

FFT Monthly Summary: October 2022

Vanbrugh Group Practice
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
102	31	6	6	3	0	3	0	0	145	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: 429

Responses: 148

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	101	31	6	4	3	0	145
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	0	2	0	0	3
Total	102	31	6	6	3	0	148
Total (%)	69%	21%	4%	4%	2%	0%	100%

Summary Scores

90% 6% 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:

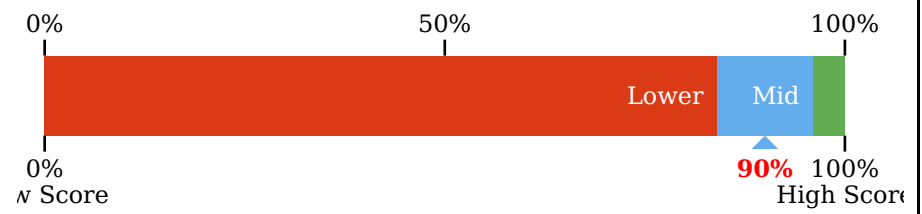
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

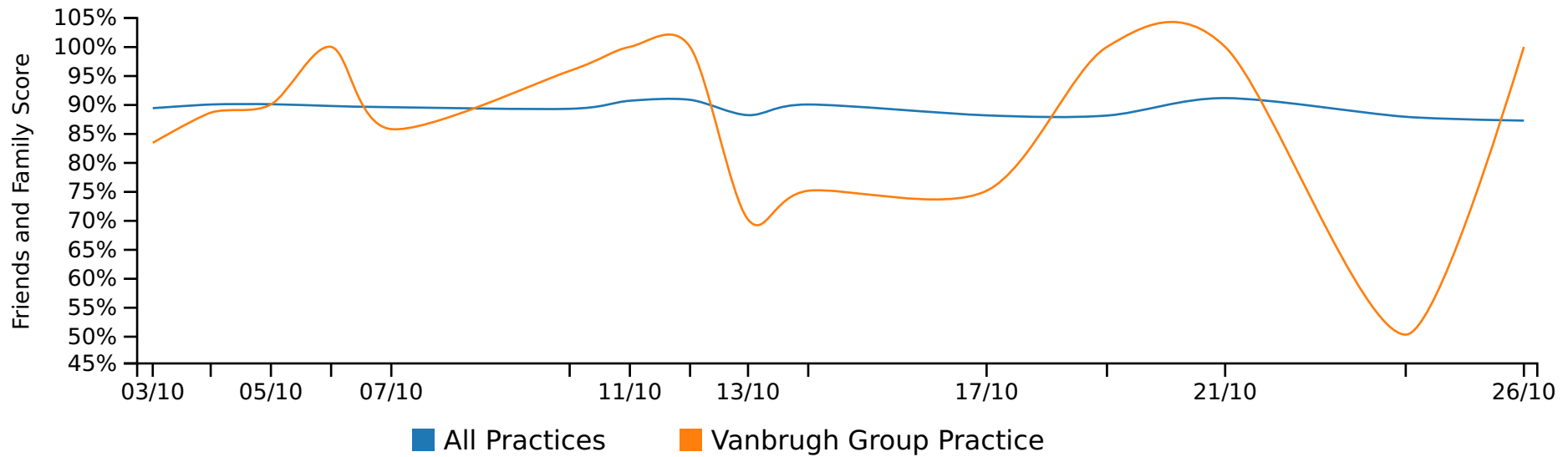
Your Score: 90%

Percentile Rank: 50TH



- 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 50th percentile means your practice scored above 50% of all practices.

Practice Score: 'Recommended' Comparison



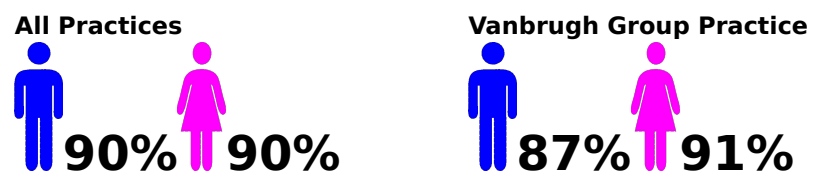
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

