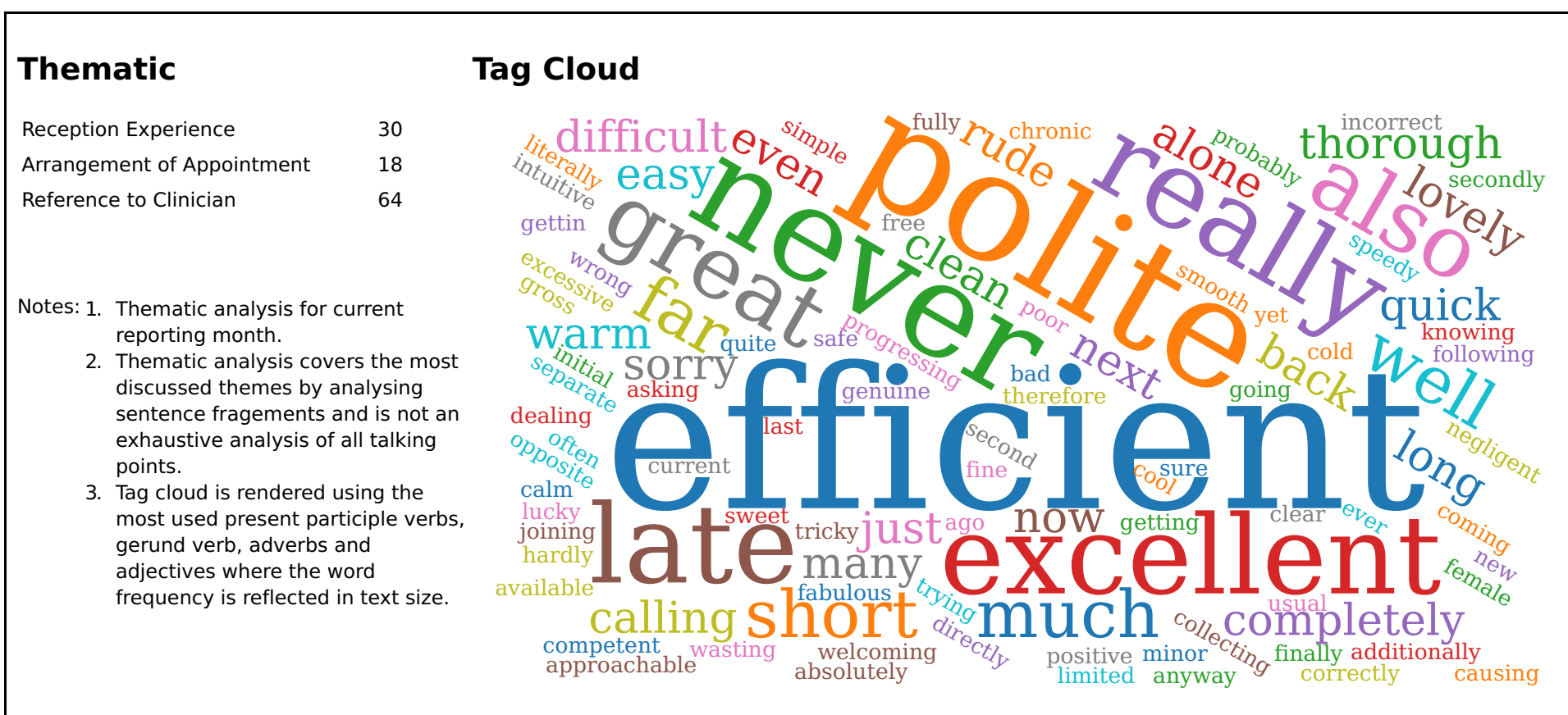
SECTION 4 Patient Response Analysis

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

- ✓ Excellent care from reception team followed by very knowledgeable and professional nurse Sinclair.
- ✓ Helpful staff
- ✓ Staff is nice. Didn't feel pain at all with blood test. Environment is clean.
- ✓ I was seen on time and staff is friendly
- ✓ Today for a change the appt was not cancelled and it was on time
- ✓ Had blood test done and the lady was very nice that's why I gave her very good
- ✓ Dr Tingey is very helpful and the blood tests were on time and nurses were very skillful and friendly. The reception staff also very attentive and helpful.
- ✓ I had a smooth process from getting the appointment, the meeting with the doctor and follow up. The staff were kind and helpful too.
- ✓ Kate was so knowledgeable and so efficient in what she did. Fabulous service.
- ✓ The nurse was great. Friendly and informative. However, my appointment was 45 minutes delayed
- ✓ Because I was listened to and an investigation of my concerns started.
- ✓ Professional and polite
- ✓ They reacted to my concerns in a speedy manner and the doctor performed well
- ✓ I was seen on time and the all staff I interacted with, from reception, the lady that weighed, through to Dr, were all kind, caring and informative.
- ✓ The receptionist was very helpful and the nurse was friendly and efficient.
- ✓ Because they have best service
- ✓ Quick treatment, answered all questions and more. Only downfall was waiting time - seen 30 mins after my appointment time
- ✓ Because the doctor and staff at the GP were very nice
- ✓ Reception staff are really helpful and polite. Also so far my experiences with the nurse and Doctor I've seen have been really positive
- ✓ Because Kate is very good and doesn't hurt with the needle ✗
- ✓ Limited waiting, friendly staff, efficiency
- ✓ Good service. People helpful
- ✓ Christine charmed the blood out of my arm.
- ✓ Always nice reception staff nurse Christine Hyland is kind caring and professional
- ✓ Helpful visit
- ✓ I had a very good experience with 1st class attention/care.
