

FFT Monthly Summary: July 2023



Vanbrugh Group Practice
Code: G83021

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
106	25	5	5	6	1	0	0	0	148	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:	416						
Responses:	148						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	106	25	5	5	6	1	148
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	106	25	5	5	6	1	148
Total (%)	72%	17%	3%	3%	4%	1%	100%

Summary Scores

89% 7% 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:

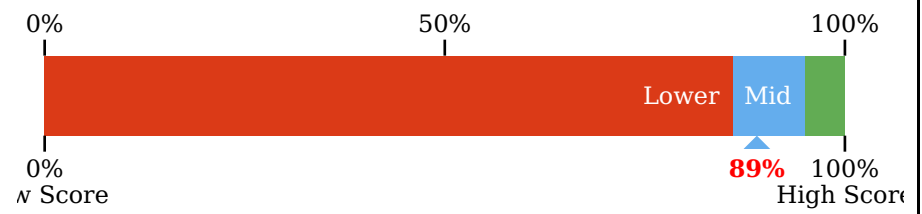
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

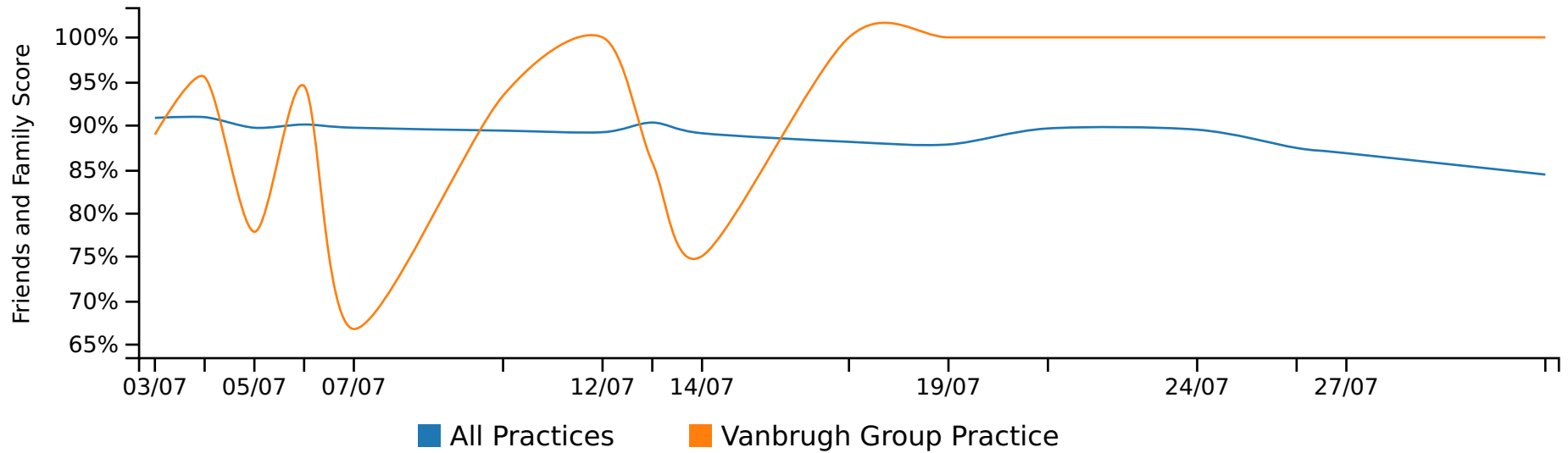
Your Score: 89%

Percentile Rank: 40TH



- 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 40th percentile means your practice scored above 40% of all practices.

