

FFT Monthly Summary: September 2023



Vanbrugh Group Practice
Code: G83021

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
111	23	4	4	5	1	0	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:	441						
Responses:	148						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	111	23	4	4	5	1	148
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	111	23	4	4	5	1	148
Total (%)	75%	16%	3%	3%	3%	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:

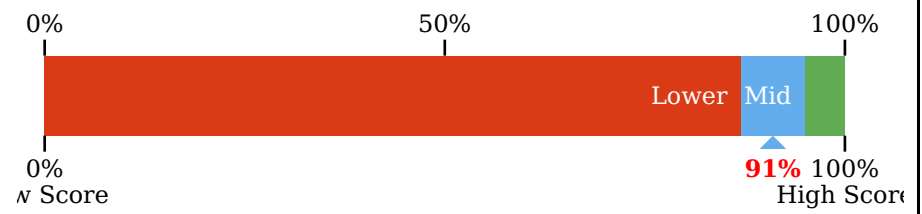
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

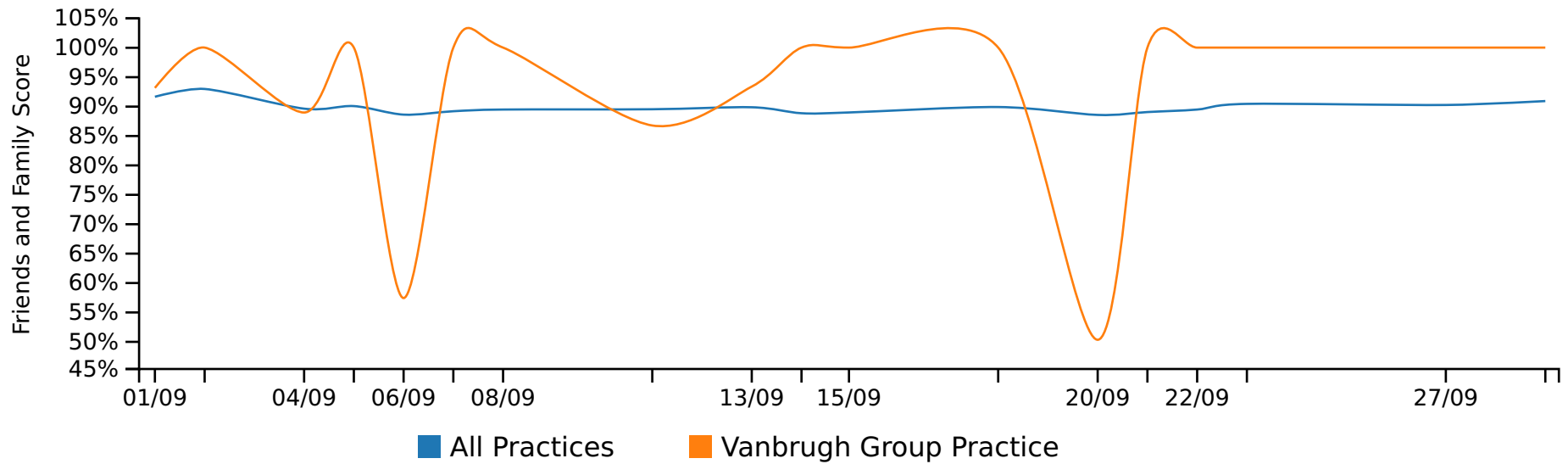
Your Score: 91%

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



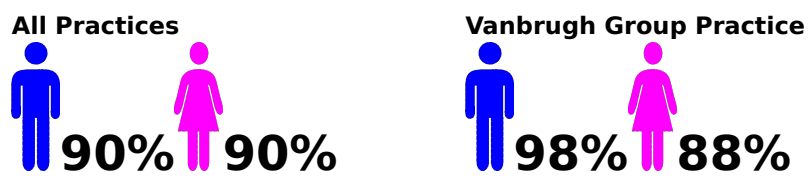
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

