

FFT Monthly Summary: June 2023

Vanbrugh Group Practice
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
100	29	11	5	4	0	1	0	0	146	2	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: 506

Responses: 149

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	99	27	11	5	4	0	146
SMS - User Initiated							
Tablet/App							
Web/E-mail	0	2	0	0	0	0	2
Manual Upload	1	0	0	0	0	0	1
Total	100	29	11	5	4	0	149
Total (%)	67%	19%	7%	3%	3%	0%	100%

Summary Scores

87% 6% 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:

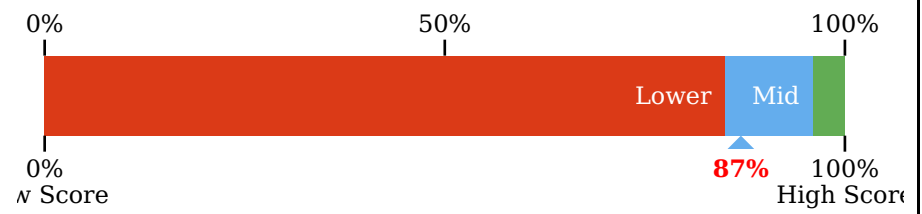
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

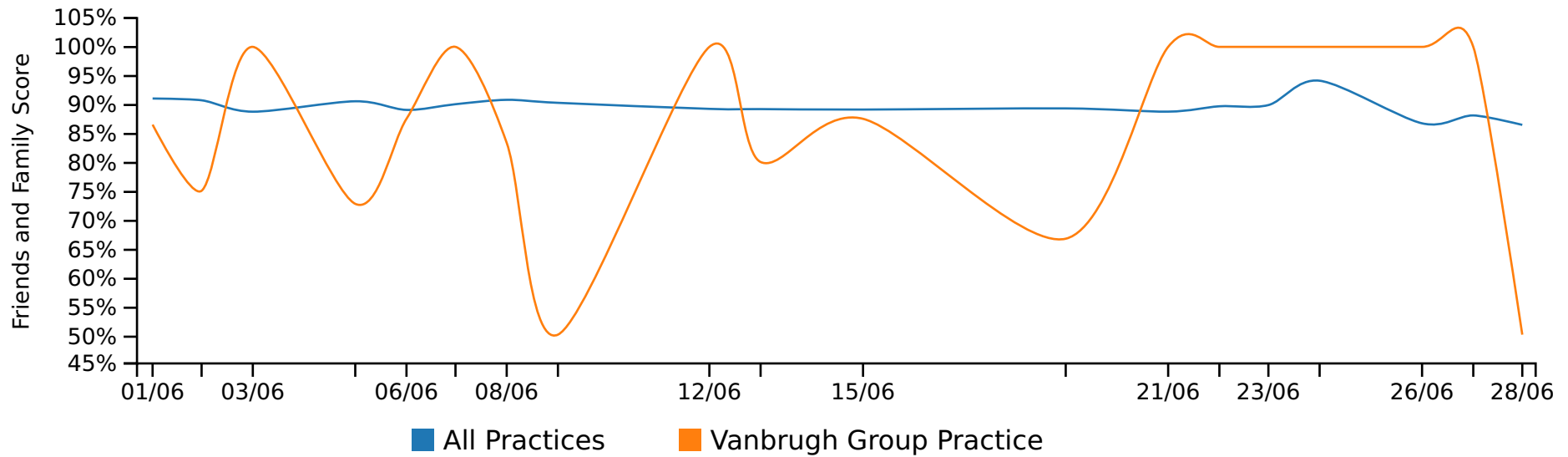
Your Score: 87%

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



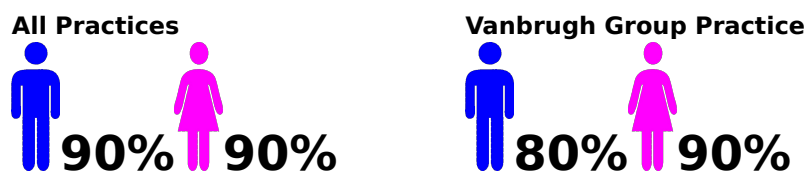
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