Practice Score: 'Recommended' Comparison



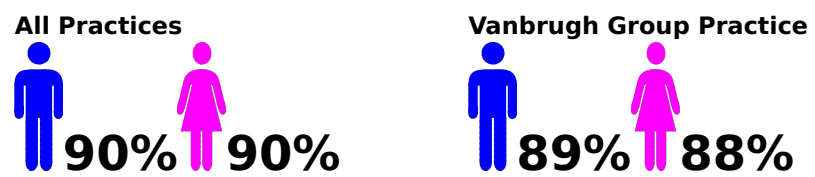
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

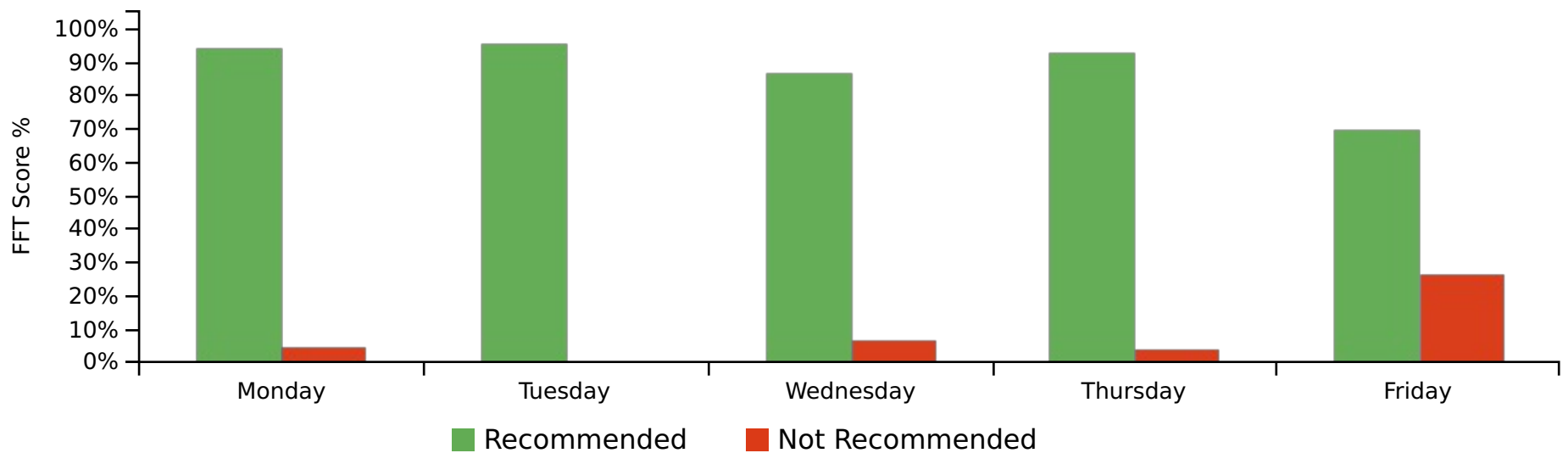
	< 25	25 - 65	65+
All Practices	85%	89%	92%
Vanbrugh Group Practice	91%	85%	98%

Gender



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

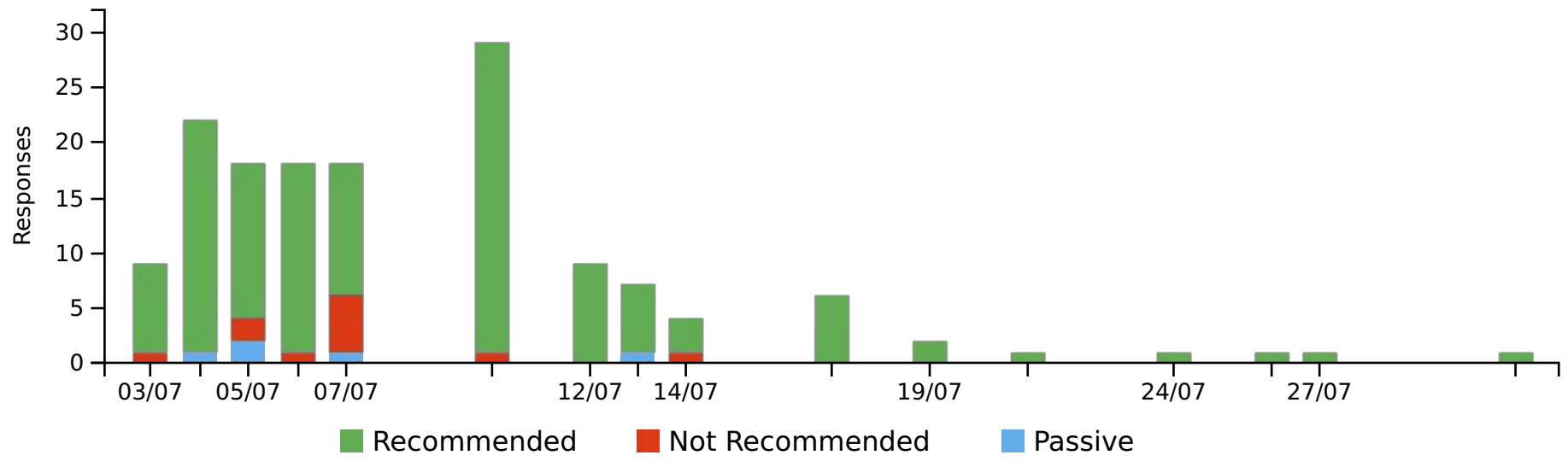
Practice Score: Day of the Week Analysis



