

FFT Monthly Summary: March 2024

Vanbrugh Group Practice
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
109	24	8	2	1	1	0	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:	435						
Responses:	145						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	109	24	8	2	1	1	145
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	109	24	8	2	1	1	145
Total (%)	75%	17%	6%	1%	1%	1%	100%

Summary Scores

92% 2% 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:

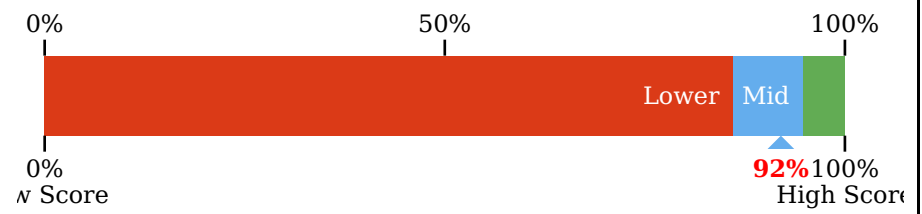
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

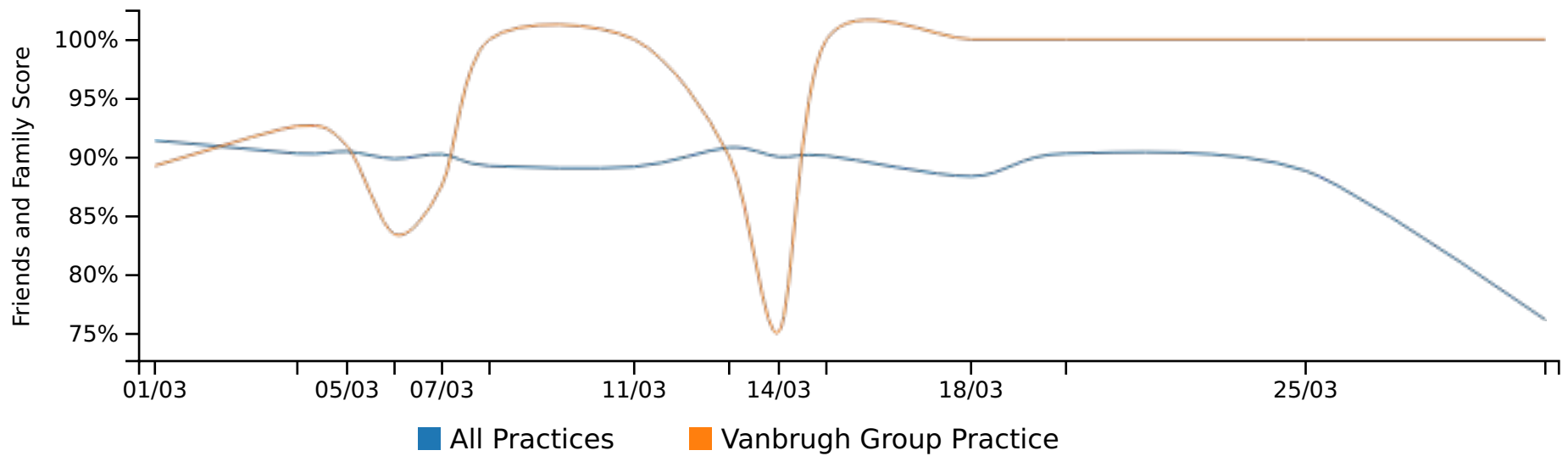
Your Score: 92%

Percentile Rank: 60TH



- 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 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison



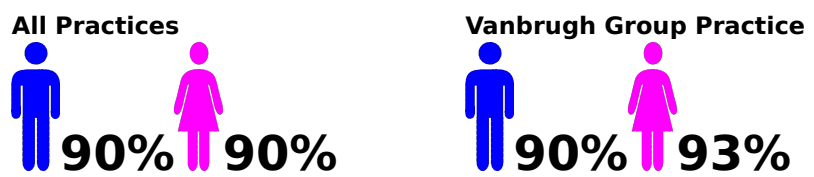
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