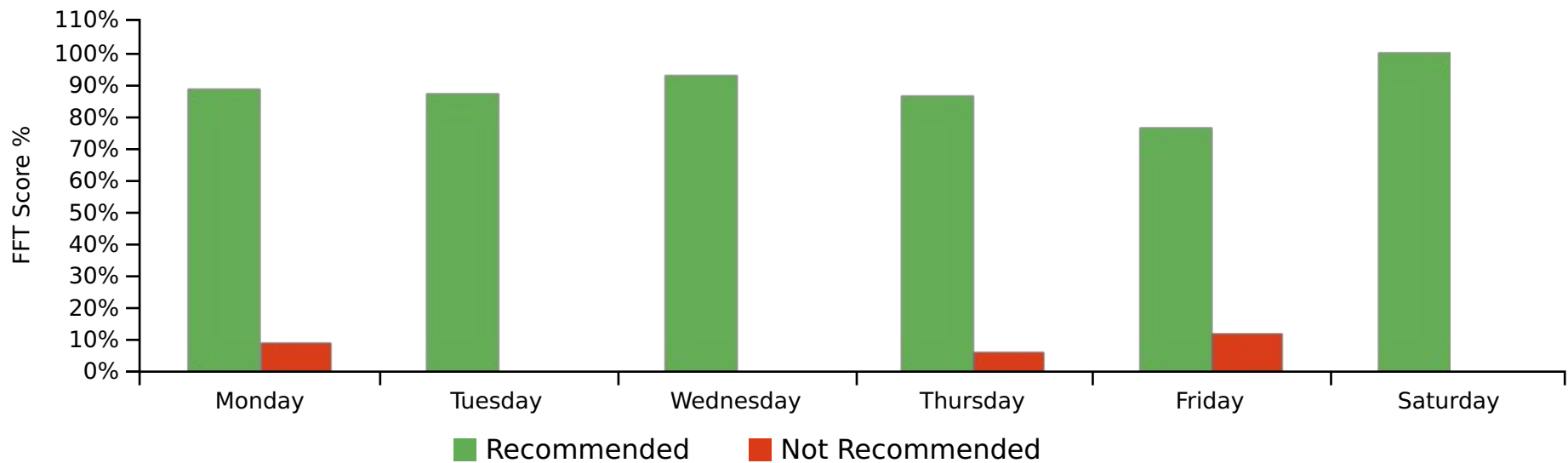
	< 25	25 - 65	65+
All Practices	85%	89%	92%
Vanbrugh Group Practice	77%	87%	92%

Gender



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

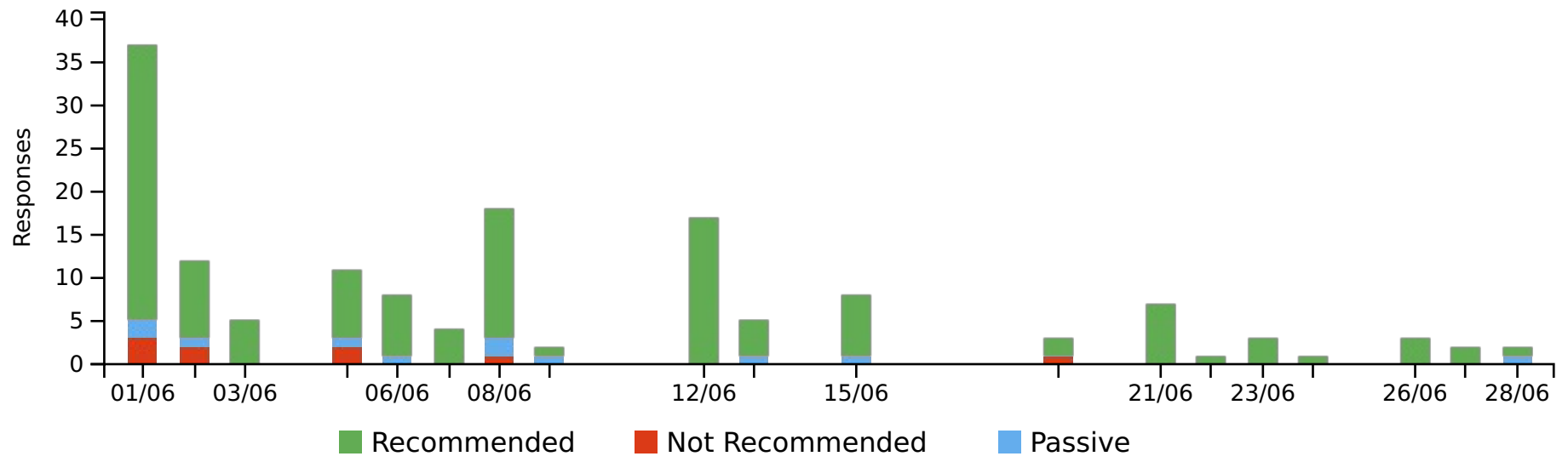
Practice Score: Day of the Week Analysis



