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:

Recommended (%) =
$$\frac{\textit{very good} + \textit{good}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$
Not Recommended (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

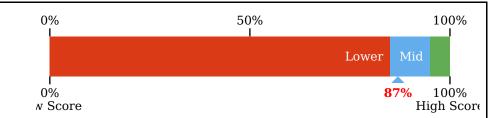
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

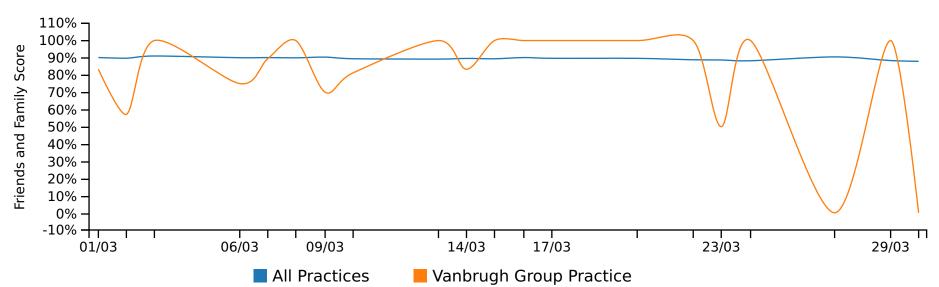
Your Score: 87%
Percentile Rank: 30TH



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

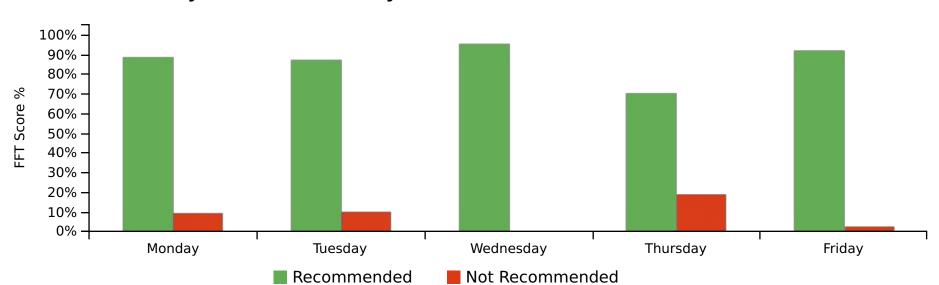




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

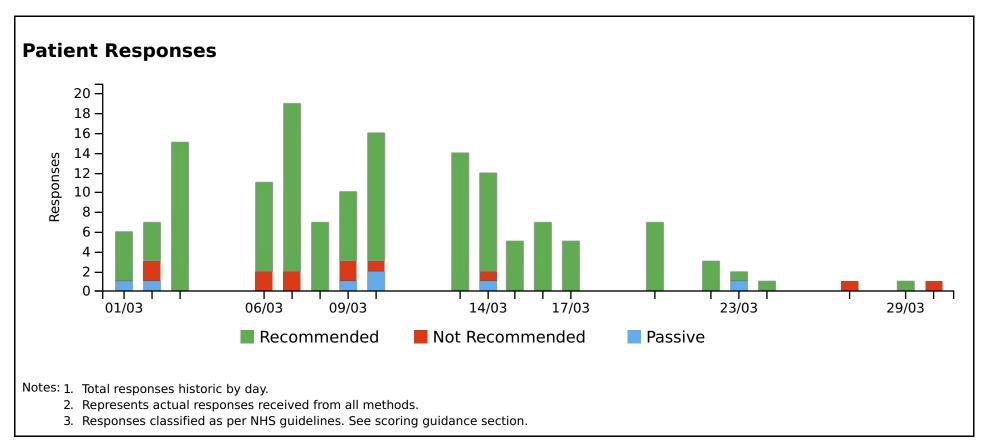
Practice Score: Day of the Week Analysis



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



Thematic Tag Cloud **Reception Experience** 19 Arrangement of Appointment 28 Reference to Clinician 41 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points. 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and impossible accommodating accommodating service services accommodating services accommodation services accommodation services services accommodation services acc adjectives where the word em attentive interpul attentive seein onal frequency is reflected in text size. knowledgeable frustrating courteous diabetic supportive unhelpful positive

