

FFT Monthly Summary: May 2024

Vanbrugh Group Practice
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
100	26	7	2	3	0	7	0	0	131	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: 500

Responses: 138

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	95	26	6	1	3	0	131
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	5	0	1	1	0	0	7
Total	100	26	7	2	3	0	138
Total (%)	72%	19%	5%	1%	2%	0%	100%

Summary Scores

91% 4% 5%

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:

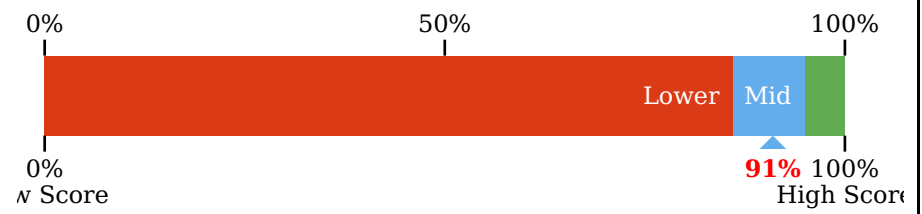
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

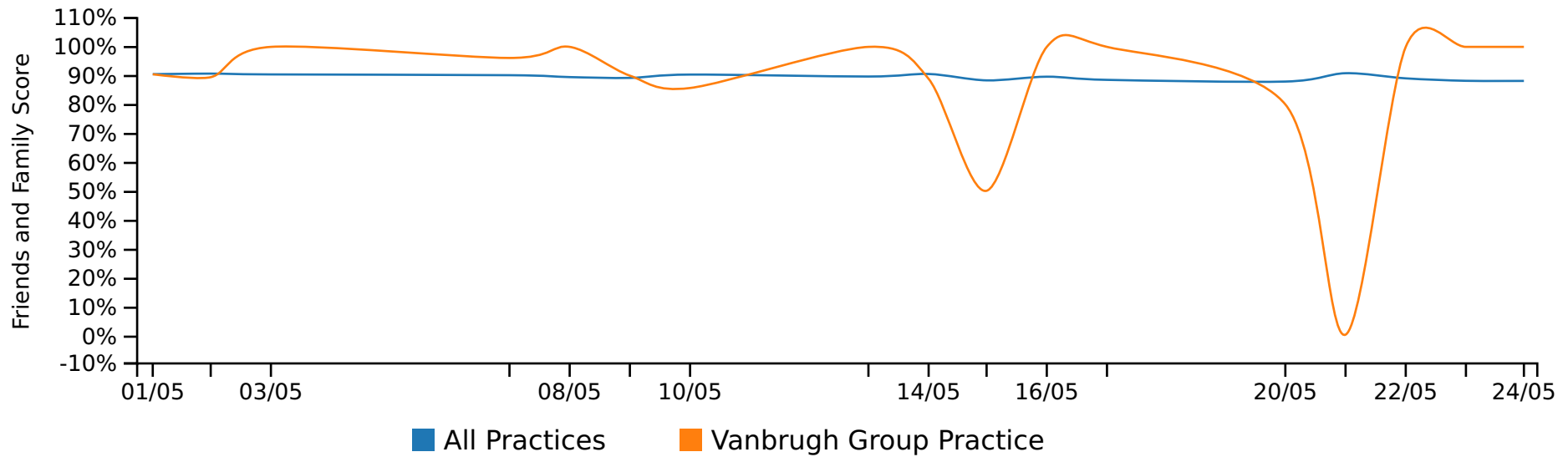
Your Score: 91%

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



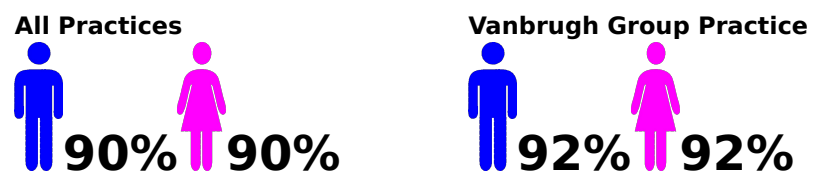
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

