

FFT Monthly Summary: November 2022



Vanbrugh Group Practice
Code: G83021

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
105	27	6	4	7	0	1	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:	417						
Responses:	149						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	104	27	6	4	7	0	148
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	0	0	0	0	1
Total	105	27	6	4	7	0	149
Total (%)	70%	18%	4%	3%	5%	0%	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:

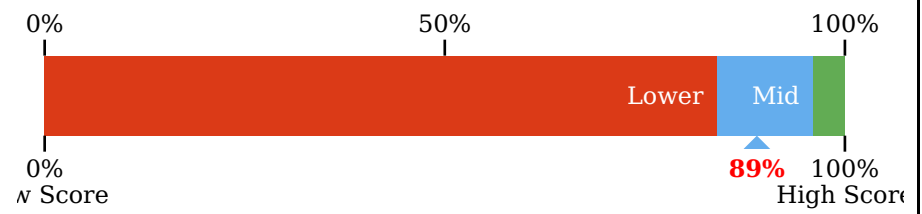
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

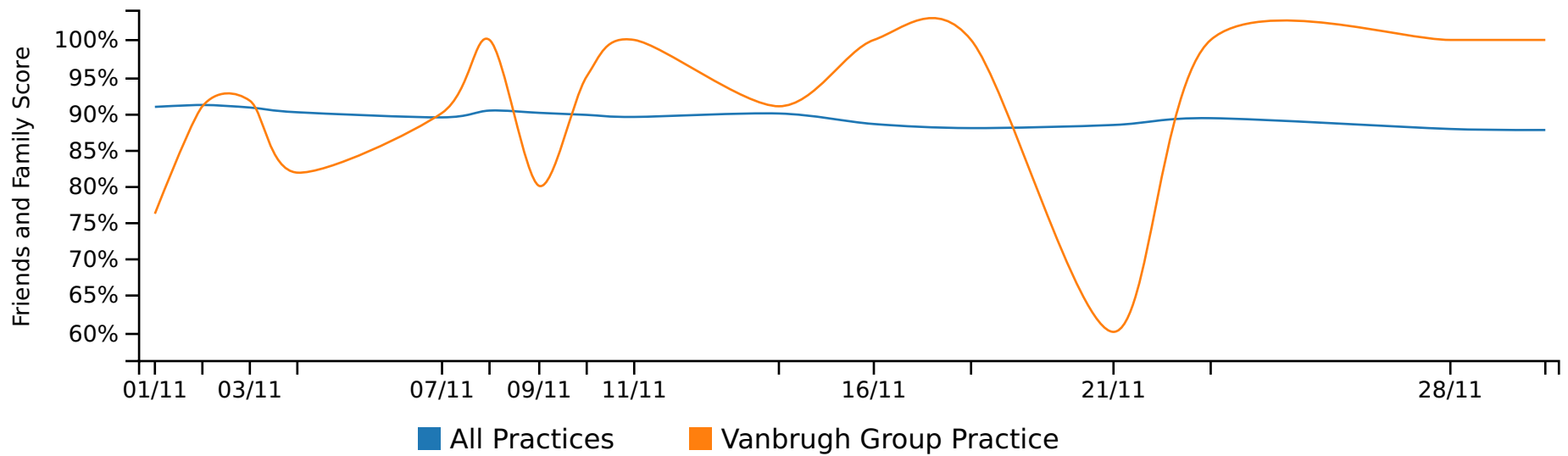
Your Score: 89%

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



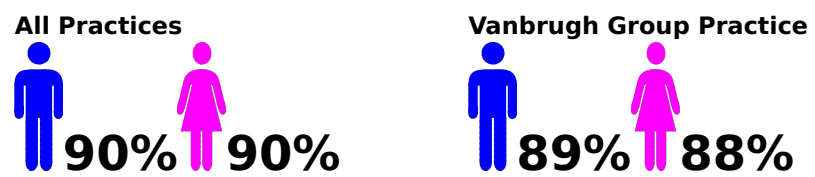
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