- 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.

- ✓ *My over all experience, was very good because, I had an appointment and everyone was friendly and Professional.*
- ✓ *GPs, nurses and other staff have always been great - really nice and helpful*
- ✓ *She was very thorough and understanding*
- ✓ *Doctor was very helpful and provided me with great information*
- ✓ *Good service*
- ✓ *I was seen on time, procedure was straightforward, was given good information, Mrs Irving was friendly*
- ✓ *Dr Sheppard is fantastic and the staff are brilliant in general*
- ✓ *Efficient and pleasant to talk to*
- ✓ *Because it's what I think of the service provided.*
- ✓ *Felt listened to and concerns responded to*
- ✓ *Good advice, but put my Insulin up and I had a hypo, my sister will phone you tomorrow*
- ✓ *I was pleased with the way the GP handled my worries and gave me helpful guidance and advice.*
- ✓ *Quick wait time and felt satisfied with visit*
- ✓ *Very helpful reception team and excellent Doctor (Dr Moore).*
- ✓ *Everyone was very helpful*
- ✓ *Had an opp very fast*
- ✓ *Because you ask me*
- ✓ *The nurse we saw was very professional and friendly.*
- ✓ *Very good service*
- ✓ *Efficient and easy to talk to*
- ✓ *Because I had an appointment at 10.50 & I didn't see the doctor until 11.30*
- ✓ *Monika was quick, efficient, and friendly.*
- ✓ *On time and efficient*
- ✓ *The doctor was lovely and was able to ease my concerns.*
- ✓ *Appointment was on time, reception staff were helpful, super bmi machine at reception so this saved face to face time w dr. And as usual my GP was helpful, realistic and pragmatic. I feel extremely lucky to be able to attend such an efficient GP Practice, thank you.*
- ✓ *I've seen doctor Smith twice now he is very thorough*
- ✓ *Friendly staff, clean and welcoming environment, compassionate doctor.*
- ✓ *Because the nurse put me at ease I have autism*
- ✓ *The GP my father saw today, Dr David Shepherd, was thorough, helpful and empathetic.*
- ✓ *Clear and efficient nurse*
- ✓ *The practice is good but the GP didn't listen.*
- ✓ *Excellent doctor*
- ✓ *Doctor was friendly and gave good advice. Receptionists were friendly and helpful.*
- ✓ *Went as expected...blood test and extra urine test taken.*
- ✓ *Went to my appointment on time. Dr who saw me explained what she was doing and it was a quick and simple blood test. Whilst there I was able, through reception, to make another appointment with an appropriate doctor to talk to me about HRT.*
- ✓ *My doctor is absolutely excellent and approachable*
- ✓ *The quality of service is excellent.*
- ✓ *On time and very helpful*
- ✓ *Warm friendly team and GP. Only running a little late. Quick consultation, then off to Guy's for an X-ray.*
- ✓ *Great caring doctor with plan of action*
- ✓ *The physiotherapist was very professional and did a great check and then explained my condition, answered question and then said what I should do exercise and she would refer me to further.*
- ✓ *I have always been able to get an appointment and the Doctors and staff are always so kind and understanding*
- ✓ *The receptionists are always extremely helpful and kind, and my GP Dr Ravi Harshey always listens and gives me the best advice and treatment, in my opinion he's the best doctor there*
- ✓ *Doctor was lovely and very helpful, just the waiting time was 45 mins late*
- ✓ *Good service but no referral to hospital consultant*
- ✓ *Seen on time and all staff very helpful*
- ✓ *The process was quick and my doctor was very friendly and helpful*
- ✓ *On time efficient and helpful staff*
- ✓ *Very good service*
- ✓ *Friendly, smiling receptionista. Got seen on time and doctor explained clearly the problem.*
- ✓ *Every time I need an appointment or have a question, I get attention right away.*
- ✗ *I love you all and especially Doctor David Shepperd he is a great Doctor*

