

FFT Monthly Summary: May 2023

Vanbrugh Group Practice
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
103	31	7	5	4	0	2	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:	483						
Responses:	150						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	101	31	7	5	4	0	148
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	2	0	0	0	0	0	2
Total	103	31	7	5	4	0	150
Total (%)	69%	21%	5%	3%	3%	0%	100%

Summary Scores

👍 89% 👎 6% 🗑️ 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:

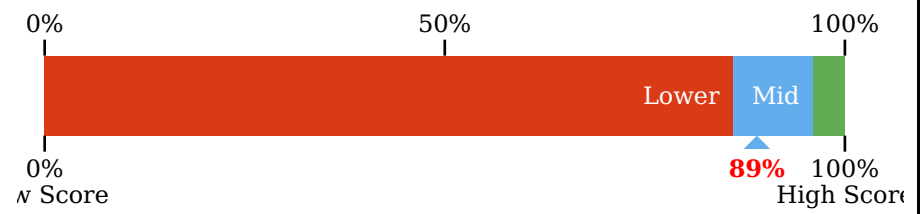
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

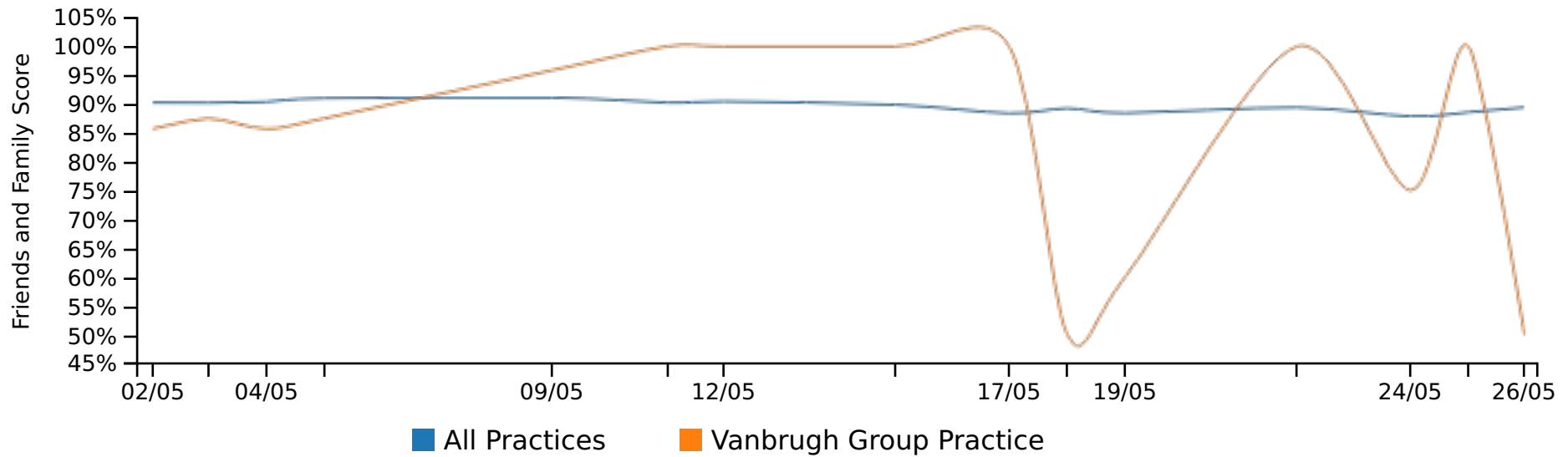
Your Score: 89%

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



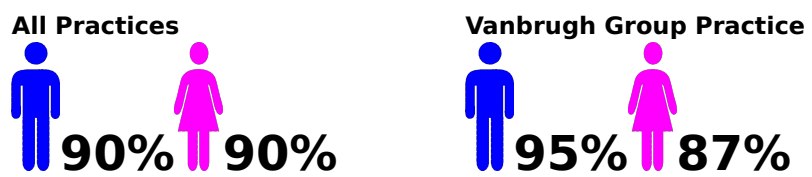
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