- ✓ The nurse acted very caring and did not stop until she got it how she wanted it best I've been treated by this surgery so far
- ✓ Receptionist was nice and friendly, phlebotomist was very pleasant, waiting time was short and waiting area was cool and pleasant
- ✓ Nurse was very polite and efficient although I was about 15 minutes behind my appointment time before going in to see her
- ✓ Kate Irving was very friendly, caring and educational. She dealt with me in a lovely manner. Additionally, she updated my vaccine record and was attentive while doing so. She also provided me with educational materials in relation to my travel. She put me at ease and as such I felt comfortable when getting the vaccination. @ion.
- ✓ Very professional and kind nurse who took time to explain everything
- ✓ Very friendly nurse make me feel at ease - don't know her name but she was a lovely Polish lady
- ✓ Was seen quickly and staff were nice. Dropped a point because given wrong info by pharmacist
- ✓ Dr Bavishi has gone to great lengths to try and resolve a tricky referral - with patient care at the centre of her approach
- ✓ I only came for a blood test but the phlebotomist was professional on time efficient pleasant manner informative. I do however think that your scoring system with 1 being very good and 5 very poor is counter intuitive and a lot of people will not read it correctly and give you the opposite score to that to the one they intended. @nded.
- ✓ Because I thought my appointments have been very good and the doctor (Leonard) has been working with my issues excellently
- ✓ At the surgery everybody's very helpful, kind and knowledgeable, thanks
- ✓ Great service, appointment on time, etc
- ✓ It was very good
- ✓ My doctor was extremely helpful, she made sure my issue was dealt with and made me feel comfortable. I have been dismissed by many other doctors, however, never Dr Moore took the time to listen to me and understand my needs @needs
- ✓ DOCTOR VERY PATIENT LISTENED TO MY PROBLEMS I ALWAYS FEEL SAFE BECAUSE HE ALWAYS UNDERSTANDS AND MAKES ME FEEL LIKE A LIKE A PERSON AND NOT A NUISANCE
- ✓ Dr Smith is good and Tracy and Clare the receptionist
- ✓ Doctor was very helpful and understanding.
- ✓ Always very helpful and very polite