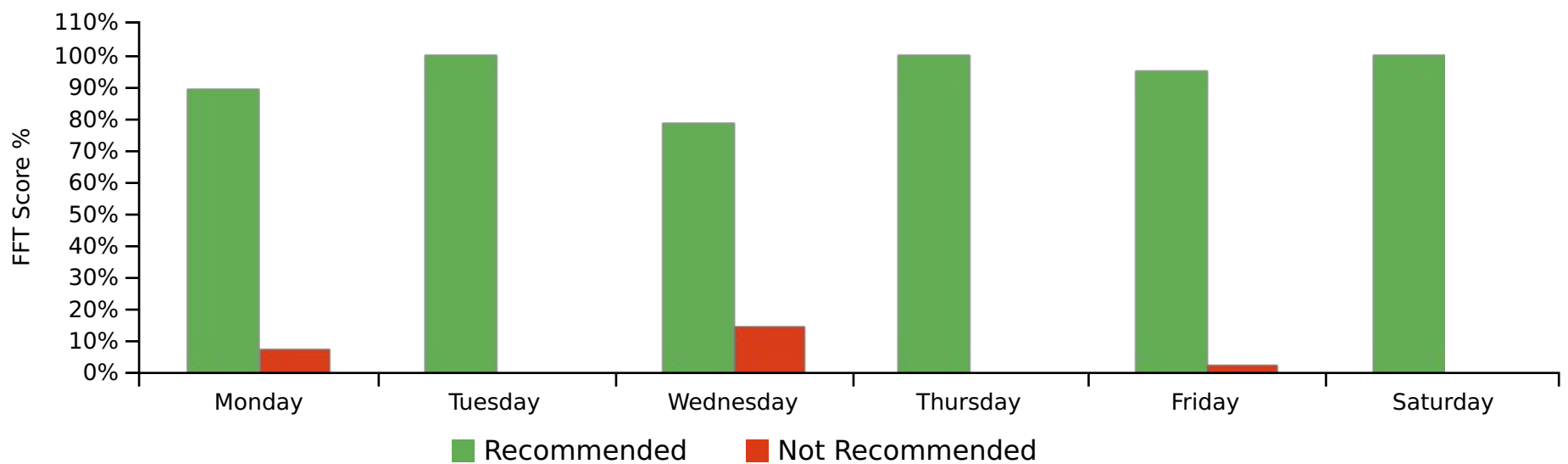
	< 25	25 - 65	65+
All Practices	84%	89%	93%
Vanbrugh Group Practice	77%	91%	95%

Gender



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

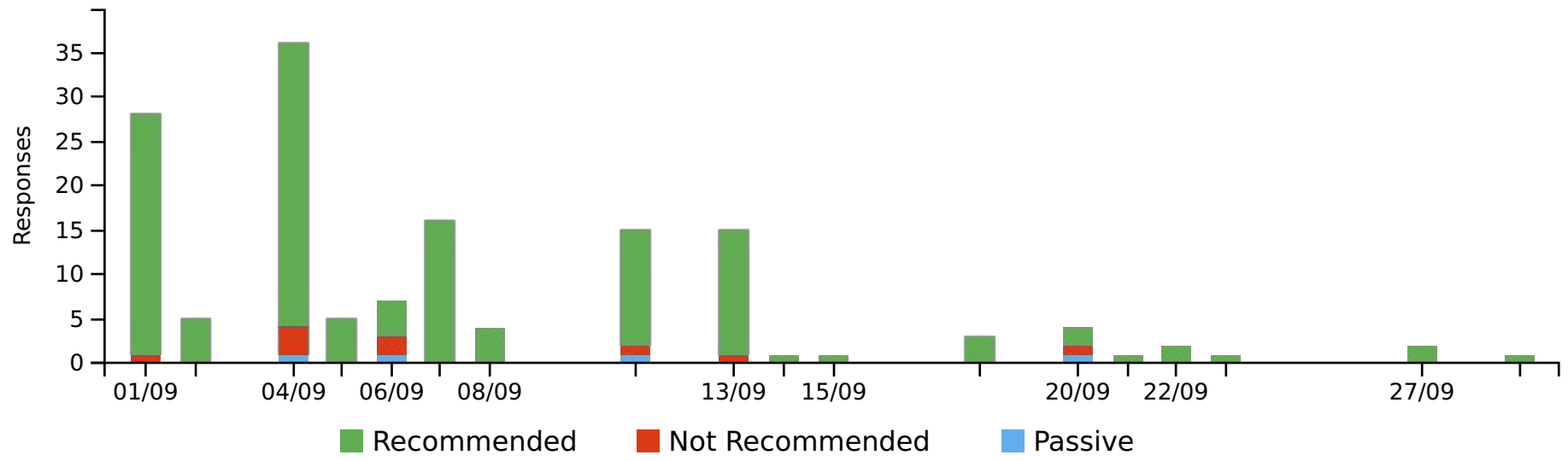
Practice Score: Day of the Week Analysis



