

FFT Monthly Summary: October 2023

Vanbrugh Group Practice
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
109	31	4	1	8	1	4	0	0	150	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: 411
Responses: 154

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	108	30	3	1	7	1	150
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	1	1	0	1	0	4
Total	109	31	4	1	8	1	154
Total (%)	71%	20%	3%	1%	5%	1%	100%

Summary Scores

91% 6% 3%

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:

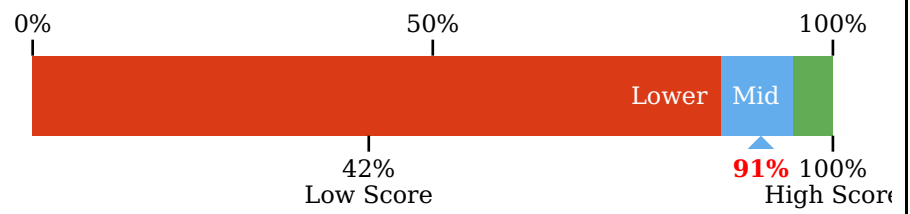
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

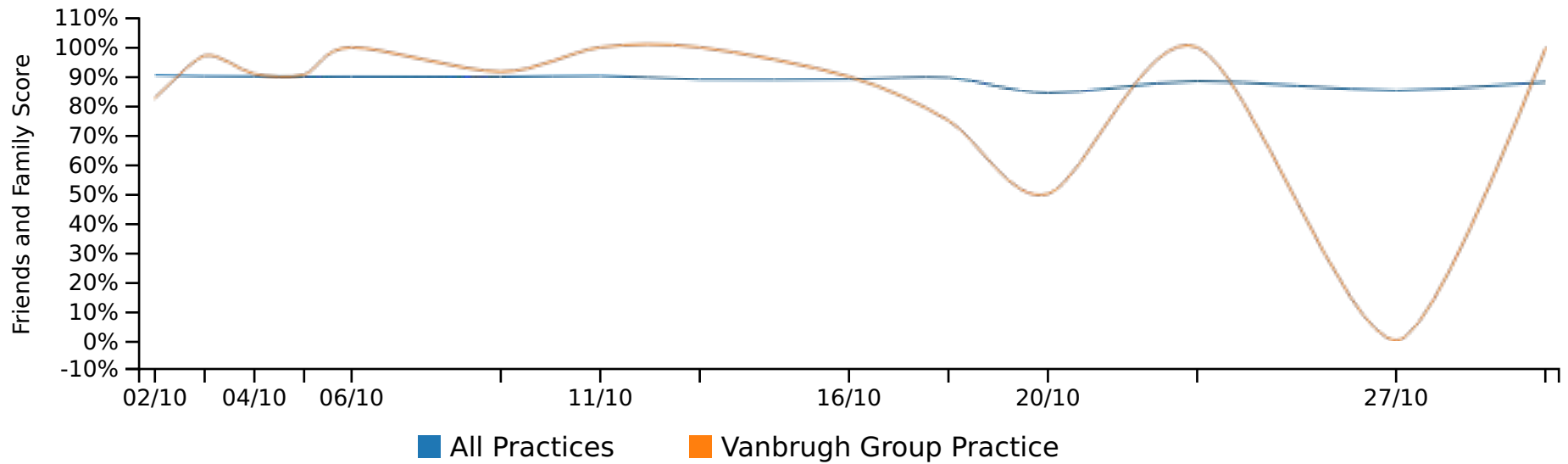
Your Score: 91%

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



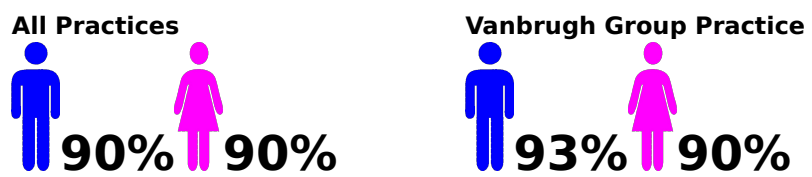
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