- 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 good so. Happy I. Have. Good gp. Practice
- ✓Exemplary service.
- ✓Because it was as you asked very good
- ✓I went in for X-ray results and the doctor explained them and listened to my concerns.
- ✓she was. good at her job
- ✓Attentive, good listener, informative, explained why she thought this was the appropriate course of action. Good follow-up also.
- ✓Got an appt same day as rang early , reception ladies very helpful friendly and GP as with all of my experiences helpful, knowledgeable and genuinely interested. Great people and professional sury 10
- ✓Because Dr Jaisun is an excellent GP.
- ✓The pharmacist was very thorough and very pleasant to speak with! Top notch!
- ✓Seen quickly, friendly session. Trainee doctor for blood test but think taking trainees is a positive thing
- ✓Very good with my autistic son , even when he was quiet distressed , gave amazing advice for his condition and what to do next if worsen .. and the nurse reassured him when she did his dressings
- ✓The self serve login system seems to have a glitch where it seems to keep trying to launch but realises it's already open. This has been the same for a while. The waiting room is nice, bright and clean. It would be nice to know if a doc is running late so my expectations are managed.
- ✓Good appt
- ✓Dr (Carrie) was painstaking, empathetic, patient, thorough, wonderfully human and completely professional. She explained everything in detail and encouraged the anticipation of successful treatment.
- ✓Because Dr Jaisun answered my queries about my treatment and advised me. Thank you Dr Jaisun.
- ✓Friendly, professional and on time.
- ✓Had no problems with the dr
- ✓I rang today, got an appointment and a prescription.
- ✓Great care from doctor
- ✓1. I was able to book the appointment online without fuss2.Dr Leonard is always attentive and engaging and dealt with my issues promptly and clearly3. She also provided copies of letters I should have received from MSK and Moorfields and advised me on following up4. She enabled me to self refer for treatment of the issue I came to see her about today. 5. In all a very positive appointment on several issues handled with ease. 6.Happy 75th Birthday NHS!
- ✓Had a very good visit today receptionist was helpful and my diabetic nurse listened to my concerns and changed things to suit me
- ✓Felt the service we received was excellent - friendly staff, efficient, effective, professional
- ✓The doctor was very attentive
- ✓Didn't have to wait too long.Receptionist was efficient, the out come was very acceptable.
- ✓Because dr was very thorough
- ✓Appointment was on time and the advice was helpful.
- ✓Very helpful.
- ✓Only had to wait 5 mins before I was seen the doctor was also very nice and helpful
- ✓I'm happy with the service
- ✓Doctors are caring and make you feel at ease, only thing I'd say is the appointment times often go over the time your meant to be seen. Sometimes it's 30 minutes over. Other than that, good service.
- ✓Reception staff kind, doctor kind and thoughtful
- ✓Clinic running on time,friendly practitioner, all good.
- ✓Everything worked as it should, with ability to book appointment, appointment on time, treatment and explanation provided, so all was good
- ✓Although I was caller no 24 despite calling continuously since 7.59 I was surprised to get an appointment at 9.40. The GP was very sympathetic. I like the relative anonymity of the practice and checking in on the screen.
- ✓Friendly service but just a very long waiting time even in the morning
- ✓She was patient in explaining the details and gave clear advice and next step for further diagnosis.
- ✓Seen on time and had a good talk with the Doctor who explained everything
- ✓The GP was very good, as was the follow-up. We had to wait quite a while in the reception area before we were called in.
- ✓Very informative a good knowledge of what's needed
- ✓There was a new nurse taking my blood. He did very well despite his mentor correcting him every step of the way. She was on point but it can seem discrediting in the eyes of the patient and discouraging to the person learning. Softer approach and carefully chosen words could have the same result. Otherwise, overall experience was fine, didn't wait long and was given information for when and where my results will be ready.
- ✓Excellent doctor who made me feel better after my consultation
- ✓Practice nurses are very helpful and the follow up from the X-rays have really helped my pain management. Thanks to all.
- ✓Receptionist very helpful and polite . Surgery was nice and clean . Doctor was very helpful and knowledgeable
- ✓On time nd very caring nurse
- ✓Appointments are never on time
- ✓Very good service
- ✓Clear and concise discussion with staff and medical team
- ✓Fast and high quality of service
- ✓She was just very nice
- ✓Efficient and friendly but I did know receptionist and blood taker very well!!
- ✓excellent service from reception to doctor... thanks
- ✓Because I was happy with the service that I was given.
- ✓The gp was good, happy with her suggestions
- ✓Thorough
- ✓Quick and efficient
- ✓Almost no wait and cheerful phlebotomist.
- ✓Ted was very helpful and has referred it further as he was unable to solve
- ✓The reception staff and GP were really helpful and I got just what I needed. I was also able to get an appointment quickly which was important. Not a 1 as i had to wait in a queue of 30 people to get through to make the appt over the phone, then after arriving on time sit in the waiting room for 25mins to be seen, then another 10mins after my appt to get a phlebotomy slip. This isnt anyone's fault, but it highlights the severe pressure on these systems and the need for more staff and resources to keep things running efficiently.