- 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

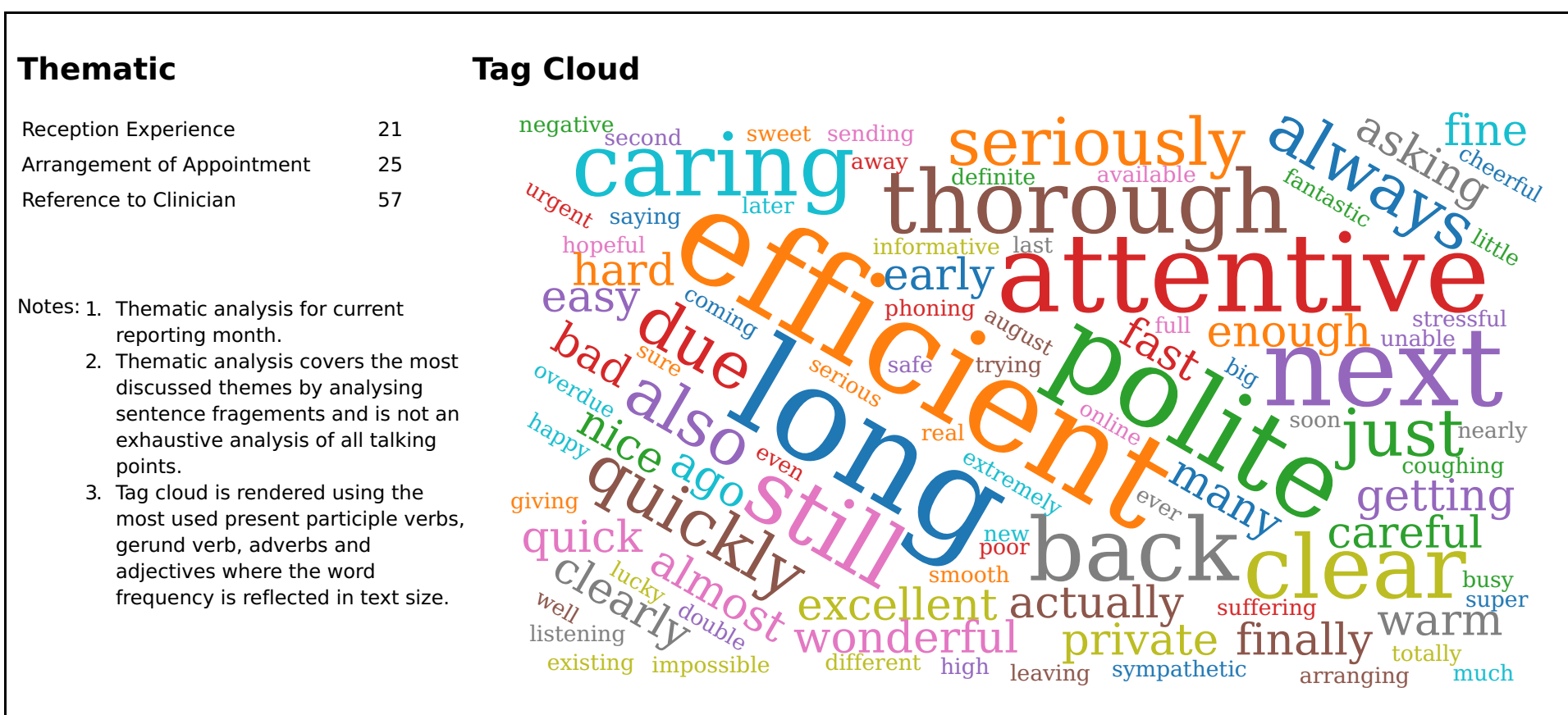
Patient Responses



- 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.

SECTION 5

Patient Free Text Comments: Summary



Patient Free Text Comments: Detail

- Notes:
1. Free Text Comment received for current reporting month.
 2. Classification based on initial response to Q1 rather than content of message.
 3. Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

Recommended

- ✓ Seen on time, friendly informative nurse
 - ✓ *Because I always find Dr Leonard extremely helpful.*
 - ✓ Polite staff. Very good thorough & attentive Dr
 - ✓ *Dr was very sympathetic and kind. Very helpful.*
 - ✓ The gp I saw dr Megan Leonard was excellent.
 - ✓ *I was seen on time And very happy with the doctor*
 - ✓ Because she was nice and fast to me
 - ✓ *The process of coming to see a clinician is so smooth and the clinicians are fantastic!*
 - ✓ Receptionist was polite when phoning for appointment,waiting time was great,was seen at my appointment time.dr was thorough and helpful
 - ✓ *The receptionist called me back in 15min and arranged an appointment for the afternoon of the same day,The GP was attentive and helpful*
 - ✓ Doctor very good
 - ✓ *Staff very polite. Didn't have to wait long. Blood test didn't hurt either.*
 - ✓ Staff very polite and helpful Dr see me on time and was very understanding and helpful
 - ✓ *nurse is very polite and can make me feel less stressful when doing the treatment.*
 - ✓ Prompt professional and kind
 - ✓ *Very good*
 - ✓ Getting an appointment is very difficult. Getting someone on the phone nearly impossible
 - ✓ *Got answers that i needed to no*
 - ✓ Yes
 - ✓ *Appointment same day and very good service. Appointment on time*
 - ✓ The dr was very thorough and explained everything she did and why
 - ✓ *The member of staff that I spoke to was very helpful*
 - ✓ Was seen within 5 mins of appt time ...and reception was very helpful when trying to make plebotomy appointment.
 - ✓ *Reception staff lovely, good doctors*
 - ✓ Always kind
 - ✓ *Clear information. Exercises to follow. I am hopeful it works.*
 - ✓ Attentive and professional service. Really makes a difference