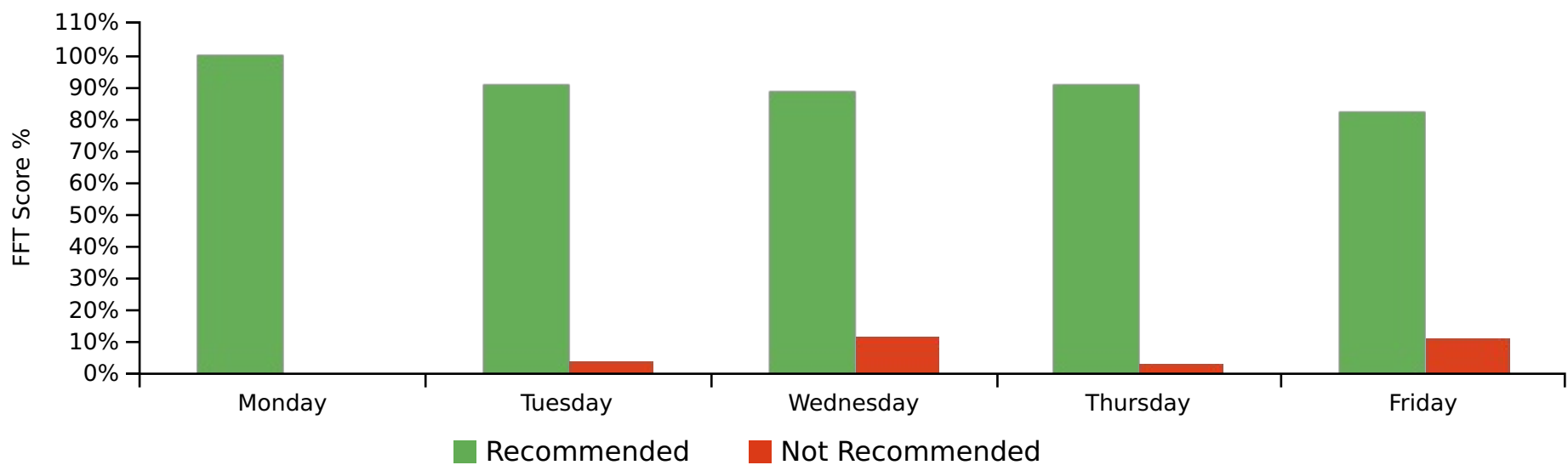
	< 25	25 - 65	65+
All Practices	84%	89%	92%
Vanbrugh Group Practice	100%	85%	94%

Gender



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

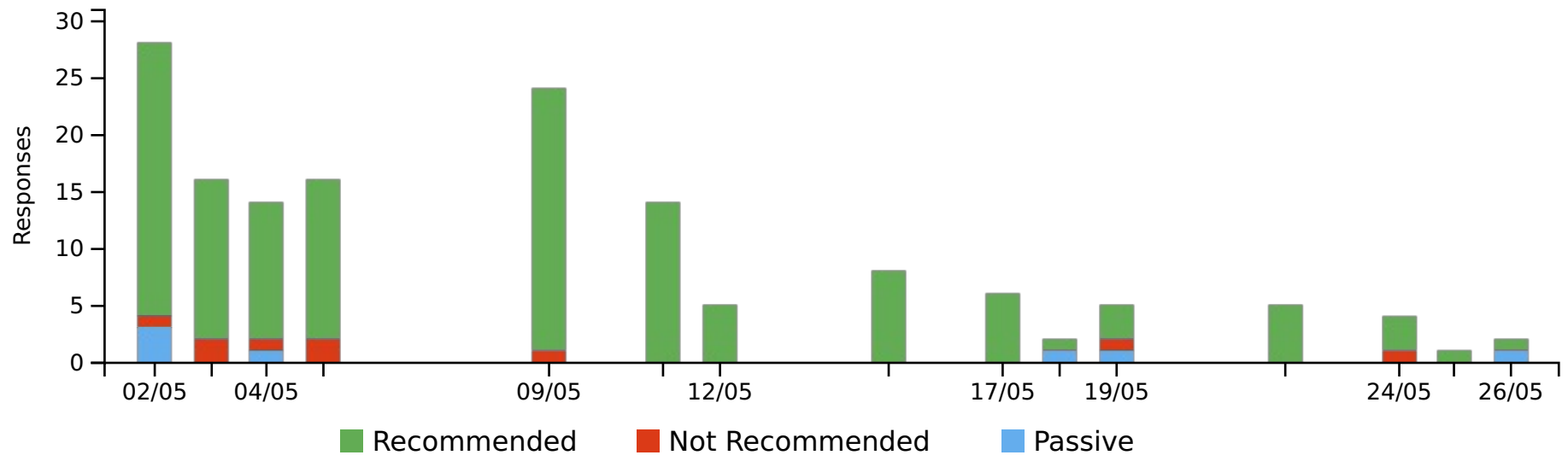
Practice Score: Day of the Week Analysis



