

FFT Monthly Summary: April 2024

Vanbrugh Group Practice
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
121	19	4	3	2	2	5	0	0	146	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:	497						
Responses:	151						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	118	17	4	3	2	2	146
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	3	2	0	0	0	0	5
Total	121	19	4	3	2	2	151
Total (%)	80%	13%	3%	2%	1%	1%	100%

Summary Scores

👍 93% 👎 3% 🙋 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:

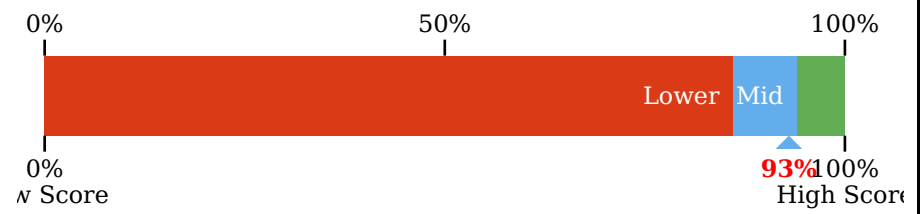
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

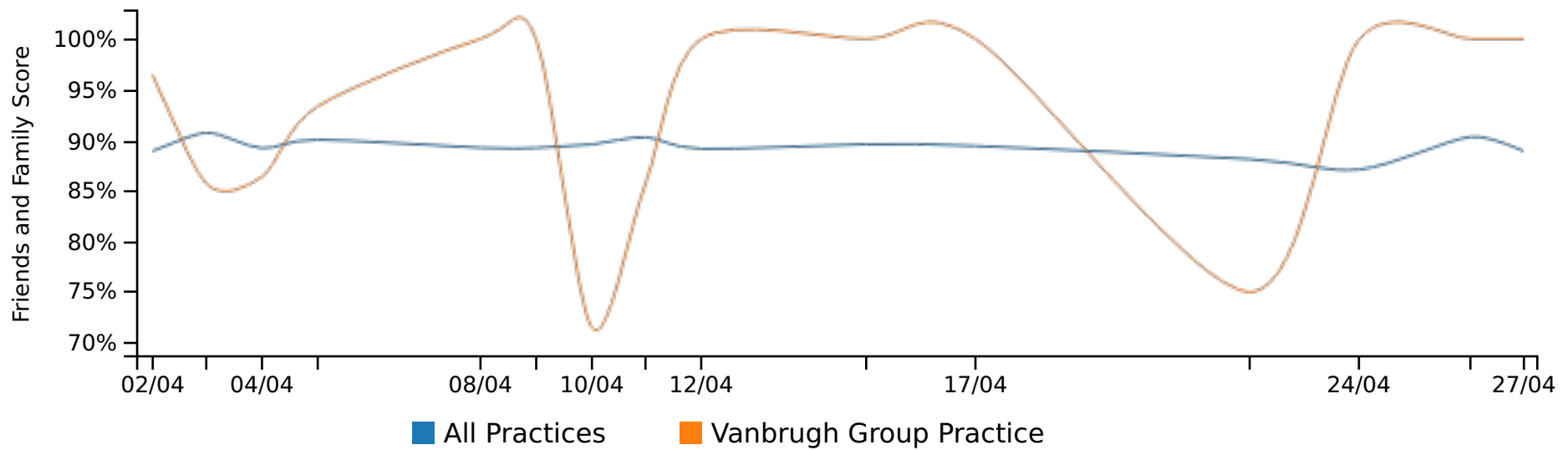
Your Score: 93%

Percentile Rank: 65TH



- 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 65th percentile means your practice scored above 65% of all practices.

Practice Score: 'Recommended' Comparison



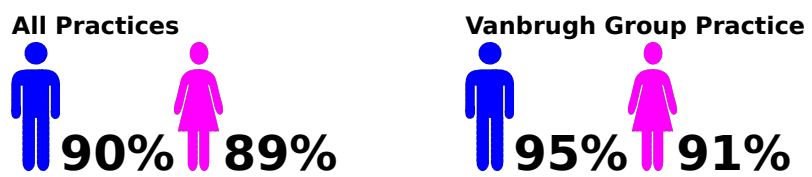
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