 - ✓ *Very good at listening to all my issues and checked my records to help manage my existing prescription and new prescription. A wonderful, empathetic cheerful Doctor.*
 - ✓ We were seen early and also the nurse was very sweet
 - ✓ *It was not busy and I got what I needed on time as booked*
 - ✓ Very good experience, managed to find an urgent slot today and the doctor was kind and empathetic
 - ✓ *The nurse was very kind and welcoming and made my daughter feel safe.*
 - ✓ Appointment was on time, didn't feel rushed, took interest in me and gave background and next steps were clearly explained
 - ✓ *The helpfulness and courtesy in arranging my appointment by telephone from the reception at the Practice & again on arrival. Dr. Stephenson was patient in explaining the procedure of referral to a private Cardiologist. I felt reassured when the appointment ended*
 - ✓ The doctor I met with was very kind and professional and I didn't wait long at all.
 - ✓ *Very friendly service, full assessment, felt comfortable asking questions and felt as if the doctor had time for me*
 - ✓ The nurse was very friendly and efficient and appointment was on time
 - ✓ *Dr Ali was so kind, understanding and really listened. I didn't feel rushed through the door and I feel like he really took the time to explore my issues and check all options. He is also the first GP who has ever asked about my mental health and I felt really looked after. His way with patients is totally lovely and caring and given there isn't lots of time for an appointment I felt like he gave me as much care as possible. 10/10 experience. A big thank you to him.*
 - ✓ I was kept updated to say my doctor was running behind with appointments. My doctor was attentive and ticked all the boxes for my care
 - ✓ *Fine*
 - ✓ Fast and friendly service
 - ✓ *Dr David Sheppard is a very good relatable, supportive, knowledgeable GP. Kate Irving is a great community nurse and many of the Reception staff are very caring.Be good if it was easier to get quicker appointments .Thanks*
 - ✓ *You..are.. goob..p..*
 - ✓ *Everyone was friendly and I didn't have to wait a long time*
- The nurse was very helpful and gave good advice.