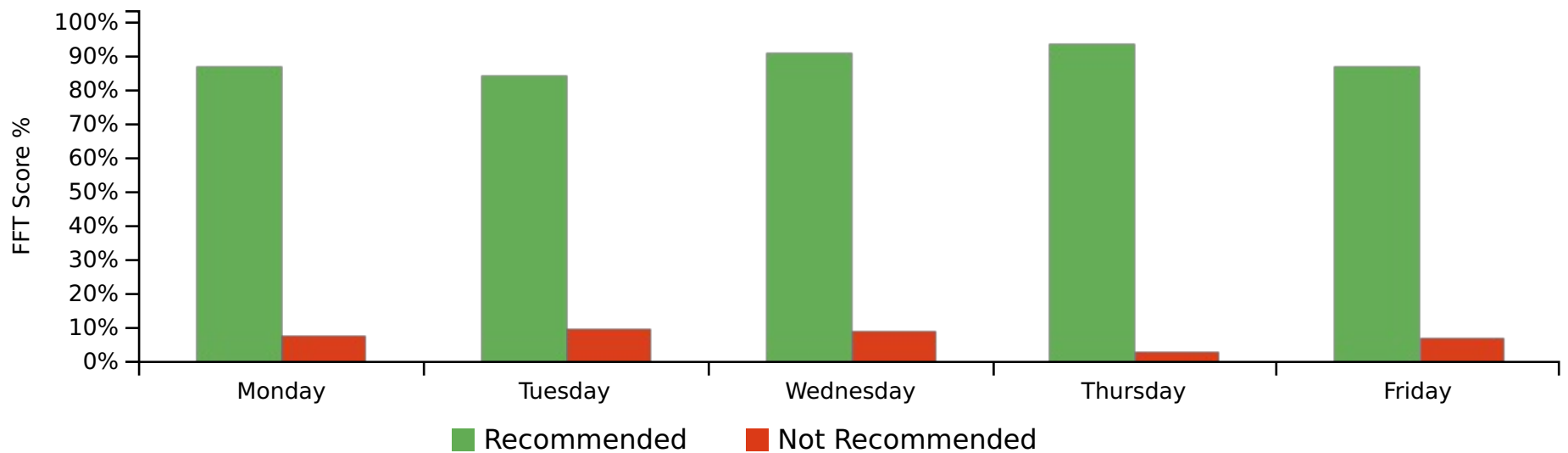
	< 25	25 - 65	65+
All Practices	82%	90%	92%
Vanbrugh Group Practice	81%	87%	100%

Gender



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

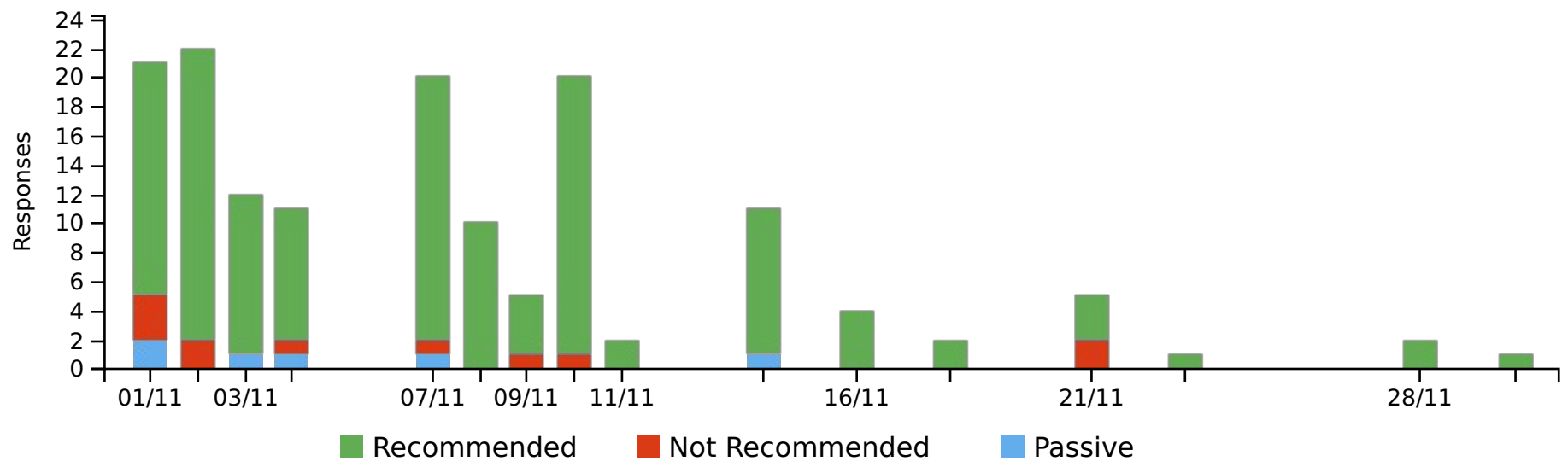
Practice Score: Day of the Week Analysis



- 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.