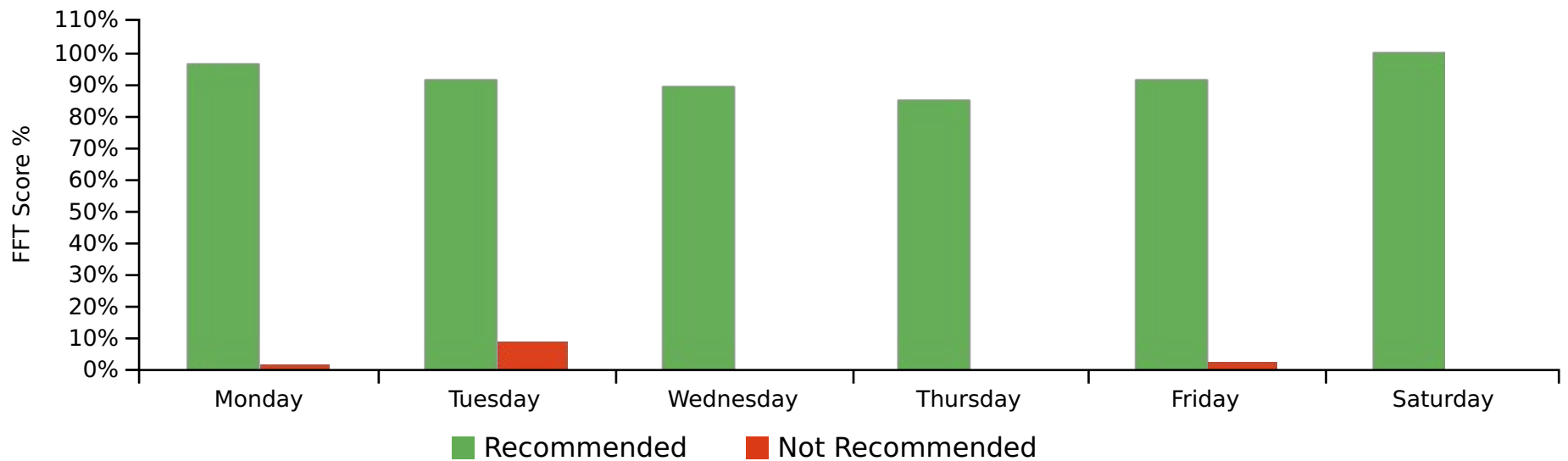
	< 25	25 - 65	65+
All Practices	84%	89%	93%
Vanbrugh Group Practice	86%	93%	91%

Gender



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

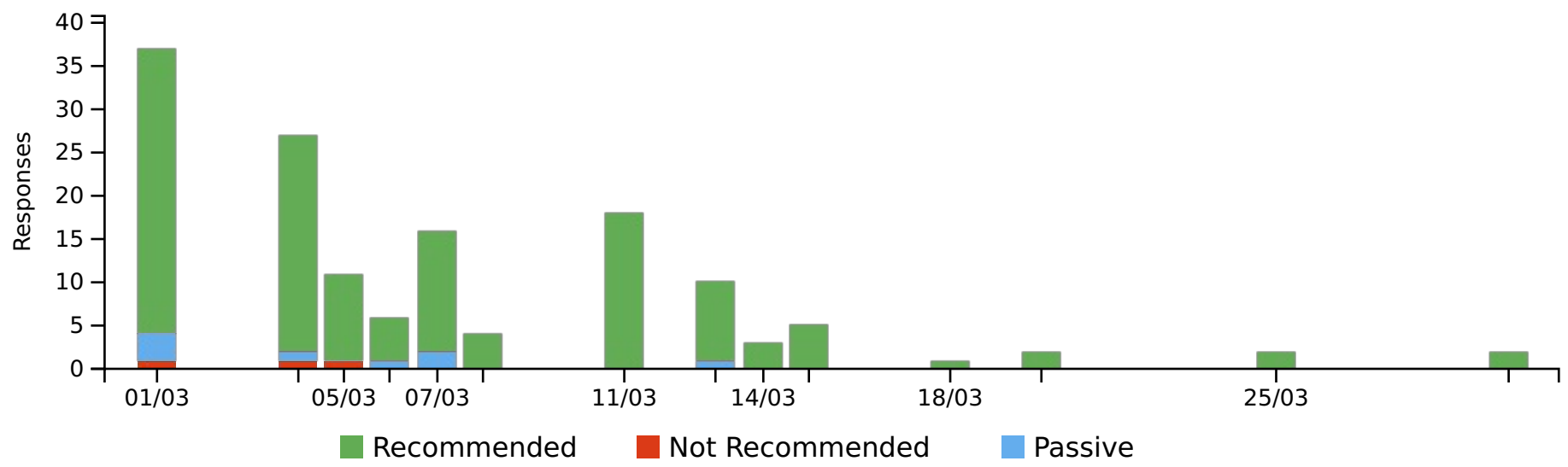
Practice Score: Day of the Week Analysis