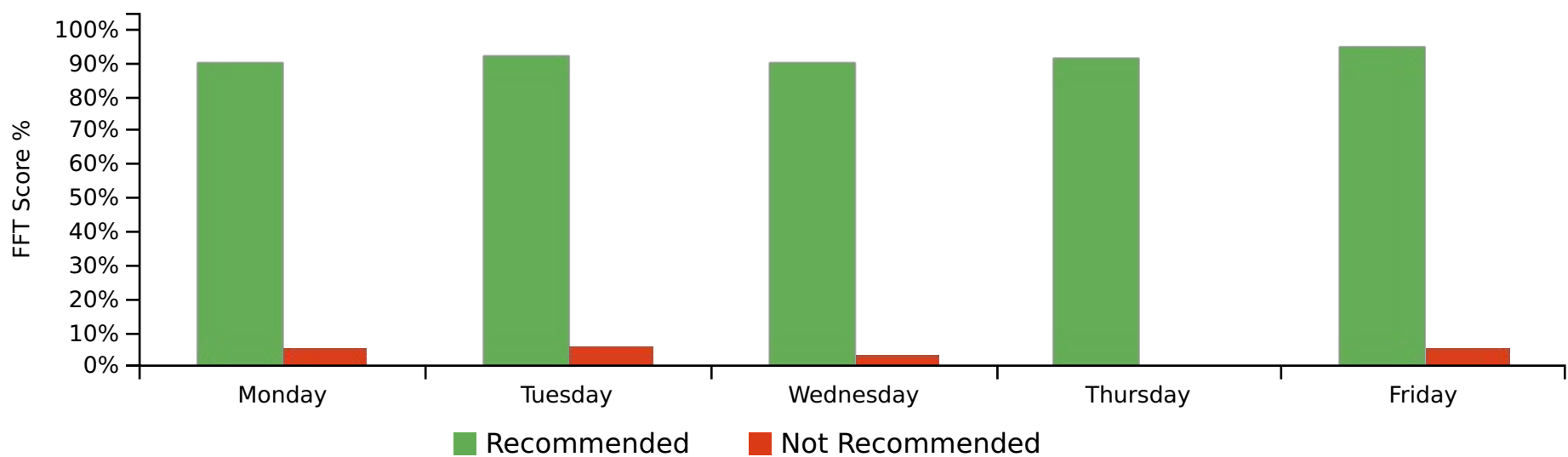
	< 25	25 - 65	65+
All Practices	85%	89%	92%
Vanbrugh Group Practice	100%	90%	93%

Gender



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

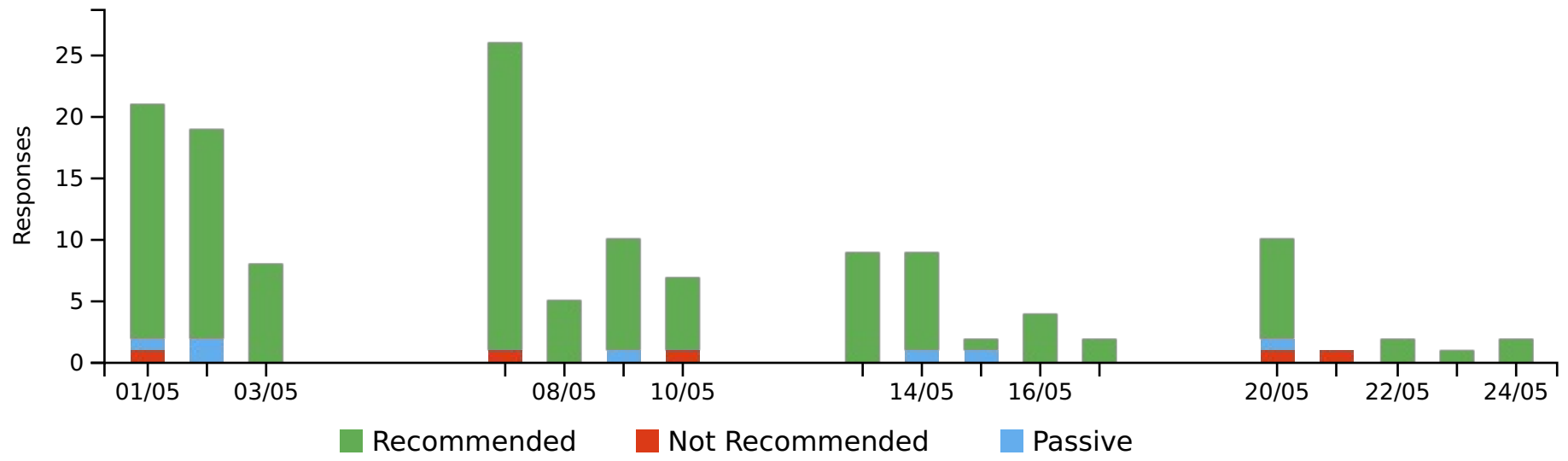
Practice Score: Day of the Week Analysis