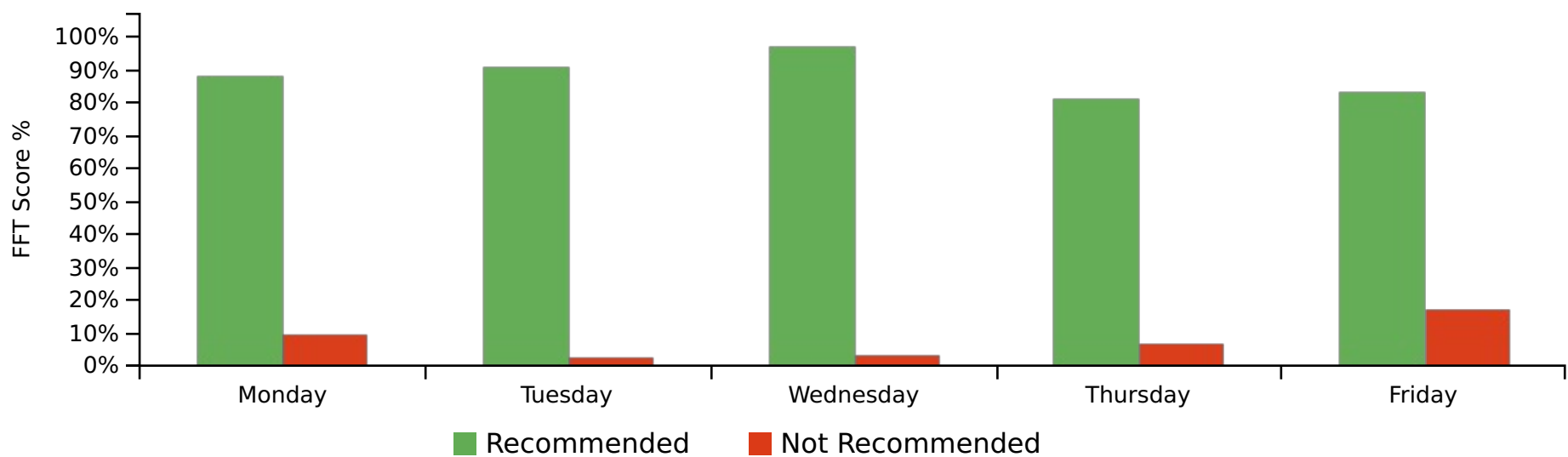
	< 25	25 - 65	65+
All Practices	83%	90%	92%
Vanbrugh Group Practice	83%	91%	93%

Gender



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

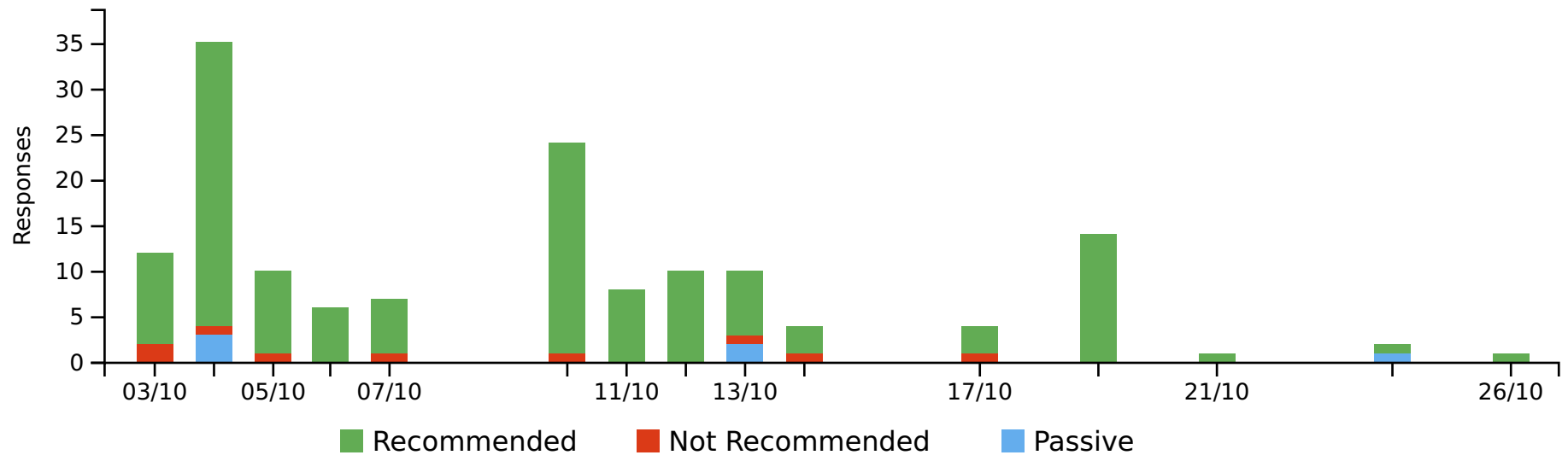
Practice Score: Day of the Week Analysis



- 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.

