

# FFT Monthly Summary: November 2023



Vanbrugh Group Practice  
Code: G83021

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
107	25	8	3	5	0	2	0	0	146	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>452</b>						
<b>Responses:</b>	<b>148</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	105	25	8	3	5	0	<b>146</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	2	0	0	0	0	0	<b>2</b>
<b>Total</b>	<b>107</b>	<b>25</b>	<b>8</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>148</b>
<b>Total (%)</b>	<b>72%</b>	<b>17%</b>	<b>5%</b>	<b>2%</b>	<b>3%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

89% 5% 6%

## 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:

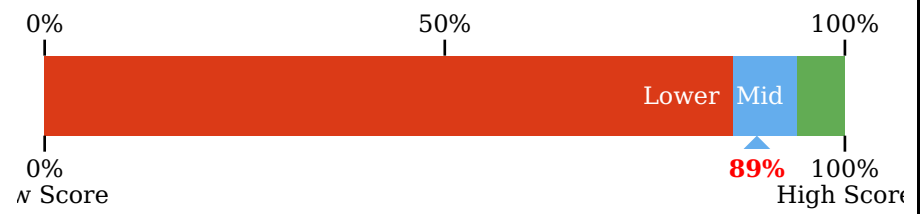
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

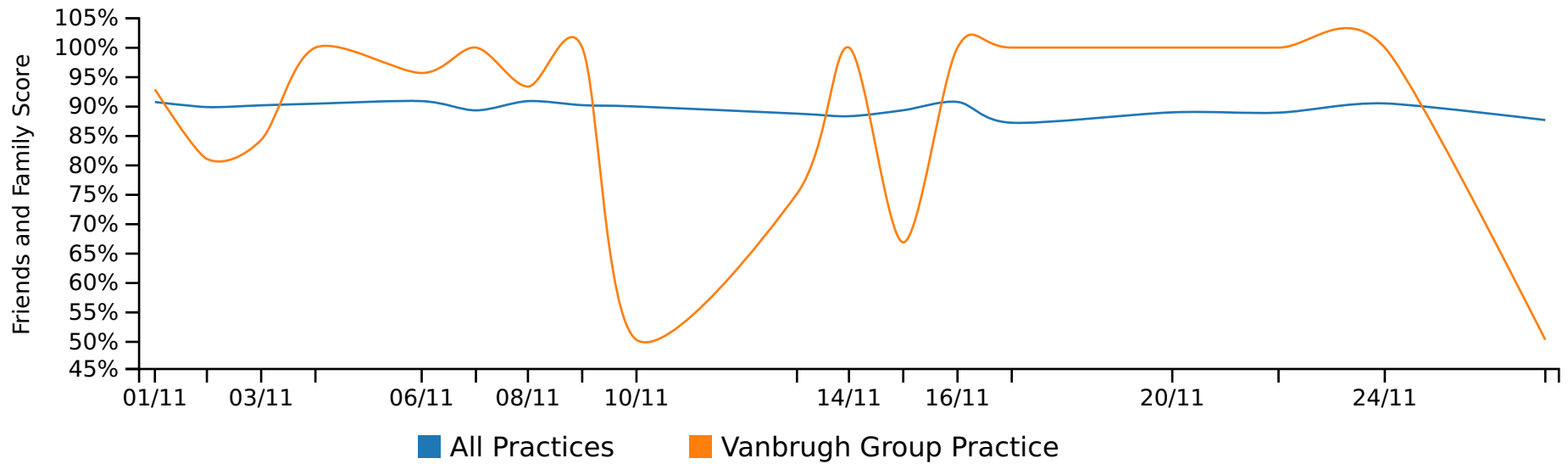
**Your Score: 89%**

**Percentile Rank: 35<sup>TH</sup>**



- 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



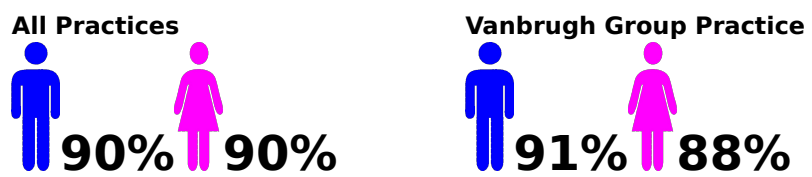
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