- 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 friendly & professional Phlebotomy appointment
- ✓ *Pleasant and efficient*
- ✓Because its a friendly place polite and relaxed
- ✓ *Nurse was great. Appointment was on time. All questions answered.*
- ✓Friendly staff and really caring and helpful doctor.
- ✓ *Everything was very well explained the Doctor was very patient with me he took his time and gave me a very thorough examination I left feeling much better and not worried any more.*
- ✓Very happy with the service and staff
- ✓ *Very comprehensive appointment and the GP lovely manner*
- ✓Easy to check in on the screen, promptly seen by the team, Dr Leonard was fantastic both with my baby delivering immunisations and communicating with me as mother. Great continuity of care as my last consultation was also with Dr Leonard.
- ✓ *I was seen on time & the reception & phlebotomist were friendly & efficient*
- ✓I phoned for an appointment the receptionist offered me one that had been cancelled so I did not have to wait for a long time. I was sent a reminder email the day before - a good idea. When I arrived the 'logging in' procedure was clear and simple. I did not have to wait very long before seeing Dr Edward Smith, who was courteous, attentive and efficient. He listened, looked at my affected toe and referred to notes of a previous consultation. He told me what he was going to prescribe and explained why, and for how long I would need to take the tablets. Dr Smith sent, electronically, a prescription to Logan's, the local pharmacy I know and I had simply to cross the road and collect the tablets. The service I received today was very impressive. I can't think how it could be improved. I am very grateful. Thank you.
- ✓ *I have received a good service from this practice*
- ✓Nurse has been very professional and polite
- ✓ *Blood test on time. C*
- ✓People were really helpful! It was quite quick.
- ✓ *Easy to make appt. Nurse was on time. Did the job quickly & easily. We had a short, good hearted chat. I left before my time was up. What could be better?*
- ✓Everyone very helpful: seen pretty much on time
- ✓ *Appointment running on time, easy check in, kind & helpful GP*
- ✓Didn't have to wait too long, procedure was explained clearly. Pam (nurse)was very kind and efficient.
- ✓ *She was very helpful*
- ✓Dr. Cassidy was very attentive, caring and re-assuring.
- ✓ *Mrs Christine Hyland was very nice and patient, to understand my issue, treated my wounds with care and professionally. She also let me know there's another option with my booking problem which is no one told me before.*
- ✓Doctor was very pleasant and I was in on time
- ✓ *Signed in five minutes early and was seen straight away (for blood test). And Monika was very nice!*
- ✓Very professional and competent GP
- ✓ *Great service*
- ✓Always helpful and caring from booking staff doctors and nurses very professional.
- ✓ *Harry Vickers was very thorough with his approach and dealing with my medical problem. He took time to listen, execute a plan, and to make sure I was completely comfortable with his programme. Also the receptionist was really helpful in arranging a call with a GP for my blood results.*
- ✓Megan Leonard has always been a great Doctor. She is very understanding and a great listener. For someone like me who has mental struggles, it's so nice to see a doctor that I feel genuinely cares and listens to me. Today she saw my three year old daughter and made her feel very comfortable. My daughter left feeling happy which is a very positive experience for both of us as not all doctors appointments have been as nice
- ✓ *Appointment was on time. Useful advice.*
- ✓Very efficient. Doctor very helpful and pleasant.
- ✓ *Dr was empathetic and compassionate, thorough with her checks and ensured I understood the diagnosis. She checked if I had questions and followed up with information*
- ✓always polite and helpful when I visit
- ✓ *I got a same day appointment and the nurse was very thorough*
- ✓Although the time was short, the Dr attended to me with care and signpost me where to get further help/treatment.
- ✓ *I am happy with the practice*
- ✓The doctor had lots of time for me and my baby. He took the time to explain what he was doing and why. He was reassuring and clear.
- ✓ *Because my gp listened to everything I said and found a solution for me*
- ✓He knew what he was doing
- ✓ *Reflecting on the 2 visits i have had so far, the doctors were patient and very knowledgeable, they were very confident and empathetic. Both visits were very good.*
- ✓I got an appointment today by calling in at 8am. So this system works if you are on your phone to call right at 8 am. I was seen this morning.
- ✓ *The doctor was excellent, but I had to wait over 3 weeks for an appointment and that after calling and waiting for over 20min for someone to answer. It would really make more sense to have waiting time of several days to deal with an unurgent medical problems*
- ✗very efficient in my personal experiences
- ✗ *very efficient in my personal experiences*

Not Recommended

- ✓ *Didn't get my phone call*
- ✓ *I prefer no*
- ✓ *Certain doctors (not all) make you feel rushed and time limited when discussing concerns and don't have the bedside manner I have experienced at other surgeries where the patient is kept front and centre(ie the interaction is less transactional). I do think this affects the quality of care.*
- ✓ *Yes. I can never get through to a dr when I need them most*
- ✓ *I had to wait an hour to be seen. I worked in a bank and if someone was behind others who had finished would help that person. Does this not happen for doctors?*
- ✓ *The receptionist not serv me, i booked scale 8,15am but people using it refused to leave 8,20am*
- ✓ *Because when you come to the surgery with an urgent infection that you know needs antibiotics- being told that I could have an appointment in three weeks or travel to a and e is not very helpful. I was advised about urgent care clinic by my pharmacy as my condition did not require a and e. Don't understand how reception staff don't advise urgent care clinics or call NHS hotline - they seem ill informed, negative and unhelpful.*
- ✓ *Yes sure.Lack of punctuality and professionalism. I don't think the maximum was done to sort the issue. The answers from the specialist that it's normal and people live with it start not surprising me anymore*

Passive