

FFT Monthly Summary: September 2022



Vanbrugh Group Practice
Code: G83021

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
109	26	5	2	5	0	3	0	0	144	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:	461						
Responses:	147						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	108	25	5	2	4	0	144
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	1	0	0	1	0	3
Total	109	26	5	2	5	0	147
Total (%)	74%	18%	3%	1%	3%	0%	100%

Summary Scores

92% 5% 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:

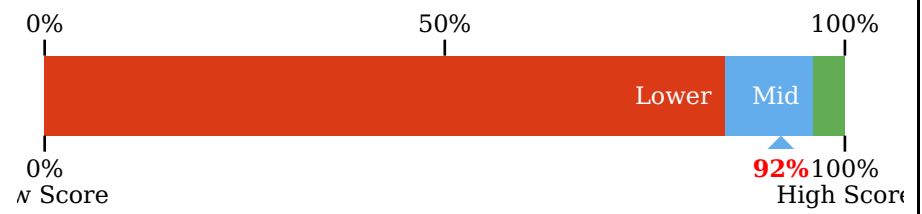
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

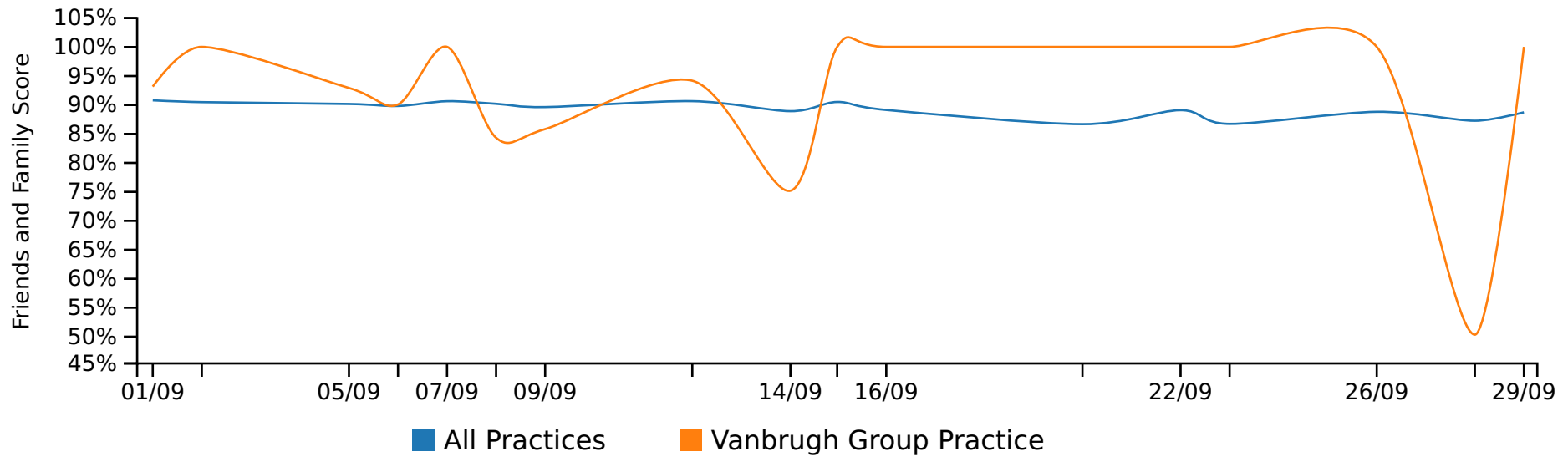
Your Score: 92%

Percentile Rank: 55TH



- 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 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison



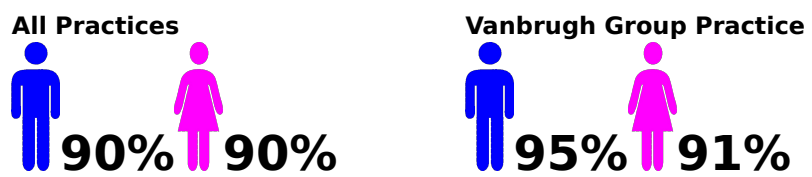
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