- ✓ Receptionist was very nice and helpful
- ✓ I only waited 10min to see the nurse. The service was outstanding, I had all the information I needed, had my vaccines sorted and managed to get the appo@ appointments for my kids too. Very good@ good
- ✓ Saw my doctor ,on time, Dr shepherd,&he was kind &listened to what I had to say, & I felt he cared &wanted to help me. Excellent
- ✓ GP fab and attentive.
- ✓ Easy to sign in. Everyone was friendly and helpful
- ✓ Efficient and companionate doctor. Friendly and approachable.
- ✓ Because it was very good.
- ✓ The doctor took the time to discuss and understand my symptoms and clearly explained his solution to my problems and the next steps to be taken. Excellen@ellent doctor. The reception desk provided an excellent service.@vice.
- ✓ Although the doctor who saw me was not my usual one he was able to tell me and he could not help me that he would discuss my case with his colleagues an@es and come back to me in a week.@week.
- ✓ Good service
- ✓ Dr Rebecca was very receptive and comforting. She resolved my issue
- ✓ I was treated quickly
- ✓ Seems trouble free
- ✓ Listened to my issue & dealt with it.
- ✓ Very attentive nurse, explained and answered all my questions very well
- ✓ Because I received needed attention for the health problems I had this appointment for.
- ✓ Friendly, helpful front desk staff. Doctor Norcliffe didn't rush me.
- ✓ All my questions were answered, GP was kind and patient, gave me info to take home - this is how general practice should be - thank you!
- ✓ Because it is very good
- ✓ Because the doctor I saw today was very understanding, listened , and was very helpful
- ✓ My problem I had was sorted out quickly and the lady at the reception managed to rebook me a new appointment.
- ✓ Very helpful
- ✓ Because the service is good and the doctor was very very good she is educated and intelligent thanks a lot.
- ✓ I had to wait a long time for my appointment but the phlebotomist was very courteous
- ✓ The dr is awesome
- ✓ Good service and referral made
- ✓ Appt almost on time. Issues well explained. I felt the doctor did all he could.
- ✓ Attention, ease, calmness and response
- ✓ Good service and caring staff
- ✓ Punctual and efficient and pleasant
- ✓ The receptionist, the nurses and the GPs are friendly and understanding. I am happy with the service I receive. Thank you
- ✓ Prompt courteous and efficient.
- ✓ It was a deserved response to this morning's experience.
- ✓ Service was very good, no delays in waiting time. Doctor provided an acceptable diagnosis with correct follow up observation timing on current health situation.
- ✓ The Dr was amazing. Helpful and very sensitive to a difficult situation
- ✓ Because the doctor that saw me was understanding of what I needed and she gave me the referals I was not able to do during Covid. She explained what she @ she was doing so that I understood. She was pleasant and of great help.@help.
- ✓ Thorough and friendly.
- ✓ The Dr I met today was fantastic. Explained in details and reassured me. I was happy
- ✓ Everything I needed was dealt with
- ✓ Doctor was incredibly warm and helpful. Fairly short wait time.
- ✓ I had a long wait time of 45 minutes with other patients arriving after me, being seen. albeit with different doctors. do not understand why when there @here were hardly any patients in the centre. @tre.
- ✓ Dr Saw both my children today, Dr was very patient and was able to check them over properly, even while they was trying to run round the room. She remain@emained patient and calm and diagnosed them accordingly @ngly
- ✓ Dr was very reassuring and helpful
- ✓ All ok apart from running a bit late
- ✓ Excellent care by Kate. Made to feel at ease yet she was extremely professional.
- ✓ Seen on time and procedure professionally carried out.
- ✓ Doctor was very helpful and listened to everything I said
- ✓ Quick, easy and polite
- ✓ This morning from the practice the staff were excellent and were extremely helpful and it was very much appreciated and I would like to thank them very m@ery much for what they did for me this morning.@ning.
- ✓ Reception friendly, surgery clean and Dr Hall pleasant and helpful. Thank you.
- ✓ I fainted today when i was having my blood test done and nurses were amazing:)
- ✓ Because I received good service
- ✓ Very friendly and efficient
- ✓ The doctor booked an appointment with her and finally addressed the issues and concerns I was having
- ✓ Yes. Considerable difficulty seeing a GP as opposed to a telephone consultation.
- ✗ Because the doctor and staff at the GP were very nice
- ✗ The doctor is friendly and answer the patient 's questions in detail.
- ✗ amazing experience - exceptional service and advice
- ✗ On time - efficient blood test
- ✗ I was seen 5 minutes after arriving, the results of my blood test were explained and discussed the best course of action.