- ✓
- ✓ *lovely helpful receptionists and compassionate doctors*
- ✓ On time and friendly
- ✓ *5 very good*
- ✓ Good service. Friendly and engaged staff.
- ✓ *Seen promptly for my appointment. Then reception handled my follow up question very well.*
- ✓ Because the receptionist was efficient
- ✓ *The nurse today was very friendly and very professional when she did the smear.*
- ✓ The nurse was lovely
- ✓ *The doctor was caring, clear in her responses and suggestions and supportive.*
- ✓ I saw the doctor on time, so no waiting around. The doctor was reassuring and listened to my concerns and explained everything clearly.
- ✓ *Easy sign in, didnt wait too long to see the doctor or nurse. 'Beside manner' is very good. Only knocking down one point due to a system mix up where my doctor and nurse appointments got muddled, but this was kindly resolved by reception. Would also prefer the BP machine not to be right by the door and reception where it feels exposed and hard to relax. A quieter area for this would be better.*
- ✓ Doctor friendly and efficient. Very difficult to get through on the phone and when I finally got through, I was told there were too many people in the queue, so I should call back later. Had to repeat the same process and, when I finally got through, I was number 30 in the queue! Doctor sent me a link to a programme for which my postcode is not eligible.
- ✓ *No waiting*
- ✓ I find smear tests very painful and uncomfortable. However, Mrs Faustina Kyei-Dompin was absolutely amazing! She was gentle, careful and explained the procedure. She made me feel very comfortable and I couldn't recommend her enough! She is absolutely great
- ✓ *The nurse was super lovely and it was a very quick visit all together*
- ✓ Good service, thorough advice from Dr Robinson
- ✓ *Very prompt service overall*
- ✓ Was seen quickly
- ✓ *Was seen on time. Was set at ease by good explanation of testing process. Procedure was over quickly.*
- ✓ I found Dr Robinson to be very professional
- ✓ *The doctor provided prompt care and advice for my consultation. A warm experience! Thank you!*
- ✓ Doctor Shepard was very good and he listened to my health concerns and he was attentive to my explanation of my symptoms and pain
- ✓ *There is nothing to fault.*
- ✓ Great follow up and advice
- ✓ *Dr Ali Shabir provided an efficient pathway for a diagnosis assessment and next course of action was provided. Brilliant service!*
- ✓ Helpful
- ✓ *Was able to book same day. Doctor was very helpful, listened in detail and arranged a follow up*
- ✓ Dr was so clear in her explanations and very professional did enquire about my ailments and made sure I could have this vaccine. Besides that was so pleasant, warm, I wish she will be the dr I see another time.
- ✓ *Reassuring doctor and helpful reception staff*
- ✓ Wonderful staff. Friendly. Efficient.
- ✓ *Everything was very easy and on time*
- ✓ Appt was on time and professional and helpful
- ✓ *Dr Heather McFarlane had a good discussion of my symptoms explaining pros and cons of the drugs I could take. Negative effects to look out for etc. very clear explanation.*
- ✓ Practitioner (physio) was professional and competent. I do come away alittle confused with all the next options and steps
- ✓ *Service ran on time. Staff professional and courteous. Clean facility*
- ✓ Surprisingly punctual appointment and nice GP
- ✓ *GP was excellent*
- ✓ The doctor and experience was all very good, but the outcome was a recommendation to take my son to a private doctor to be able to get allergy testing more quickly. The NHS needs to be given more resources so they can give more timely testing.
- ✓ *The doctor is caring, empathetic, patient centred and makes me feel that my health concerns are taken seriously. She is approximately reassuring.*
- ✓ Very thoughtful and professional Dr David and he has been maintaining a high standard in his career!
- ✓ *Recently I believe it has improved, they give more appointments the same day especially for babies*
- ✓ Difficult to book appointments & a long wait for appointment.
- ✓ *Appointment was on time and service was good from the receptionist and the doctor*
- ✓ The service was good and efficient
- ✓ *Quick and coherent service. Got what I needed. All was fine, thanks!*
- ✓ Doctor listened attentively, took me seriously and was pleasant
- ✓ *Waiting time to get an appointment*
- ✓ Punctuality and courtesy