- 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*
- ✓ *Would hve been a "very good" but for the fact thatI was 30 mins late seeing the doctor*
- ✓ *Dr Leonard and Dr Norcliffe were outstanding*
- ✓ *Mrs Faustina Kyei-dompim is a fabulous nurse and and asset to Vanbrugh group practice*
- ✓ *Very satisfied with service provided*
- ✓ *Helpful reception staff and doctor. No waiting time*
- ✓ *Have been with the surgery for many years, and have always been very well looked after.*
- ✓ *Because it took one hour after my appointment.ent to be seen as there was confusion at your end.*
- ✓ *Went in on time and doctor very thorough*
- ✓ *Good manner and clear guidance*
- ✓ *Quick and efficient*
- ✓ *Excellent service*
- ✓ *I think my husband and I have an amazing service from you all.*
- ✓ *helpful*
- ✓ *The doctors and nurses are nice, patient, friendly and they know their job . I*
- ✓ *The lovely nurse who did my blood test and the ladies at the reception were all very friendly and very professional !*
- ✓ *The doctor was very helpful and informative sorted my problems very satisfied with the results*
- ✓ *Appointment on time and lovely professional nurse*
- ✓ *Practical advice. Dr listened to my preferences and we came up with a plan that worked*
- ✓ *Dr Griffith is amazing and I received fantastic care from her*
- ✓ *Very efficient helpful manner, trying to help diagnose my health issues.*
- ✓ *Nice doctor, nice receptionists, clean environment, looks people know their jobs.*
- ✓ *Excellent nurse*
- ✓ *Thorough and careful to detail, also have good information*
- ✓ *Fast attention. Clear information.*
- ✓ *My GP was extremely helpful and I didn't feel rushed*
- ✓ *Because we went through all the questions and answers has she took my blood pressure wanted to know how I felt in myself explained also when and when not to go on antibiotics for chest infections*
- ✓ *I came to see the physiotherapist as a follow up appointment. She knew why I was there and examined me fully. She gave me more advice and reiterated the advice I've she had given me during my first appointment. Her manner was warm and friendly and very polite.*
- ✓ *Staff are really friendly. I saw physio today which really helped. I didn't know I could see a physio at the GP so really pleased with this. I'm waiting for a smear test and nurses have been very busy but I do have one in 5 weeks time. Reception staff are helpful*
- ✓ *Because this morning DR:Davide Shapperd gave me very good service.*
- ✓ *Very efficient and friendly staff*
- ✓ *On time and cheery service*
- ✓ *Excellent service*
- ✓ *Just because the nurse Faustiana ,she is kind and attentive, because otherwise it would be option 3*
- ✓ *Doctor clear and friendly*
- ✓ *It was quick and easy and friendly*
- ✓ *Very good, I always on time*
- ✓ *Staff and doctor I see are all very professional*

Not Recommended

- ✓ *Have to wait too long to get through to the receptionist and then almost impossible to get a face to face appointment with your doctor when you need it. Having to wait for weeks is not good when you're ill with symptoms that worsen rapidly and can be fatal without quick diagnosis and treatment. Also extremely difficult to get a double time slot when there's more than one health issue which needs to be addressed. Another frustrating thing is that when you arrive (early) for your appointment, there is only one check in machine which is often out of order so you then have to go to the desks and queue until they are free to check you in, which can take several minutes (and even make you late) when the receptionists are tied up with people on the phone or in person at the desk making appointments and asking them questions etc.*
- ✓ *She is very professional, so I think she is very good*
- ✓ *Uninterested Dr.. wrote me a sick note but failed to send it to me necessitating a 2nd trip just to pick it up. Oversubscribed me cocodamal.*

Passive

- ✓ *Long wait to be seen. Very slow reception "booking -in machine" not working.*
- ✓ *Reception are patronising, condescending and unhelpful- causing stress unlike the genuine caring of some other surgeries*
- ✓ *Hard to get an appointment, different doctor each time I get one*
- ✓ *That was my opinion*
- ✓ *I didn't receive appointment when I was really unwell, just a phone call. I was coughing for more than 3 weeks and had whistling chest but no one wanted to see me.*
- ✓ *I feel as if the gp was not willing to help and brushed off my problem*
- ✓ *Nothing good or bad happened. Maybe long term things will be better or worse.*
- ✓ *She hasn't done a referral to the audiologist. Can you ask Holly Springer please. It is for my 14 year old son.*