- 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

Thematic

Reception Experience	20
Arrangement of Appointment	12
Reference to Clinician	44

- Notes:
1. Thematic analysis for current reporting month.
 2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.
 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

Tag Cloud



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

- ✓ On time and nice manner
- ✓ *Because Tins the receptionist and Dr Mary Clare Parker were very kind and professional.*
- ✓ Service was very good very polite and professional
- ✓ *The reception staff are friendly and helpful, patience and understanding. It's been quite easy to be seen within 7-10 days. The doctors are knowledgeable, helpful and efficient. Physio and phlebotomists are extremely positive. Overall a good experience.*
- ✓ *The receptionist Tina , went over and beyond her job to help me out , plus also the doctors were incredibly helpful*
- ✓ *Efficient, friendly service*
- ✓ *Staff friendly and supportive*
- ✓ *Helpful staff and pleasant environment*
- ✓ *Friendly and Fast*
- ✓ *Nurse was super thorough and calm..*
- ✓ *The doctor was kind and understanding, and took what I had to say seriously leading to a referral. It was easy to book an appointment, and was running on time on the day.*
- ✓ *Dr Leonard was very kind and professional. I felt unrushed and listened to*
- ✓ *No. You ask too many questions. Please let me be. Service was good. End of story*
- ✓ *Lovely doctor*
- ✓ *Whole team is compassionate.*
- ✓ *Always receive incredible care -- gave "good" instead of "very good" due to sometimes a couple of doctors being a slightly dismissive*
- ✓ *Very good service.*
- ✓ *Friendly nurse and friendly receptionist.*
- ✓ *Friendly staff, and no delays*
- ✓ *They take care for everyone to be in good health*
- ✓ *I am very pleased with Dr. Sarah Griffiths on my visit today.*
- ✓ *Joshua Erharbor is a competent and caring doctor*
- ✓ *professional on time*
- ✓ *Every body is very helpful and polite .*
- ✓ *Advice was brilliant as always, appointment started 10mins late .*
- ✓ *Minimal wait time, helpful doctor, friendly reception staff and like that there is a self service blood pressure machine available.*
- ✓ *Short wait, GP was thorough and thoughtful. Pleasant manner.*
- ✓ *Intelligent and patient doctor*
- ✓ *Had to wait over a week for bloods appointment.*
- ✓ *On time*
- ✓ *Dr. Sheppard gave me a very good explanation of my blood tests and professional recommendations of my diet! Very warm and care!*
- ✓ *I saw Joshua who was very thorough and then I was lucky enough to see Dr Parker about a rash I have, thanks to Joshua. Really good Gp Practice.*
- ✓ *I have always received the attention I look for when I attend surgery*
- ✓ *They are very helpful every time I go there*
- ✓ *The nurse was lovely and explained everything very well*
- ✓ *Love this practice. Lovely front of house staff. Not crazy waits for an appointment. Practice nurse was lovely. My GPs have been lovely too*
- ✓ *Excellent service, self check in etc very efficient*
- ✓ *The Gp had enough time and explained my issues to my understanding and how he is going to help me.*
- ✓ *I feel Dr Parker was very compromise whit my needs , and I got all the answers to keep going in the right way... many thanks*
- ✓ *My GP practice is absolutely amazing very very good wouldn't go any where else for a doctor many thanks*
- ✓ *The GP answered all my questions, clearly set out a path forward ensuring I understood context and was in agreement, and at no point made me feel rushed.*
- ✓ *Fast and efficient*
- ✓ *I already did. Requests rapidly dealt with in person, telephone queuing having been far too long and expensive in time and patience.*
- ✓ *Apt on time and quick and painless. My questions were answered*
- ✓ *Have no reason to fault service received*
- ✓ *Because the service was good*