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

- ✓ They are eager to resolve problems before escalating. Full of professional with length of experience.
- ✓ Doctor Parker was amazing, she explained a diagnosis to a degree where I could understand. And was able to help put my mind at ease
- ✓ Efficient service today.
- ✓ Good service
- ✓I was unable to rearrange a doctors appointment as their schedule was not available to the receptionist. Therefore I scored 2 instead of 1
- ✓ Phlebotomist was excellent. Saw my earlier than my scheduled appointment time and quickly resolved an issue with my blood form
- ✓I get great help from all staff of VGP...from reception to the doctors
- ✓ I was happy with the service went in earlier than my appointment and staff very helpful
- ✓On time and efficient service by Monica
- ✓ No waiting time, very professional and kind receptionists, and Nurse who took my blood was great, very clean in there as well
- ✓The doctor was very helpful and kind and the receptionist went out of her way to help me sign up to get online patient appointments
- ✓ I am happy with the service and staff always there to help
- ✓ She was kind and professional
- ✓ Good service. Nurse was friendly and accommodating
- ✓ Lovely lady, cheerful, reassuring, professional and explained everything well.
- ✓ Very good
- ✓ Over a good service polite helpful staff and drs
- ✓ The overall appearance of the surgery looked clea and well managed. Although I wasn't seen exactly at my appointment time I did not have to wait long. Mo@g. Monica , the nurse, who took my blood test, was personable, efficient and knowledgeable. @le.
- ✓ Because I was seen quickly and dealt with professionally.
- ✓ The nurse was lovely, reassuring. Knew what she was talking about and had good interpersonal skills. As a nurse myself doing Smears, she just made the ex@he experience easy... @y...
- ✓ Punctual appointment and professional advice
- ✓ Had to wait a little longer than my appointment time
- ✓ Always find all the staff so helpful nothing is too much trouble .Always feel confident with the GPs . Very relaxed atmosphere in the waiting area
- ✓ It's all about how you're treated,
- ✓ Office and reception staff are friendly and helpful even when they are very busy. Doctors and nurses are approachable and sympathetic to patient needs, @eds, although it seems a long time since appointments were face to face because of covid.@ovid.
- ✓ Very quick service but making the appointment was a pain
- ✓ Dr Home v kind, efficient, good advice, thankyou. Hardly had to wait either.
- ✓ Got an appointment same day and doctor was efficient to
- ✓ My appointment was on time, and receptionist was very helpful with assistance with BP machine.
- ✓ On time and able to discuss fully my difficulties. My patient records easily available. It is a good thing to have variation in available GPs so that les@t less likelihood of important issues being missed.RegardsA.B.@A.B.
- ✓ Booking and reception courteous and efficient. Doctor really clear and kind. Got prompt appointment which led to breast clinic referral. Felt was appropr@propriately prioritised. Happy to wait longer for routine appointment @ment
- ✓ I had to wait 10-15 minutes after my appointment time, but when I saw the Dr she was very efficient and set a follow up procedure while I was there.
- \checkmark Check-in was easy, had to wait past my allotted time though.
- ✓ Professional practice
- ✓ An appointment was arranged very quicklyAppointment was on timeNurse was very professional
- ✓ I have been quite ill this last 2 weeks and I have received very very good care
- ✓ Very good with helping when needed
- ✓ Prompt efficient service
- ✓ Because DR Cassidy took the time to explain the problems I had very well.
- ✓ Speed of referal for physio appointment. GP attentive, helpful and kind.
- ✓ Very polite friendly and they listen
- ✓ Front reception support was great even though they are extremely busy. Team were polite, welcoming and timely. I have been to see Dr Lennard and she is@he is wonderful, very supportive, darling and professional. Thank you. @you.
- ✓ Services and staff are very good, but very long time before I can see my doctor.
- ✓ The doctor was great. Wait time was long however, appt started 15 mins after start time

- ✓ 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.ll.
- ✓ 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
- X Because you asked me
- X 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 I@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
- X 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