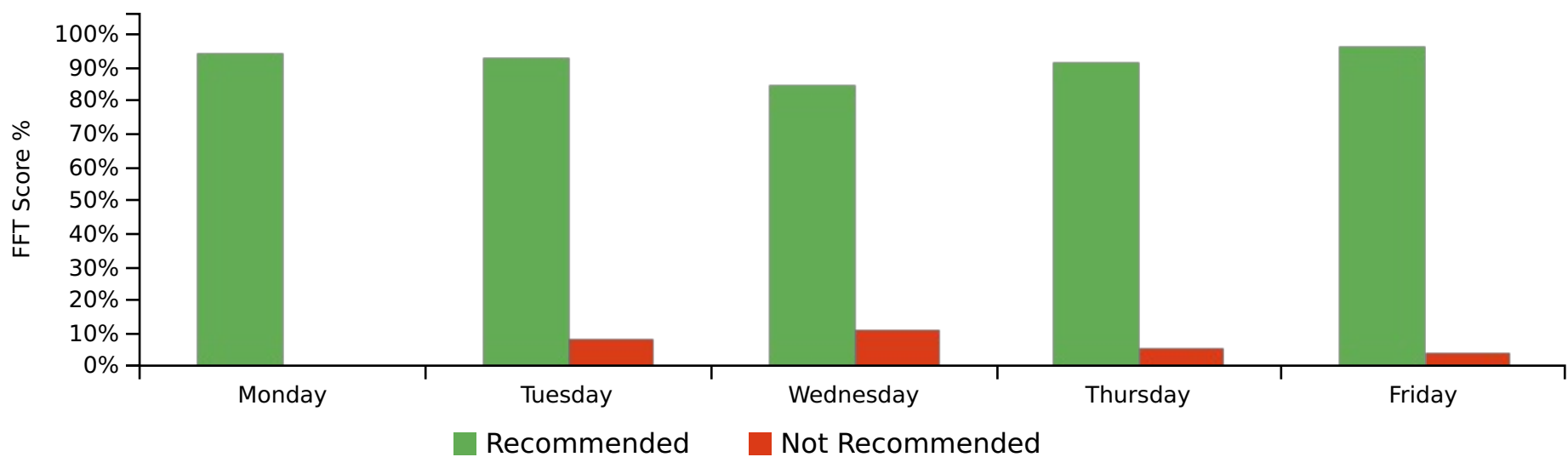
	< 25	25 - 65	65+
All Practices	85%	89%	92%
Vanbrugh Group Practice	88%	91%	95%

Gender



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

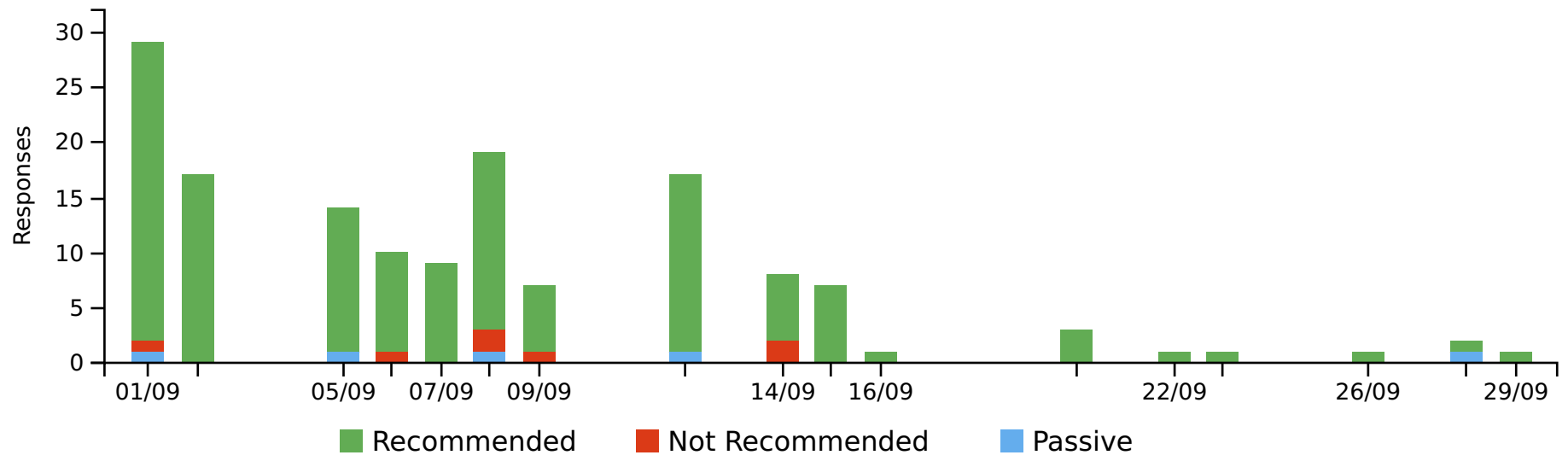
Practice Score: Day of the Week Analysis



- 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.