Not Recommended

- ✓ *I booked an appointment 3/4 weeks ago to see a doctor, a double appointment, unfortunately I had an accident which I brought to his attention, he told me @d me*
- ✓ *It really helpful the doctor was very kind*
- ✓ *After two missed calls from the practice c.2 hours before my appointment, and no voicemail, text message or email I called back. I was told my appointment was still in the system and the admin team had no idea who had called me. It turned out to have been the nurse my appointment was with. She wanted to tell me my daughter couldn't have her vaccine today. I didn't find out until we walked into the consulting room. Leaving a message or sending a text would have been better!*
- ✓ *I was told my smear test was 'very overdue' so I booked for today and 10 minutes before I was due to get it done, I received a call saying that it's actually for 24 years olds that are six months into their year and for Me, that's actually next month- it was a real inconvenience as I took time out of work to attend and was was on the way to the surgery and was told my test would be disregarded if I turned up*
- ✓ *I have given a definite 5 unfortunately because the care and service I have received from Vanbrugh Group Practice has almost always been poor, they are n@are n*
- ✓ *Arrived at my appointment just to be told by the receptionist that the IT system is down and they are unable to see any patients and I will have to ring again to rearrange my appointment. This was a waste of my morning and a bus journey for no reason. Patients should have been informed that the appointments were cancelled.*
- ✓ *So difficult to get through on the phone, caller 30 in the queue at 8am. Too long to wait for an appointment to see a gp, 3-4 weeks to be seen*
- ✓ *Ear temp/checking things were jabbed in my ears and it's still giving a little pain! Even after I said ow from the first ear, second was just as hard. It's so so so important to be careful with ears*
- ✓ *Appointments being rescheduled /cancelled, no way to book appointments online and having to phone and wait for the queue to reduce, no follow up from GP post test (regardless of being good or bad results) and having to check myself. The whole smear test experience itself has been a nightmare: I was asked to come in when I registered with the practice to be told on the day of the appointment that the smear test couldn't happen as the last one was less than 2 years before. The test I had in June was inconclusive due to bad sample and today I was hurt and bled (periods ended 2 weeks ago) so was told to come back next week... third time lucky hopefully!*

Passive

- ✓ *I have serious coughing for almost 2 weeks and can't sleep. The doctor still doesn't give me prescription. Asking me to breathe steam and sleep downwards. I ask what if I still seriously cough in the midnight after breathing steam. She says just wait 1 more week and it will go. I am suffering and disappointed to leave without prescription or inhaler*
- ✓ *My appointment was at 2:36pm and I was only seen at 3:25pm. That the longest wait I've experienced since I used NHS. I booked my ointment early August*

via reception, had to wait for a month for appt and then had to wait for another hour to be seen on the da

✓ Appointment are not available soon, and don't get enough time discuss all the issues when see the Doctor and was asked to book different Appointment for each issue