- ✓ Because we all love Doctor Mary Parker
- ✓ *It was a blood test which was very efficiently carried out by the practice nurse. I did not have to wait and was called punctually to have the bloods taken - I will be able see the results in 2 working days.*
- ✓ Dr Griffiths I have been seeing her with my health and she has listened to me and explained the problem so I can understand very helpful.
- ✓ *I was seen quickly and the person that did my procedure was really friendly , gave me information without me needing to ask and made me feel at ease .*
- ✓ Dr Home was patient and understanding, and allowed me to take time to explain my issue. She offered me a clear plan for next steps, and whilst my issue requires further tests, she made me feel confident in the care and advice she provided.
- ✓ *Lovely staff*
- ✓ I've noticed a marked difference over the last year or so where communication has greatly improved and appointments are more readily available. The practice (namely Dr Parker and Dr Moore) was very supportive with my Mother at the end of her life last November, prescribing end of life medication and paying house visits. More recently, the practice has been proactive with my diagnosis of high blood pressure with follow up calls and appointments.
- ✓ *Friendly and competent service*
- ✓ Quick and simple
- ✓ *Feel listened to when I see a GP, follow ups are actioned and progressed and staff are always welcoming.*
- ✓ I was made to feel relaxed & not to be so stressed.
- ✓ *Doctor was attentive and kind.*
- ✓ *ce to face (although I did try to book telephone appointment ass only for allergy test result*
- ✓ *Not too long wait and the drs are always polite and friendly*
- ✓ Very pleasant staff and good session with the doctor
- ✓ *Fantastic bedside manner, very respectful & understanding. Normally I dread these appointments but due to the service I received I felt like I shouldn't have put it off for so long. In the past I've had this test and have had only bad experiences but I'm grateful to live near a practice that provided great care.*
- ✓ It was very efficient
- ✓ *Dr Griffiths was very knowledgeable, reassuring, empathic and extremely kind.*
- ✓ Friendly and professional staff in all areas, sanitiser at check in
- ✓ *My appointments have been useful and the gp has been kind*
- ✓ The doctor offered positive advice, was professional and courteous.
- ✓ *Nurse was efficient but gave misleading information about breastfeeding and administering immunisations*
- ✓ I am pleased with my treatment
- ✓ *A periodic review by a very competent individual who gave good evidence of understanding the complexity of the management of Diabetes. Excellent interpersonal skills.Appointment was in time. Thank you.*
- ✓ The nurse who saw me was so nice, welcoming and explained everything so well. Really out me at ease.
- ✗ *I want to thank Dr Holly Singer and reception i was very satisfied*
- ✗ Dr Nathan Robinson was absolutley excellent listened carefully to my grandmother thorough and empathetic - very reassuring
- ✗ *We all love Dr Mary Clare Parker*
- ✗ helpful staff
- ✗ *Reception staff are alwasy friendly. The clinical staff are informative and explain matters. The surgery is organised*

Not Recommended

- ✓ **Appalling service.** You asked me to come for a smear test. I booked the slot and did, the nurse said I am not due for one yet and refused to do it. Unacceptable
- ✓ *I've found the receptionist very dismissive with no empathy. Reminder: us patients don't necessarily like to call the doctor. We call them because we are in pain*
- ✗ Dr Cassidy on 2 occasions pushed aside my concern for coming to see a Dr. She only attended to me in less than 20 mins and in a hurry. Patients requests to see a Dr is because they have an issue with health

Passive

- ✓ Difficult to get an appointment
- ✓ *I came in for my 6-week postnatal check up. Reception staff and the doctor were friendly and helpful but I can't understand why the doctor wants me to have a blood test for diabetes now rather than in a month's time. The test assesses average blood sugars over a three-month period and it's important for the period to begin when my child was born, not before the birth, when I was altering my diet and taking medication to keep my blood sugars in line. Otherwise we can't tell whether my body is processing sugar properly when I'm not doing those things. I also had trouble with automated text messages - one asked me to book the 6-week appointment before the relevant dates had been released and another told me I had to book a vaccination appointment when I already had one*
- ✓ Staff are nice, but waiting time was long. Appointment booking system could be better.
- ✗ *staff and gps are very kind - however chasing patients for screening feels like it is not our choice. Breastfeeding in various parts of the surgery i was pointed to the breastfeeding room. Women should feel able to feed there babies anywhere without hiding. The label on the door " you are welcome to feed your baby here" go against the point that women should be able to feed there baby anywhere. I was also frowned upon feeding the baby for comfort after the vaccinations*