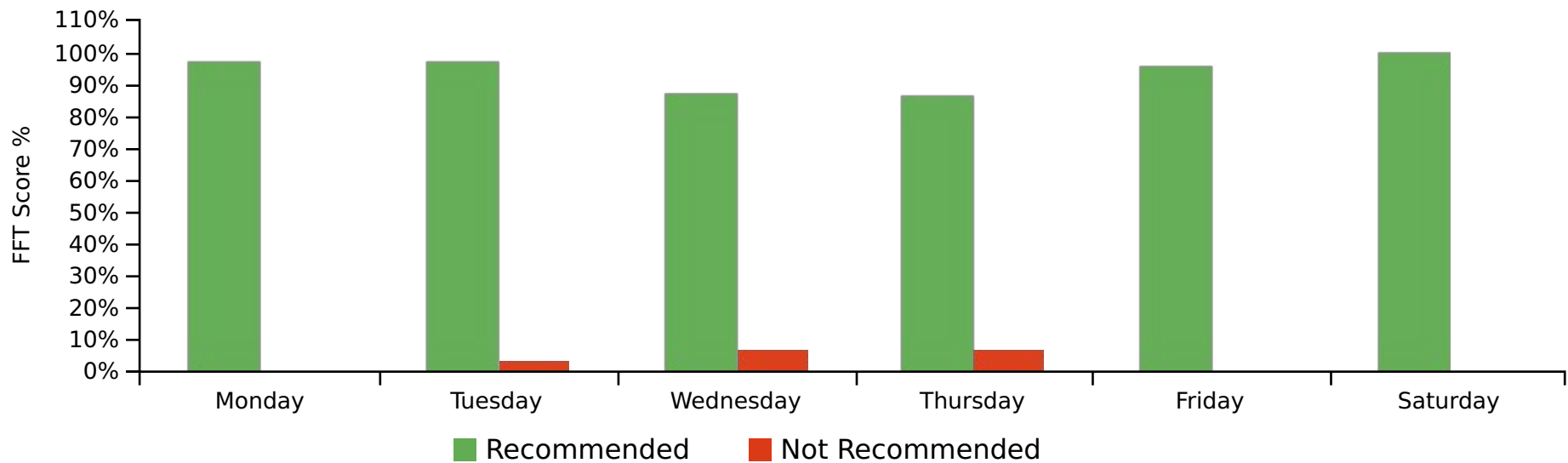
	< 25	25 - 65	65+
All Practices	84%	89%	92%
Vanbrugh Group Practice	86%	92%	100%

Gender



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

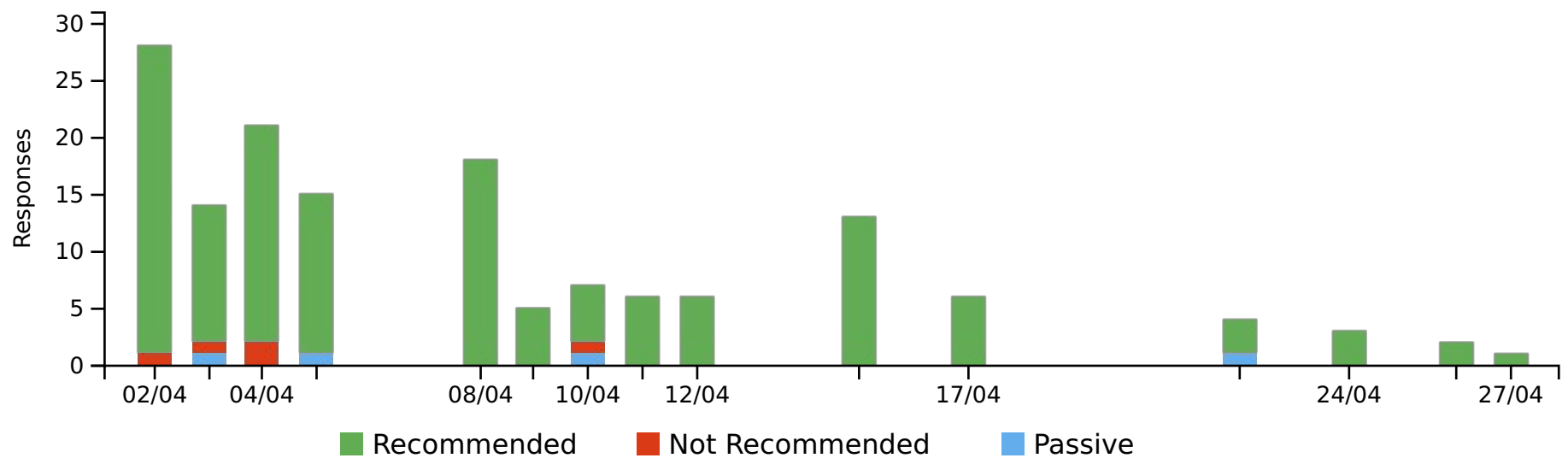
Practice Score: Day of the Week Analysis



