

FFT Monthly Summary: March 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	31	7	6	6	1	2	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:	409						
Responses:	151						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	99	31	7	6	6	0	149
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	0	0	0	1	2
Total	100	31	7	6	6	1	151
Total (%)	66%	21%	5%	4%	4%	1%	100%

Summary Scores

87% 8% 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:

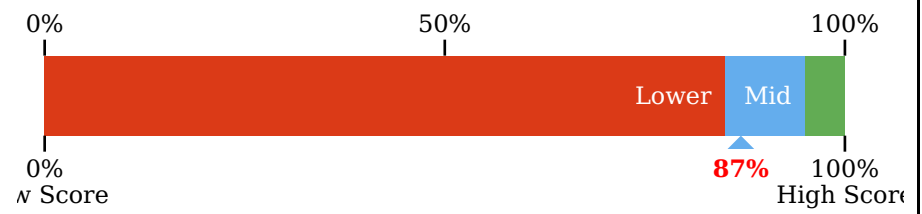
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

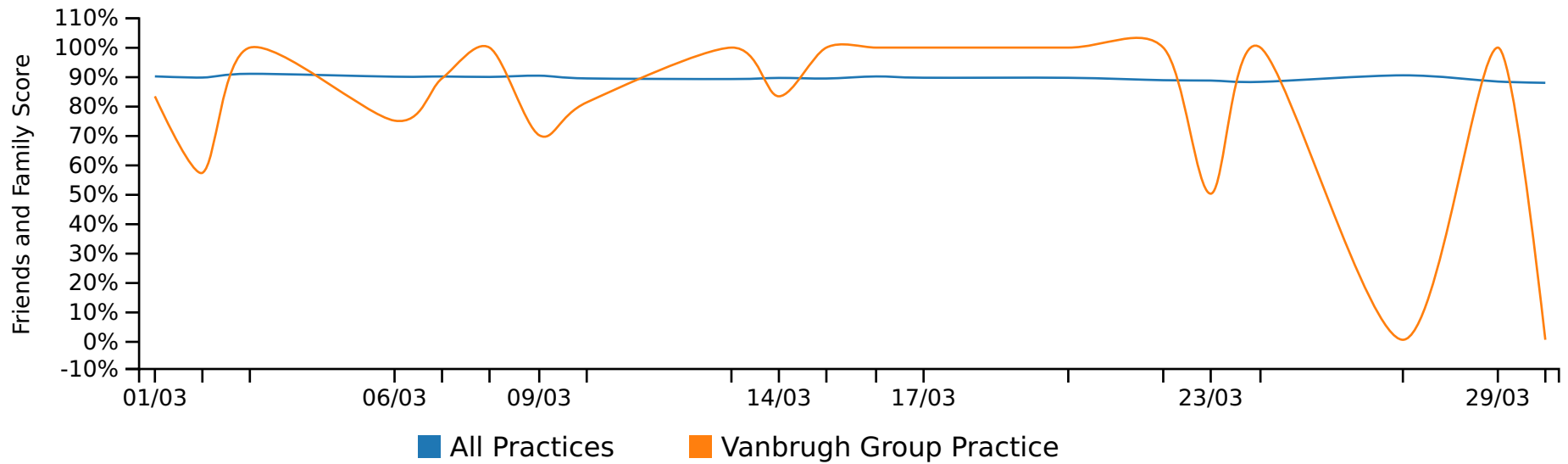
Your Score: 87%

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



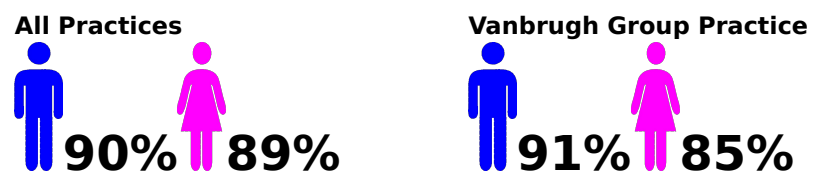
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