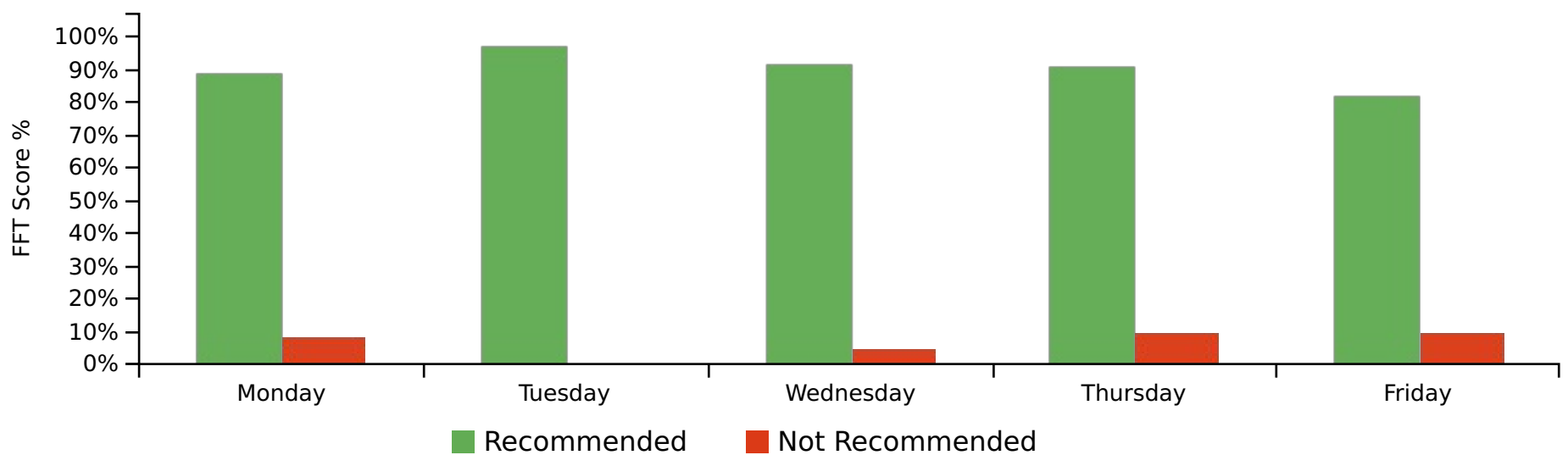
	< 25	25 - 65	65+
All Practices	85%	89%	92%
Vanbrugh Group Practice	84%	88%	100%

Gender



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

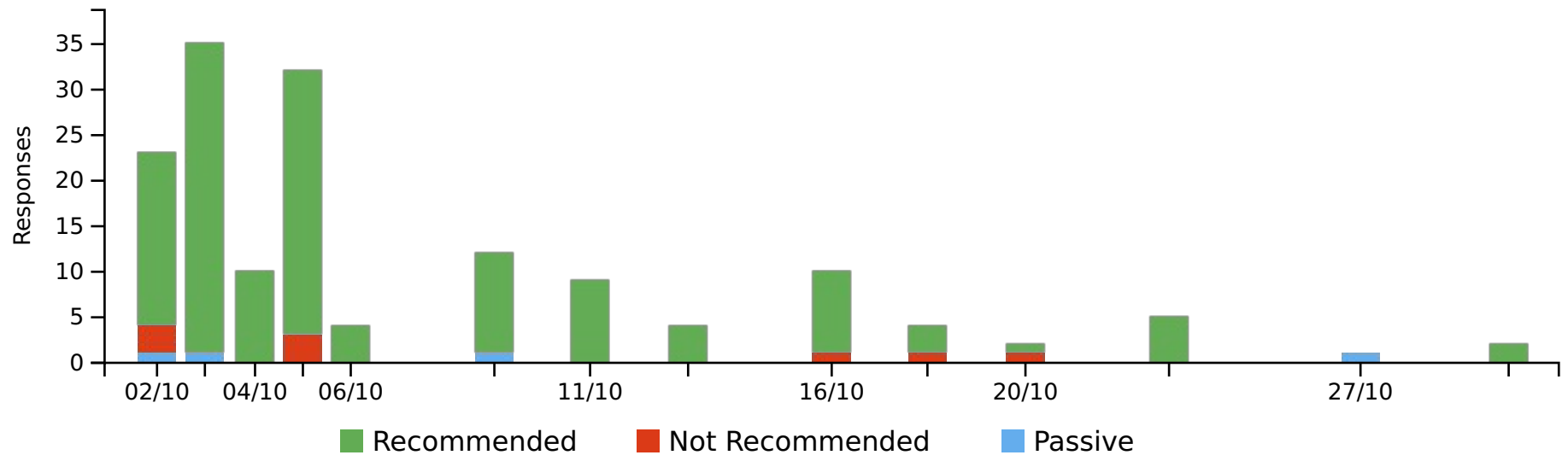
Practice Score: Day of the Week Analysis



- 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.