- 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 very fast to see me and the nurse was very nice to me
- ✓ *Excellent, empathetic Dr/Nurse who gave very good advice.*
- ✓ Service was excellent
- ✓ *Friendly, professional doctor*
- ✓ Because it was a fair assessment
- ✓ *I was seen promptly for my blood test and the phlebotomist was pleasant and professional.*
- ✓ I got everything I wanted including ECG and blood sugar
- ✓ *Appointment not rushed. He listened, was patient & gave good advice.*
- ✓ Service is good
- ✓ *I had and I am having each time a fantastic experience. The nurse that follows me is brilliant at explaining everything and is always extremely helpful and kind. Receptionists are always of great help and very nice*
- ✓ Excellent customer service
- ✓ *Good access to a doctor on the day itself if urgent. Very good doctors that check your test results and call you in if something not quite right. The doctors are excellent and thorough. The surroundings are clean and welcoming. The admin staff are efficient.*
- ✓ Dr Cassidy is always happy to help and give the right diagnosis and treatments.
- ✓ *THE Doctors, Nurses and Receptionist are all good at their jobs and are helpful. They give advice and information about your health issues and have time to explain issues to you. No complaints.*
- ✓ Quick, efficient and kind phlebotomist
- ✓ *Staff are very friendly, polite and accommodating.*
- ✓ I got many advice attention Care about people Doing good service
- ✓ *My doctor was very good, he listened to my issues and was considered with his answers. He also explained why he was recommending to/not to do things. I was very impressed with him*
- ✓ The doctor was emphatic and nice with the child. Made a lot of questions and explained everything very clearly without rushing.
- ✓ *Everything is as it should be.*
- ✓ The Dr asked me sensible questions and had read my notes. Was very pleased he suggested further investigation at hospital and blood tests. Felt relieved that the cause of my problem might be found.
- ✓ *Good services*
- ✓ Quick and efficient
- ✓ *Positive and efficient service*
- ✓ It's a well run practice with very good doctors and office staff. I do regret how difficult it has become to get a quick appointment, but I cannot blame the practice for that, they are trying their hardest.
- ✓ *Staff and helpful and doctors very good*
- ✓ Dr Ali Shabir is a very good GP.
- ✓ *Well received at reception the doctor fully explained everything during the appointment. An extremely positive experience altogether*
- ✓ Very good
- ✓ *Effortless check in as self service, waiting less than 2mins. Nurse was friendly and efficient.*
- ✓ My nurse was just the best, very kind, professional, made me feel comfortable and kept asking for consent while explaining every step. And she was just overall the sweetest, joyful person I have ever met in your practice. Singlehanded took all my anxiety about the procedure away. Very respectful and lovely person. Protect her at all cost!! Thank you
- ✓ *I almost always find the staff to be very knowledgeable*
- ✓ 1-Very good Outstanding
- ✓ *On time and very helpful.*
- ✓ 1. No delays, 2. Doctor very helpful
- ✓ *the doctor was really patient.*
- ✓ Great reception team, always friendly and helpful. Informative and nice nurse
- ✓ *Appointment on time Easy registration Pleasant nurse (blood test) Questions answered clearly Quick and easy visit*
- ✓ Relaxed, clear, sympathetic
- ✓ *The nurse was super nice but when i went to speak to the front desk i was met by a very grumpy and unhelpful lady*
- ✓ GP was super helpful. While there was a bit of a wait at reception this wasn't at all the receptionists' fault and they were incredibly patient with a couple of potentially challenging people/queries. The lady I spoke to was also very helpful.
- ✓ *I didn't feel rushed as is usual. Doctor listened, was caring and patient as I was initially a little flustered. Refreshing change.*
- ✓ It is a very humane practice, staff are interested in the patients lives as well as their bodies. It feels ' safe'
- ✓ *Easy check in process. Nurse was very nice and great, explaining every step that he was doing. Very clean environment.*
- ✓ Because the ladies at the front desk are helpful and nice. The nurse that I saw was friendly and sweet
- ✓ *really lovely and helpful nurse*
- ✓ Excellent, understanding GP. Clear instructions. Quick follow up with texts and links for next steps.
- ✓ *The GP was calm, patient and listened.*
- ✓ Staff were very friendly
- ✓ *fast service gone in and out in 20 minutes*
- ✓ Because it's true
- ✓ *Very helpful, taking the time to explain everything very well, don't feel rushed out, very professional and caring*
- ✓ Because the GP was kind, knowledgeable and good
- ✓ *Experience of everyone I interacted with was good*
- ✓ Very good
- ✓ *Good service*
- ✓ It's always friendly Always willing to help if they can Takes your needs serious

Not Recommended

- ✓ *Lost my urine test*
- ✓ *The doctor didn't listen to me at all. Told her things that was wrong & she didn't even check! Waste of time and feeling unwell & not listened too!*
- ✓ *Appalling wait times to see a doctor. Was also told because I'd had a scan 10 years ago, there was no need to do another. Even though I'm in EXTREME pain daily, have a history of endometriosis, and had a CIN3. fobbed off with excuse after excuse not to help me. Rude unhelpful doctors too*

Passive