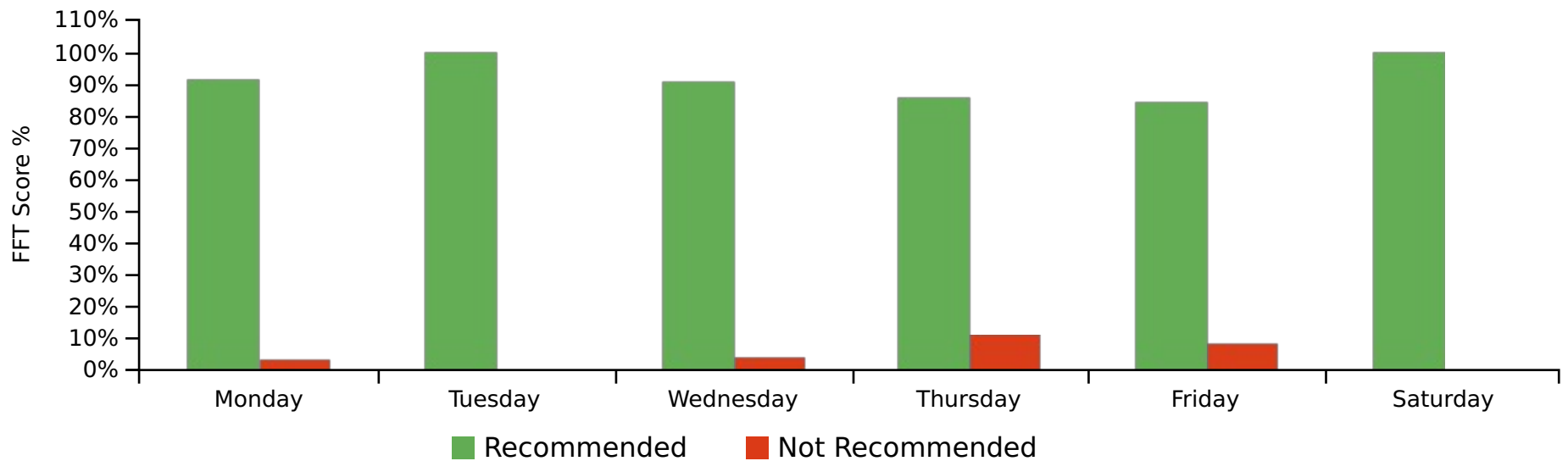
	< 25	25 - 65	65+
All Practices	85%	89%	93%
Vanbrugh Group Practice	93%	86%	100%

#### Gender



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

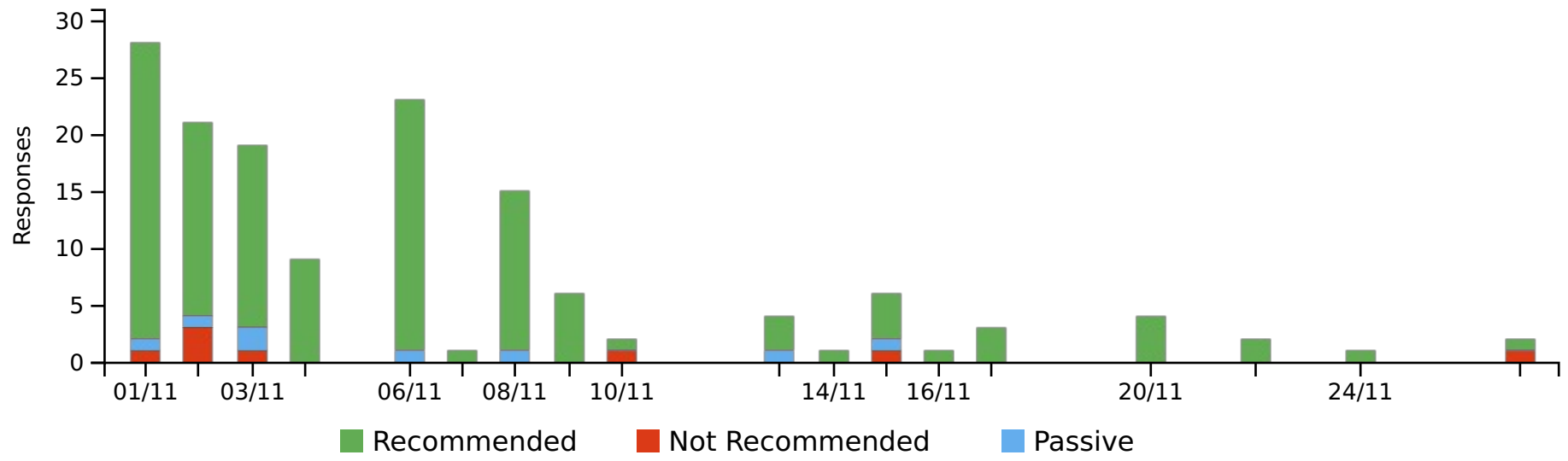
### Practice Score: Day of the Week Analysis



- 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.