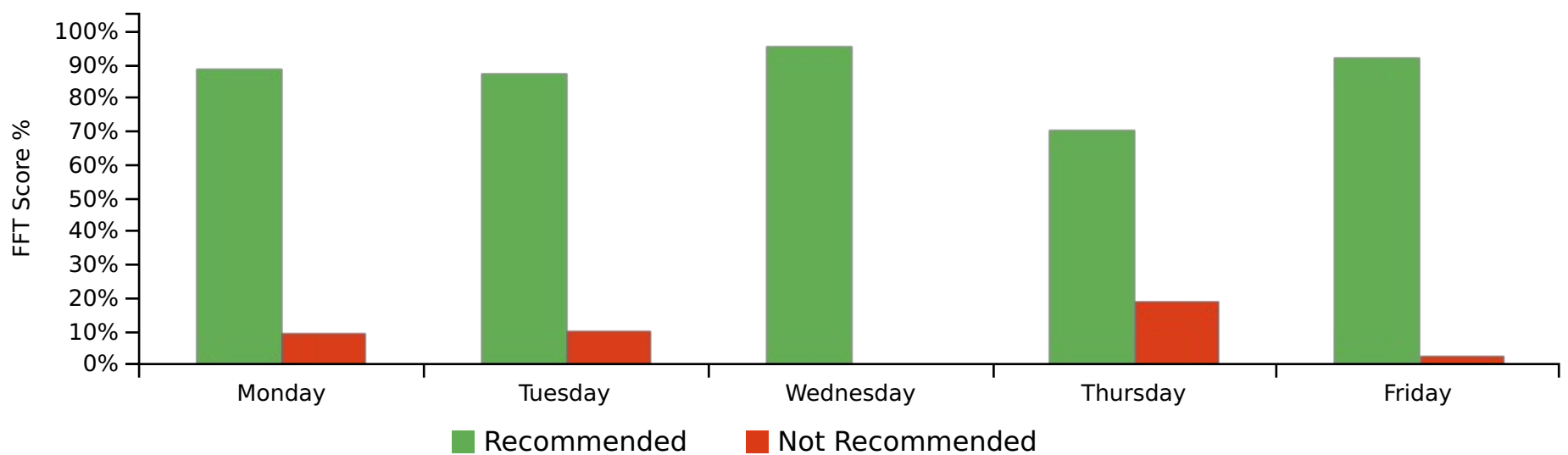
	< 25	25 - 65	65+
All Practices	85%	89%	92%
Vanbrugh Group Practice	86%	88%	88%

Gender



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

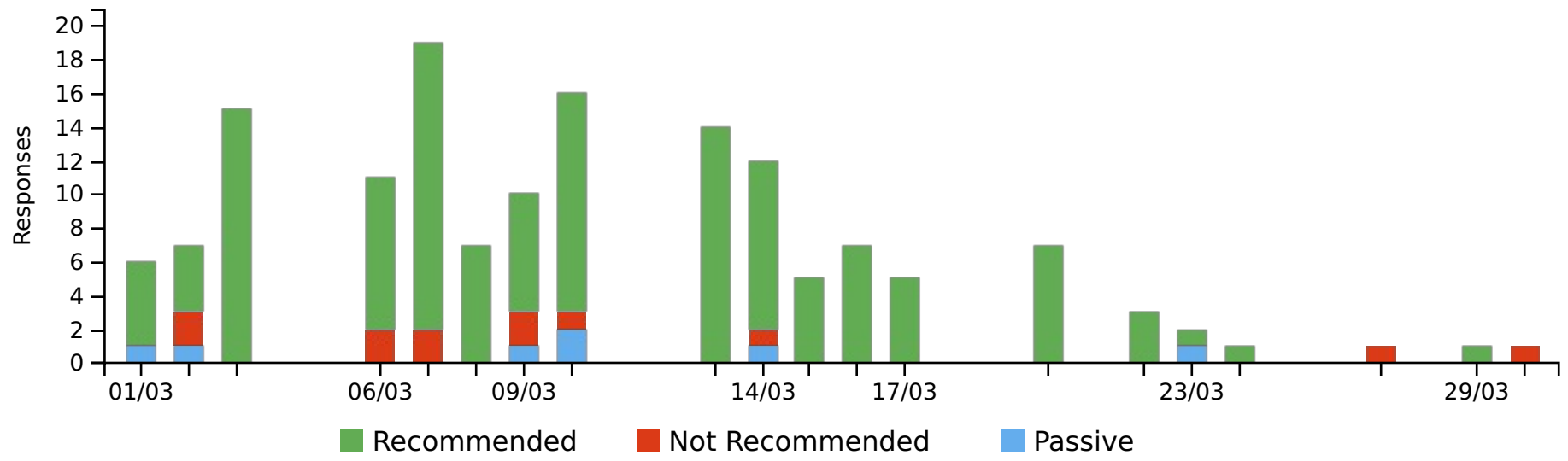
Practice Score: Day of the Week Analysis