- ✓ It was all good thanks
- ✓ *Staff was helpful*
- ✓ Got an appointment the same day I called
- ✓ *Very thorough*
- ✓ That's how I feel you are right now
- ✓ *Didn't wait too long. Nurse was friendly.*
- ✓ Doctor was excellent, as were the reception staff. Got same day appointment.
- ✓ *Taken early and very helpful receptionist.*
- ✓ Excellent service / patient care re proactive flu jab and Christine Harland. However service availability for bigger health concerns is poor with appts more than a month away. You are discouraged from F2F and continuity with a particular doctor due to appt availability. However, if the problem is serious F2F and continuity really influence clinical effectiveness and so I find myself waiting longer re the problem I am most concerned about. This is a resource/ management problem impacting on clinical care which is not the fault of the clinicians and I support their strikes. However it is why I have only given a 2 which I think is generous.
- ✓ *Should have been 1. Wrong pressed 2*
- ✓ Good thorough care from the doctor, felt like she put me at ease and took steps to move my case forward. Only knocked it down from a 1 due to waiting time which was approx 20 minutes
- ✓ *The nurse who administered the 'flu vaccination was friendly, professional and positive.*
- ✓ Did not wait long for appointment and doctor was very helpful
- ✓ *Good physiotherapists who done lots of tests and very helpful*
- ✓ Very friendly
- ✓ *Appointment on time, polite staff and good information provided.*
- ✓ You asked me
- ✓ *Reception and Nurses and GP's were evidently working very hard despite being very busy.*
- ✓ Happy with treatment.
- ✓ *Service is very good but I was given an appointment with a very precise time . I had to wait awhile*
- ✓ Doctors was so helpful
- ✓ *Good check in, no wait time, friendly nurse*
- ✓ Prompt and efficient
- ✓ *Everything was v efficient.*
- ✓ I had appointment with Dr Nour today, she is exceptional
- ✓ *Quick Efficient Polite*
- ✓ Sorry I can't contact you
- ✓ *Nurse kind and efficient. Receptionist very helpful*
- ✓ Didn't wait for long, although appointment was later than scheduled, and nurse was very nice
- ✓ *On any occasions I need to have an appointment your doctors and staff are all very helpful and efficient.*
- ✓ Because that's my experience this morning obviously
- ✓ *The appointment ran on time and the nurse practitioner was very friendly to our young son*
- ✓ Mistake. My experience was poor, 4
- ✓ *Efficient communication, very little wait to be seen, pleasant, competent nurse, and unexpected BP/BMI check, probably A Good Thing even if rude machine called me overweight.*
- ✓ The appointment was on time and Dr Heather was brilliant - very efficient and thorough. She listened, advised and reassured me about next steps.
- ✓ *Reception staff are polite and welcoming.*
- ✓ I thought the service was good
- ✓ *On time, quick.*
- ✓ Good communication and follow up
- ✓ *Okay*
- ✓ Appointment ran to time, staff were friendly and helpful
- ✓ *Receptionist helpful, got an appointment quickly and was punctual*
- ✓ Appointment on time very clean receptionist, & friendly helpful staff
- ✓ *I saw on time and she was very good*
- ✓ Doctor was great extremely careful and attentive Was very very happy after the examination
- ✓ *Very nice, helpful doctor*
- ✓ Great doctors and staff
- ✓ *Lovely nurse*
- ✓ Easy to get an appointment, appointment was pretty much on time and doctor was really helpful and reassuring
- ✓ *Courteous, always very helpful and informative on this and all previous occasions*
- ✓ Professional and polite
- ✓ *Was able to get an appointment that day. Doctor was pleasant and helpful. Only reason that I didn't give a very good is that I had to wait 30 mins*
- ✓ Doctor always listening carefully
- ✓ *Because, Joshua was very helpful and professional*
- ✗ doctors very helpful - my only gripe is not able to access online appointments

Not Recommended

- ✓ *The solution to my daughter's ailment was not given to help her. Being told I can only complain about one problem when my child needed a doctor shows poor care is given to patients relying on the gp doctor.*
- ✓ *did not get my prescription*
- ✓ I often feel that staff see me as a nuisance even though I try to keep my visits to a minimum
- ✓ *No one called*
- ✓ *1. I was over an hour late to be seen 2. The doctor didn't communicate with me properly and assumed I knew what she meant 3. She kept pushing down on my stomach during check up even though I said it was sore 4. She nearly refused to give me my free prescription even though I have a maternity certificate. She then questioned my job etc to determine if I was struggling - totally intrusive and non of her business 5. She didn't advise me how to use the medication properly. I followed the instructions only to find out your GP or midwife should advise you differently and not to use the medication applicator. As a result I could end up with a damaged cervix or infection and I'm 8 weeks pregnant. I didn't know this until after using.*
- ✗ *problems with baby jab days*

Passive

- ✓ Not happy about what I got today from the GP. She even didn't change my medication which I have problem with it.
- ✓ *35-40 mins wait for appointment, but Doctor did take the time to understand the situation and provided insightful and knowledgeable advice.*
- ✗ I am struggling to contact my Gp to ask for help. It seems only people who are available at a set time. always and only in the morning are able to book an appointment or ask for time. if you are unable to be on the phone for an hour at 8am trying to get through and you cannot get to a PC to use the E consult between 10/11am, you have absolutely no chance. It needs to be easier to contact a GP rather than waiting to get very unwell. The e consult needs to be available not just for an hour in the morning, it needs to be available all day or if you must limit it at least an hour in the afternoon and an hour at night. These times need to be made clear rather than leaving it as a guessing game. It is a nightmare trying to navigate your way around the NHS and knowing how things work or the correct stages or unsaid rules. Contacting a GP from my experience on this site today seems like the most complicated part in all of that