*less uncomfortable.*

- ✓ Empathic doctor. Felt listened to
- ✓ *Excellent service across the board*
- ✓ As I entered Reception was pleasant. Appointment was on time and treatment by GP was unhurried. Felt that I could raise additional concerns without being told my 10 mins was up.
- ✓ *Nice. People on. Phone*
- ✓ Appointment was on time and conducted professionally.
- ✓ *Polite, caring, and efficient staff*
- ✓ I was listened to and the doctor looked at me for the entire time. She was empathic and practical. Some doctors I have seen at the practice spent the entire time typing into their PC which is deeply off-putting. I was given good advice and referred to another doctor and an appointment made. This is *\*so much better\** than trying to get an appointment via reception.
- ✓ *I felt the doctor showed interest in what I was saying and in my concerns.*
- ✓ The doctor who I had never met before was courteous, listen carefully to what I was saying. Asked questions and explained what might be a cause to what I explained to her. Helpful.
- ✓ *Friendly team, clean and Harry is great.*
- ✓ Doctor was very entertaining in order to be able to do examination in my baby.
- ✓ *Great reception, on time appointment*
- ✓ Dr Preyankhee Kumaralingam was extremely helpful , listened to all my concerns and asked for all the necessary tests . Excellent doctor !
- ✓ *Was very pleased with the service thanks*
- ✓ Recent my visit GP excellent service Doctor and Recipient
- ✓ *Very good Because I'm very pleased with service given by the Doctor..*
- ✓ The Dr who saw me was really welcoming and informative. She listened to me and gave excellent advice. There was a delay in me seeing her which she apologised for. I'm sure it wasn't her fault that I was late being seen and she was perfect in all other respects.
- ✓ *I booked the appointment online this morning. I was seen quickly and the doctor listened to me and was empathetic and I will reassured that she will help.*
- ✓ First time I have come to the surgery, reception staff were very friendly, I was early for my appointment and seen straight away and the Dr listened to my concerns, asked appropriate questions and organised tests and follow ups.
- ✓ *Helpful, friendly, efficient*
- ✓ Dr Leonard gave me time and listened to me. Very happy with her manner and knowledge. She also asked me to book a follow up appointment. She seemed to genuinely care.
- ✓ *I phoned at 8am, and spoke to friendly receptionist and was given a face to face appointment for 8.30 am. I saw a friendly, efficient, thorough GP who explained everything having asked me questions and had looked at my notes. She was very empathic. I was prescribed antibiotics and she explained to me how to take them and what to do if there were any further problems and invited me to make contact with them if there were problems. She was sent immediately to the local chemist which I collected and was home by 9.15. Amazing and brilliant care by all! I am so glad I belong to this surgery.*
- ✓ Appointment on time helpfully and caring doctor
- ✓ *Dr was really lovely and listened to what I was saying. I found her very helpful.*
- ✓ Because I got called in at the exact time, she was very kind and listened to my problems
- ✓ *Dr Stevenson was excellent*
- ✓ Prompt, clear, well organised
- ✓ *Because my experience was excellent. Friendly staff and an excellent doctor.*
- ✓ Efficient and helpful service. Dr kind and thorough
- ✓ *I was in and out quickly. The one person I interacted with was friendly. The waiting room was clean.*
- ✓ My doctor today cares about me and want me get well fast
- ✓ *Aborted f2f appointment was rescued when doctor unexpectedly rang after hours. Good customer service.*
- ✓ Sure
- ✓ *Friendly personnel, clean practice, on time appointments*
- ✓ Thorough, took time to understand full extent of the problem, kind and empathetic, patient and understanding, took long term holistic approach to prescribing,
- ✓ *Excellent customer service*
- ✓ Appointment was on time and great service from the doctor
- ✓ *I got the best treatment*
- ✓ Dr Nour was really nice and friendly. She listened and was very helpful
- ✓ *Once I signed in I got seen on time. Got to say never have a problem with the service I get from any of the staff. Probably the best surgery I've been to*
- ✓ Efficient, always very supports compensate and professional.
- ✓ *My appointment was at 8am but I did not see anyone until 8.30. Two patients arrived after me were seen before me. Didn't make sense.*
- ✗ **NURSE FAUSTINA WAS ABSOLUTELY AMAZING DURING MY SMEAR CONSULTATION. THE SURGERY HAS ALWAYS BEEN VERY HELPFUL**
- ✗ **SEEN DR ROBINSON TODAY EXTREMELY HAPPY WITH CONSULTATION VERY ATTENTIVE AND PROFESSIONAL PERSON. MEMBERS OF THE RECEPTION TEAM VERY HELPFUL - ESPECIALLY A LADY CALLED TO TINA VERY HELPFUL LADY - THE BEST NHS WORKER I EVER MET**

## **Not Recommended**

- ✓ Last minute cancellations for appointments extremely long waiting time for anything
- ✓ *People in the practice are not at all knowledgeable. Untrained.*
- ✓ Blood test appointment cancelled 15 minutes prior to the appointment via text message without an explanation or a signature. Majority of previous experiences have also been negative for different reasons.
- ✓ *Because my GP practice is not helping me with a hospital referral I need, although they could*
- ✓ You cancel my blood test!
- ✓ *Because the dr I saw knew nothing about hrt prescribing which is what I was there for. I felt rushed and when I suggested the hrt I wanted I felt he was not listening. After the appointment I wrote a note asking the receptionist to let him know which hrt I wanted as I did not feel he was taking me seriously. He did admit not knowing much about it which I find unacceptable given that he will be seeing female patients. I am now not confident that when I get a message later today that I will have the right prescription which I really need right now.*

## **Passive**

- ✓ The nurse was unprepared for the appointment and hadn't even looked at the test results that were the explicit reason for me to have the appointment. When she did finally look, she kept looking at results for the wrong date, which painted a very different picture than the current results.
- ✓ *I'm a new patient and nobody explained how the system works whilst waiting for appointment. I stood in front of reception for 10 minutes with a lady working on her computer and just ignoring me even when I tried to talk. I felt receptionists were short and quite rude. I deal with anxiety and their snappy*