Not Recommended

- ✓ My urine test was never sent to a lab. It took 3 weeks for me to find it that it was never sent out. Further, I had two tests done, with no feedback or p@ prompt for me to call or even a simple explanation as to the next steps following the nurse collecting sample/swab. I am never explained what to do. The n@The nurse who took the swab said she'd call with the result, this never happened. So no test result for urine (my infection keeps progressing in the meantime.@time. This is 5 weeks now!), no swab result, no test result for the second urine sample. I have now given blood for a number of markers, but one - Vit D - was@- was left out and nurse therefore didn't tale the blood for that. Would it take another 3 weeks until I have a chance to request a separate blood test for Vi@or Vit D? It's just such as mess. Sorry@Sorry
- ✓ I arrived and told that my appointment was at a different time despite having a text message and notification on the app. I then had to wait half an hour@ hour to see if the nurse could see me as the receptionist 'forgot' about me. The receptionist mocked other patients coming and and discussed how they lots ot@ts other patients documents. I have also tried to book an appointment 3 times via calling and e-consult and the doctor never calls me. My medication was cha@s changed without consulting me and there has been no welfare checks made. The female dealing with the prescriptions is the only genuine and empathetic conver@onversation I have had since joining the practice. I requested a phone call from the practice manager 3 weeks ago and I have had no response despite the recep@receptionist calling me a number of times to ask follow up questions and made it clear that the manager did not wish to acknowledge my complaint. I have so fa@so far found the practice negligent, disorganised and the reception staff extremely unprofessional.@onal.
- ✓ I waited 17 min while my appointment was at 9:00 to found out after asking I could directly go but reception didn't checked and not really welcoming. The@. The customer service need to improve. Only good thing they where nice @nice
- ✓ The nurse was rude, gave the impression that I was wasting her time, and did not see to the issue that my child had
- ✓ Reception staff not very pleasant, blood test form incorrect which will force me to do another one, no appointments available ever at this practice to sp@to speak to a GP. Bad follow up of patients with chronic health issues. Not like I trust them with my health anyway.Thumbs up to the nurse Christine Hyland t@and though who was very sweet as always! She makes up for the rest a bit. @bit.

- ✓ *Difficult to see a doctor*
- ✓ *No hand sanitiser in dispensers.*
- ✓ *GP had me come in on a heatwave at 40 weeks pregnant so a colleague could do literally nothing. Disagreed with the initial diagnosis and told me to come @come back Thursday knowing I'm being induced tomorrow so that won't happen. Clearly not willing to help. @elp.*
- ✓ *The phone call I had was completely pointless and could have done it myself*
- ✓ *30min late*
- ✗ *Yes. I am always amazed at the gross inefficiency displayed by this practice. This starts at reception. The practice manager needs to address this. Some @Some of the reception staff are rude.(Not in this case the professional staff) @ff)*

Passive

- ✓ *The doctors don't really seem to care much but they do treat me. I think they are probably overworked and too stretched to be warm and caring.*
- ✓ *Please bother to read my rely*
- ✓ *I came to read my blood pressure as I felt quite unwell with episodes of my AFib. I told the receptionist that. I stayed alone in the room for about 40@ut 40 mins as didn't want to leave. I did 3 readings which were all different. In the end I went. I felt completely alone and felt there was no help@ help*
- ✓ *There was a delay in having my blood test*
- ✓ *Appointment with nurse was absolutely fine nice, polite, empathetic. However appt was 45mins late*
- ✓ *I think you are doing your best*
- ✓ *I don't come to the doctors very often, and I know that appointments are short, but I felt a bit hurried in the consultation. Another minor health compla@omplaint came up and I clearly wasn't allowed to talk about it at this time, told to book another appointment. I don't know what the answer is on this front, @ont, I know other people might have been waiting, but it didn't feel very holistic I suppose! @ose!*
- ✓ *I had a surgery in a private hospital, post which an abdominal implant needed to be placed every month for my case. I had to follow up many times with my@th my GP to administer it, causing a delay of few weeks in the process. Secondly, in person appointments are not given easily, patient has to really follow up@ow up. I had slipped discs last November, and got an appointment after 14 weeks for first consultation. @ion.*
- ✓ *I never get any answers to my problems*
- ✗ *the GP was competent but very cold in her behaviour*
- ✗ *The doctor was nice and polite and listened to my concerns, but I felt the questioning was not very thorough and I was left with a feeling of lack of@ck of reassurance that I knew what the issue was. Was told to only worry if the issue persisted for a week which for babies seems excessive. I think I jus@I just needed more reassurance.@ance.*
- ✗ *Appointment 20 mins late - if I was 20 mins late ... ? Fully accept that the world does not revolve around me but the general attitude of receptionists @ists is that I should feel lucky to have an appointment @ment*