Not Recommended

- ✓ *I had to wait over 2 weeks for a blood test. The practice needs to offer one stop service or offer additional slots for blood tests. 2 weeks wait for a blood test is unacceptable.*
- ✓ *Everyone was in hurry, GP was not up to the mark*
- ✓ *I feel the appointment was very quick and didn't get any options weighed out and my issue hasn't been resolved*
- ✓ *I thought nurse Kate Irving was judgemental when I refused the flu vaccine. The way she administered the whooping cough vaccine was rough. She didn't sterilize my arm at all, which I don't think is ok when inserting a needle in someone's arm.*
- ✓ *I spoke to someone with no empathy. She did not want to try to understand my situation. I felt judged, confused and anxious when I came off the phone... so*
- ✓ *Really dismissive. Explained I would like a referral and they dismissed this before even carrying out a proper history/ asking further details. The rest of the session felt like they were then just defending their stance. I meet nice guidelines for a referral and have a family history of disease. Will now go privately.*
- ✓ *Staff are rude*
- ✓ *I had blood tests done 4 weeks ago. I have chased 3 times only to be told they haven't been looked at yet. The last time I called the receptionist told me she'd take a look even though she wasn't "trained" and that a few markers were high but she didn't know what that meant and that a doctor would call me (due today).*
- ✓ *No phone call received from doctor.*

Passive

- ✓ *The appointment was rushed and I could not ask all the questions I had. Also, it would be good to have access to the doctors notes as I cannot remember everything that was said during the appointment.*
- ✓ *Takes time to get through to book an appointment via phone. Unable to book via an app, or have not been advised of that option. Waiting for a lengthy time for a face to face appointment, by the time I see a Dr symptoms have reduced. However, when I see the doctor they give time and are helpful*
- ✓ *Appointment time is very difficult to get. I was prescribed blood test but it got lost somewhere*
- ✓ *Took over a week for a blood test appointment*
- ✓ *I'm not blaming you, but the NHS is broken. I fully support the GPs and HCPs working at the NHS but lack of empathy still hurts!*
- ✓ *It was a blood test.*
- ✓ *Because I never go anywhere after so many months. My health problem has no diagnosis so far, plus I didn't get a test result that was ordered by the GP ages ago. I just one a result from the consultant who by the way has not been efficient. In fact, the whole clinic service in Vanbrugh is not good, unfortunately. I was cancelled a couple of times last-minute appointments. Disappointing*
- ✓ *Because I been in pain since 8 of May awaiting for this appointment, to in the end after the appointment nothing change apart been prescribed some exercise that 1 week ago the GP doctor pass me by phone appointment*

✓The doctor was great, very helpful and understanding. However, I waited over 30 minute to see the doctor. I had an appointment at 14:10 and saw her at 14:42, way too long, considering that usually an appointment lasts 10 min