Not Recommended

- ✓Got an appointment today, receptionist and GP were kind and efficient. Good experience
- ✓Always late
- ✓It was a total waste of time of no help whatsoever in you
- ✓They had the wrong blood form for me. Luckily i asked and realised it was wrong but had to wait for it to be redone.
- ✓It's very difficult to book appointment. The earliest is 3-4 weeks later. My appointment is never on time, waiting too long for the appointment time. And several times GP forgot the hospital referral, and I had to call back and ask the referral again and again. Because of this my treatment was start late. For the echocardiogram I've waited 3 months because GP forget, and didn't complete the referral.
- ✓I have poor experience with your services :A lack of medical prescriptions Very bad communication Very bad medicine reviews Example today 6/7/2023, I received a call after many years, for medicine reviews. The phone stopped without explanation! I called the GP for a chest infection at the end of February 2023 without any assistance!.../...
- ✓Poor service from doctor
- ✓1) Extremely rude receptionist!2) Gp didn't call for a scheduled appointment 3) Lack of ability to get an appointment for my baby!!4) prescribed a pill that I

shouldn't have been due to blood clots - thus was missed by the doctor

✓ *Doctor was 10 minutes late for early morning appointment, surgery very quiet, appeared to be no previous patient, very vague awareness of condition and treatment options, despite case notes open, humming and slurping coffee whilst looking at the computer. I have been with Vanbrugh for more than 15 years. I will avoid this doctor in future, way short of usual Vanbrugh standards.*

Passive

✓ Clinical advice and treatment is good but it is impossible to get an appointment inside of 3 weeks (for telephone) and even longer for in person appointments

✓ *I left the doctor's room feeling rushed*

✓ It was how I expected it to be as