- ✓ Generally very good service once there...just not always easy getting an appointment.
- ✓ *Appt ran on time, friendly service*
- ✓ Difficult to get through to reception to make an appointment
- ✓ *The team do a great job, thanks!*
- ✓ Punctual and efficient
- ✓ *I gave this answer because thats how I feel as it helps me get advadvice from another point of view ew*
- ✓ I am loyal to the above standards of my GPteam
- ✓ *Friendly and helpful reception desk both on the phone and In person. Incredibly caring and helpful DR (Dr. Nour) who did not rush the appointment and p@and provided me with confidence that this is being dealt with appropriately. @ely.*
- ✓ I've always been able to get an appropriate consultation when needed, the "triaging" so to speak, between econsult, phone consultation and face-to-face @face meeting works extremely well.In addition all the staff are very helpful and through even when clearly under a heavy work-load@-load
- ✓ *Doctor understands my needs, and find some solution and she give me some indication.*
- ✓ On time and quick turn around to get my daughters vaccine. Pleasant nurse to deal with
- ✓ *Received a flu jab notice. Called the surgery and spoke to someone. No waiting in a phone queue. Booked my appointment very easily by phone. Appointment@tment was arranged for later that week, no wait. Was called in on time. Quick vaccination. Polite and efficient nurse. Done in under 3 minutes. The nurse also@ also highlighted that I needed to book a smear test. Really good service. I feel like I matter to the practice. Excellent team. @eam.*
- ✓ Friendly, informative consultation, not rushed.
- ✓ *The doctor & the other staff, the receptionist are helpful & of hospitality. I feel comfort to talk to them because I am confident I am taken care in goo@n good hands.@ands.*
- ✓ Doctor Norcliffe is very patient and caring. He gave me good advice.
- ✓ *Was able to get an appointment quickly, and the doctor was very empathetic and thorough. Gave us reassurance*
- ✓ Appointment was on time.
- ✓ *Responsive and supportive, professional team*
- ✓ We had to wait a bit but the services were excellent
- ✓ *On time, efficient service*
- ✓ It was efficient and friendly
- ✓ *Didn't have to wait long and nurse was very nice*
- ✓ Quick, efficient, clear
- ✓ *I was seen early and Jane was very pleasant.*
- ✓ Ease of check in.Punctuality of appointment.Friendliness of Ms Jane Hughes
- ✓ *Because my eyeballs were melting in the extreme heat.*
- ✓ Very welcoming staff and the nurse very kind explained Very pleased with the service to the public I am very pleased
- ✓ *I have*
- ✓ It was fast and friendly. It was just for a flu vaccine and i didn't have yo wait.
- ✓ *Efficient, on time, excellent care from my nurse. She showed my empathy, was very good at explaining everything that was happening, gentle touch and comf@ comforting. Reception was also very obliging and have been wonderful at booking my practice and hub appointments. In a very difficult health situation I have@ have been reassured by your staff and I thank you for that. @at.*
- ✓ Great service. No issues.
- ✓ *Prompt, and a lovely nurse - thank you to Ms Jane Hughes)*
- ✓ Generally good service ,only complaint is it takes a long time to phone to book an appointment (online doesn't seem to be an option), harde to book appo@ appointments for non urgent but still time sensitive issues (e.g. ongoing eczema problem)@blem)
- ✓ *Because I felt I was treated very well, the procedure was very clearly and sensibly explained to me. And the nurse and staff were very helpful and unders@nderstanding. @ing.*
- ✗ Your service is satisfactory
- ✗ *Dr Kudari has been the most caring and supportive GP I have ever had. Thank you Dr Kudari for your continuous care and support*

Not Recommended

- ✓ Friendly staff and very helpful to explain the issue.
- ✓ *Was waiting in the queue for about 20 minutes*
- ✓ *I'll change it to 4, th wait was 40 minutes and I feel bad for the doctors as they seem so rushed and stressed out. I felt very rushed*
- ✓ *Because I had to wait 50 minutes to be seen*
- ✓ 11.30 appointment, not called in until 12.00 after I queried the wait, no apology
- ✓ *The dr was very understanding and patient.*
- ✓ I waited over 20 minutes for my appointment after turning up and checking in on time. I had to leave without seeing the doctor as I didn't have the time @time to wait further. There was also no hand sanitiser in the 3 machines I tried. @ied.
- ✗ *The registration computer didn't work, the nurse was rushed as there was a queue outside, the nurse complained about that my son was too old for being va@ng vaccinated at the practice @tice*

Passive

- ✓ The service I received was great. I only marked it down because I was seen 30 mins late
- ✓ *Check-in was easily done on the screen, but it was sometimes showing an error which could be confusing. I was seen 30 minutes late, but the nurse apologi@ologised and was professional. Some positives but some negatives as well.@well.*