- ✓ *On time and no messing about with my injection*
- ✓ *Always helpful and good service*
- ✓ *Surgery always calls me for my vaccinations, has appointments available fairly quickly and the staff seem efficient and polite. I had to wait 30 mins for@s for my appointment today, but it's a busy surgery so understandable @able*
- ✓ *I have always had good service at the Surgery*
- ✓ *I had an appointment with the nurse. She was kind, informative and reassuring.*
- ✓ *Kind and helpful staff*
- ✓ *Mrs Irving was very responsive and cared very much. Put me at ease during the smear.*
- ✓ *My appointment was on time, painless and efficient but I would love to see a doctor in person one day!*
- ✓ *Efficient & polite*
- ✓ *Friendly, quick, efficient service. Thank you.*
- ✓ *Quick and efficient flu jab.*
- ✓ *My appointment was at 4:15 but I think I was seen about 10-15 minutes after.*
- ✓ *The E-consult system was easy to use, the doctor made me an appointment within 48 hours. The consultation helped me feel relaxed (despite requiring an ex@an examination), and the Doctor was very clear and kind in his advice.@vice.*
- ✓ *Efficient, professional*
- ✓ *Because I was easily able to book convenient appointments, including a same day blood pressure check*
- ✓ *Prompt response and caring attention*
- ✓ *Very good service thank you*
- ✓ *The practice is really professional, easy to get an appointment and runs as much to time as you could expect*
- ✓ *No waiting. Nurse gave good clear advice about travel. Got a print out of vaccination and had flu jab which I hadn't booked for. Very efficient*
- ✓ *Receptionists are brilliant, helpful, cheerful and mostly are polite. I only will see certain doctors as I have a respectful relationship with them after@after seeing them for years. I do NOT want to be seen by any other doctor...@r...*
- ✓ *Very fast turn around. Arrived early, barely sat down when my name was called, was jabbed and back outside still before my appointment time.*
- ✓ *Got a free flu vac and the appointment was made quickly*
- ✓ *The conditions of the practitioner are very good as is cleanliness. T The staff very polite and with a smile talking with me , that is rarrare in this days . I hade a booking and arrive before the hour bookedked and no waiting time till the appointment, was attended straight at a*
- ✓ *Because the staff are polite and they actually try their best to book appointments when needed. The nurses I saw today, found something in me and she spo@e spoke to a doctor which despite being busy, she came to examine me and requested a referral straight after. I'm really pleased and thankful.@kful.*
- ✓ *I like the way I was look after*
- ✗ *Very helpful*
- ✗ *Staff, wonderful. Waiting time, far too long. May have been unavoidable but many came after me and got to see doc long before.*
- ✗ *They are responsive in booking appointments and they send prescriptions for medications directly to my chosen pharmacist.*
- ✗ *I have been with this practice for 27 years and have been well cared for*

Not Recommended

- ✓ *We've had numerous bad experiences at the practice now. Including rude interactions with GP's, not booking my postnatal 8 week check, and messing up the @ the dates of my daughter's vaccinations. @ons.*
- ✓ *Wrong answer, sorry. My experience was good. 2*
- ✓ *Slow telephone answering difficult to contact doctor no messaging facility no appointment on line no repeat prescription by phone*
- ✓ *Practice has too many patients and not enough doctors. After covid almost impossible to see a doctor face to face. Long waits on the phone. Found Burney @rney Street Practice a lot better in terms of availability of doctors and speed of appointments. Am thinking to move back there. I wouldn't recommend it to ot@to others. Nurses though are great and prompt service. @ice.*
- ✓ *Appointment times , you don't get seen on time which is not always convenient when you have to go somewhere else*
- ✗ *I was late for my daughter's vaccination 15min and was told that I had missed my appointment. It was 12 week vaccination. I understand that practice is b@ is busy as I waited last time more than an hour but a bit of flexibility would be appreciated. It is hard to get ready with such a small baby sometimes. Lady@ Lady at the reception didn't have any empathy and was not helpful at all. @all.*
- ✗ *you have 18 doctors and you cannot see one (it takes approx 2 weeks to see 1 disgusting. and you have to go to spec savers to get your ears syringed - disgusting*
- ✗ *Because when I first went it was very good but treatment recent was poor ,so it's both.*
- ✗ *I had an appointment today and was extremely distressed by my experience of trying to speak to people at the reception desk to make a new appointment. There are all these chairs that have been moved from the seating area, placed right in front of the desk just blocking access to the desk as well as the COVID plastic barriers and that means the people working reception cant hear us patients, and can barely see us. They wont even look up at us. They act like we are a total inconvenience and the woman working reception just couldnt hear me and i kept having to say VERY LOUDLY what my problem was ,over and over because she could not hear me, but also would barely look at me. It was very embarrassing and distressing and i left in tears. I was completely unacceptable and very undignified. These chairs need to be moved out of the way ASAP. Also maybe train your reception staff in some human sensitivity? They were rude, distracted, even the very confused elderly patients I saw had to just roam the waiting roomlooking lost because people at reception wouldn't help them. Genuinely terrible*

Passive

- ✓ *Lack of experience lately. Need to have a reason to be positive or negative.*