- ✓ I received very good and professional service
- ✓ *Efficient and businesslike*
- ✓ Pleasant, thorough, comfortable, professional.
- ✓ *I received very good service and advice.*
- ✓ The receptionists were very efficient, the doctor was very informative and reassuring on my call and the nurse was excellent as well when I came in.
- ✓ *Diabetic nurse was very thorough and knowledgeable.*
- ✓ Because you asked and that was my experience
- ✓ *Very good service*
- ✓ Usually very good and helpful. Sometimes long waits in waiting room. Sometimes doctors make you feel stupid when calling about your sick child.
- ✓ *Accommodating staff and treat patients well*
- ✓ About service...and I say was very good...
- ✓ *Doctor was very helpful, thorough, kind and empathetic. Environment was safe. I felt like my problems were focused on and that I was listened to.*
- ✓ Very professional talked me through everything
- ✓ *I had a blood test yesterday, on time with nurse who was careful not to bruise my arm*
- ✓ I was given time and was able to ask questions without feeling pressured to say things quickly. Her manner was both professional and compassionate and I
@nd I felt that the management of my condition was a two-way conversation. I felt listened to. @ to.
- ✓ *I received excellent care & attention*
- ✓ Pam was extremely patient and understanding and informative..
- ✓ *GP was very helpful and reassuring*
- ✓ I had a non-urgent face to face appointment within a reasonable time.
- ✓ *Friendly reception and efficient care*
- ✓ Because I was only kept waiting for 5 mins on the first appointment of the day
- ✓ *Assistance was very good. It was neat and tidy. appointment was done on time*
- ✓ Dr David Sheppard is patiently to hear and explain the situation.
- ✓ *Friendly and efficient*
- ✓ Courtesy, reassuring & very professional treatment.
- ✓ *The doctor was very kind and patient*
- ✓ Excellent care and consideration.
- ✓ *I find the receptionists very curt you walk in the door & get told to move to the next window. Doesn't appear to a sign. Then got told to sign in
elect@electronically I always value people contact over automation. @n.*
- ✓ Very good
- ✓ *Have had to call the practice regularly over the last 3 weeks. I have been seen face to face twice, very quickly, and had a telephone consult. All staff @taff
polite and very helpful. Problem still ongoing, but reassured it should resolve soon.@soon.*
- ✓ The nurses and doctors always go above and beyond to provide a great service
- ✓ *On time, listened, clear, gave useful guidance, reassured*
- ✓ I have had excellent service from them and they have taken all my health issues seriously. Compared to what I have heard from friends and relatives
about@about their own surgeries I consider the service at my surgery to be superlative and I am very lucky to be with my surgery.@gery.
- ✓ *Punctual. Efficient. Friendly and professional manner*
- ✓ Friendly and helpful nurse and receptionist
- ✓ *Painless blood work*
- ✓ I was seen quickly, everything went smoothly, and the nurse who saw me was excellent - totally professional and competent but with a kind manner.
- ✓ *On time appointment & helpful front desk service*
- ✓ Since, I presume, you require an honest answer, however discomfoting it may be, I'm happy to oblige: Telephone answering is abysmal - every time.
Gett@Getting an appointment, even by phone: while I know it isn't the fault of the staff or doctors (whom I admire immensely) in your surgery that we have
to wai@o wait sometimes weeks to speak to - let alone visit - a doctor, some form of sensible and honest explanation should be given to patients that places
the blam@ blame for the delays squarely where it belongs: 12 years of blatant undermining of our once great and enviable institution. Incidentally, I am only
alive bec@e because i was born into extreme poverty in 1949. Had I been born in 1947 I would have died from any of the many diseases my infant flesh was
heir to, becau@because we would not have been able to pay the medical bills.Go USA!@USA!
- ✓ *Nurse Kate was very helpful and efficient.*
- ✓ Dr contacted me to make sure I had blood pressure tested as I have changed my medication and receptionist let me do it early as I was very early for
appo@ appointment @ment
- ✓ *Because the Doctor I saw listened and was thorough and has referred my medical concerns*
- ✓ It's was really peaceful friendly and polite appointment this morning very straight forward from booking the appointment
- ✓ *Okay*
- ✓ Clear and helpful appt with GP
- ✗ *I give good although the service was slow to see the doctor, I understand why wasn't on time to see the doctor because doctor is very patient to see and @
and listen on every patient needs @eeds*
- ✗ Very friendly and efficient
- ✗ *nurse yemisi is fantastic - wonderful bedside manner extremely gentle great technique for vaccinatins huge thank you*
- ✗ asked for medication did not get them
- ✗ *Very helpful response from reception when I first called. Timely call arranged with gp hub then gp in practice. Gp hub gp was very helpful. Gp in
practi@ractice was excellent, notes shared and appointments set up straight awayFurther follow up appointment sent quickly via mobile phoneExcellent
overall thank @hank you @you*

Not Recommended

- ✓ There was no face to face appointment for 2 weeks, when I did arrive I waited 20 minutes for my appointment. I had asked to see a Doctor with a
dermatolo@atology background as this was to do with my skin. The doctor I saw (who had a great bedside manner) took a picture and said he would consult
with a doctor wi@or with an interest with skin and get back to me. @me.
- ✓ *I was booked to have a blood test today. But when I arrived, I was sent back because the doctor (Dr Jaisun Vivekanandaraja) I spoke to before the
appoint@pointment failed to (a) do the paperwork with which I could go to the hospital or (b) do the paperwork to indicate what type of blood test I was
supposed to d@ to do. @o.*
- ✗ have been waiting for 1 hour for appointment for a 3 month old baby who has a fever of 38 +

Passive