- 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 doctor David Shepherd very professional. He always takes my situations very seriously. The best doctor what I met.
- ✓ I have always experienced excellent care from everybody who has helped me in the Centre.
- ✓ Dr Parker. Always listens, is very empathetic and takes time
- ✓ Polite, friendly doctor who took the time to answer my questions and explain rationale for treatment with no rush
- ✓ Because it's the truth,
- ✓ in 5 mins. I think it helped that The Dr knew purpose of consultattation in advance. Very efficient and professional . Thank you all.II.
- ✓ Very good
- ✓ GP gave the time to listen, thorough examination and further checks xx
- ✓ My GP was really kind and I felt comfortable telling her about myself easily. The blood tester equally put me at ease. The receptionists have all bee@l been lovely too. Really positive experiences with everyone I've spoken to there. Thankyou. @you.
- ✓ Because i'm happy the way I've been seen as soon as possible I'm Got help immediately
- ✓ Quite a delay, otherwise would be a 1
- ✓ Got the treatment I needed and nurse was very helpful
- ✓ Because it was very good. Had a fun time with the diabetic nurse...Don't get me to wrong!
- ✓ Clean and friendly surgery. Easy booking of appointments
- ✓ Thorough and patient pharmacist. Explained what needs to be explained. Punctual call appointment. Please have more later appointments as I would then not@n not have to miss appointments due to work and can see the GP after work. All good otherwise. Thank you. @you.
- ✓ Appointment on timeNurse polite and efficient
- ✓ Everything was smooth, but I didn't like the location of the BP TESTER.
- ✓ Because the service was so good, starting from when I came in and entered my details on the system, immediately it was time I was being called and the pe@he person that attended to me was so nice.@nice.
- ✓ Because it is always a very good service
- ✓ Nurse I saw was friendly and happy to listen and took genuine interest in what I had to say. This goes for all the staff I've been in contact with since@since joining the practice nine months ago. @ago.
- ✓ He explained well. Very pleasant .
- ✓ Because my overall experience was very good
- ✓ Very friendly and solve my issue
- ✓ Very friendly and efficient response,
- ✓ Excellent service by Dr Edward Smith.
- ✓ The registration is smooth. Ms Yemisi is very polite. She explained to me about the procedure prior and made me feel comfortable through out the procedure.
- ✓ Friendly nurse
- ✓ Because that's how I felt that I was listen too
- ✓ Because was good service
- ✓ my nurse was very patient and knowledgeablevery gentleanswered questions and explained to me everyth
- ✗ Because you asked me
- ✗ Best surgery I have ever had

Not Recommended

- ✓ I'm with a problem for more than a year that has only been seen now.
- ✓ Lack of appointmentsTo long to wait for appointments for such a big surgeryWaiting 3-4 weeks for a phone call is ridiculousNever seen on time for an a@ an appointmentLack of staff to manage the number of patientsThe list goes on @s on
- ✓ The nurse said I was late as she got her times mixed up & said she would have to hurry daunting as it was a a cervical testing. She couldn't locate my c@ my cervix & shoved & pushed several size speculums inside me... she said I.may need to return if the specimen was insufficient. Very painful & also embarra@barrassing. @ing.
- ✓ I had to wait for 45 mins to get blood test and after I checked twice with the receptionist, I learned that the reason of the delay is that they could no@ld not find the blood test order paper.@aper.
- ✓ Ran on time, easy appointment, clear next steps, friendly at reception
- ✓ 1.It is very difficult to dial in. Wait for a long time. 2. No face to face appointment. Only telephone consultation available. 3. My friend get a flu @ flu for one week. GP only told you to wait one more week and no face to face consultation. No prescription provided. At last we go to see private doctor and @ and get treatment. 4. No dentist available for register of new patient. I pay 600 to private dentist repair my teeth. 6. The GP deferring the treatment whi@t which totally affect patient's Health. @lth.
- ✓ Unhelpful and don't have a clue. Very frustrating
- ✓ I had an appointment with Hannah Home - she was dismissive, didn't listen, was disrespectful and uninterested. She has made seeing my GP into something l@ing I dread not a useful service. @ice.
- ✓ Because the staff and doctors are not able to listen well or show empathy to the patient's and are complacent and uncaring about the difficult health con@h conditions the patients are going through and they pass the problem on to the patient to sort it out themselves. This is causing Futher distress to an alrea@already distressed patient @ent
- ✓ I have had my referral's lost on two occasions only finally happening when I chase up. Most recently I was not called back with MRI results when I was told to expect a call back, and had to chase up myself, to then wait over a month for an appointment at which the doctor didn't seem to know why I had an appointment until I told her I was needing my MRI results
- ✓ Length of time it takes to see a Doctor.

Passive

- ✓ I never get appointment before one month from this GP.
- ✓ I had significant pain in my joints. But I got an appointment only for three weeks later. What is the patient expected to do until 3 weeks?
- ✓ Can never get through on phone and when you do most of the time cannot get appointment
- ✗ It takes ages to book an appointment .when it is the time of the appointment the Dr is late but if the patient is only 5 minutes late the appointment wil@t will be cancelled @lled