

FFT Monthly Summary: July 2024

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	1	5	1	1	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:	581						
Responses:	145						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	110	23	4	1	5	1	144
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	0	0	0	0	1
Total	111	23	4	1	5	1	145
Total (%)	77%	16%	3%	1%	3%	1%	100%

Summary Scores

👍 92% 🗳️ 4% 🗳️ 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:

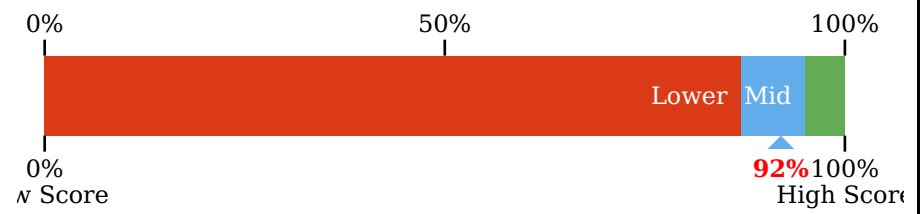
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

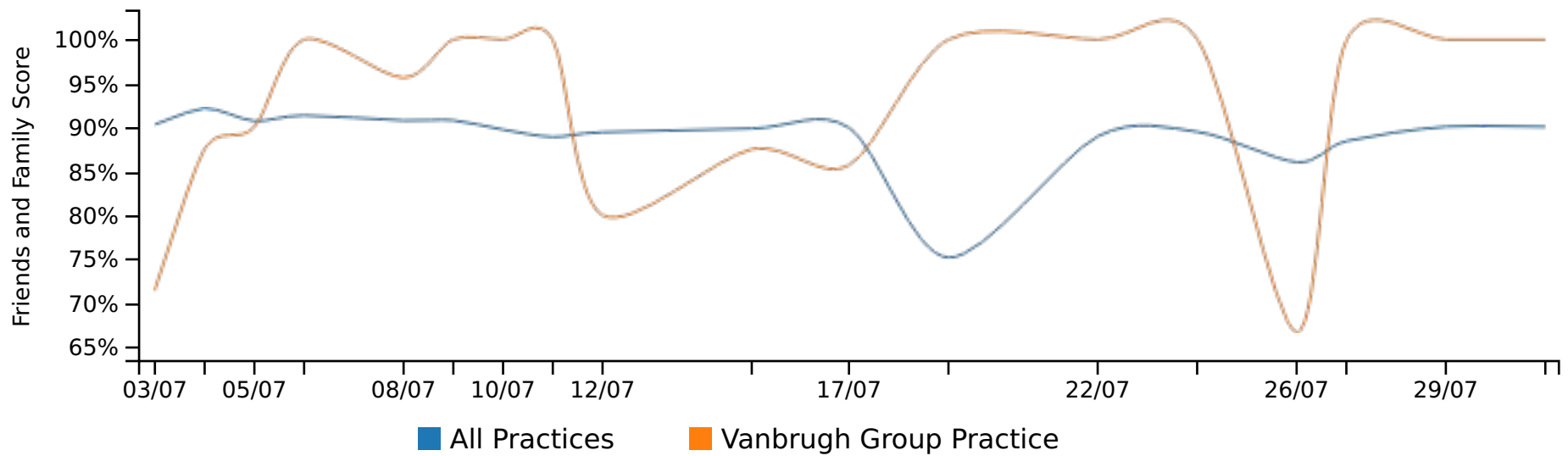
Your Score: 92%

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



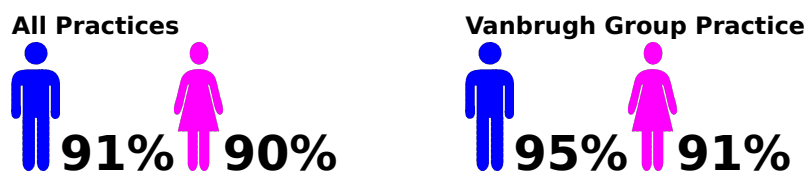
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

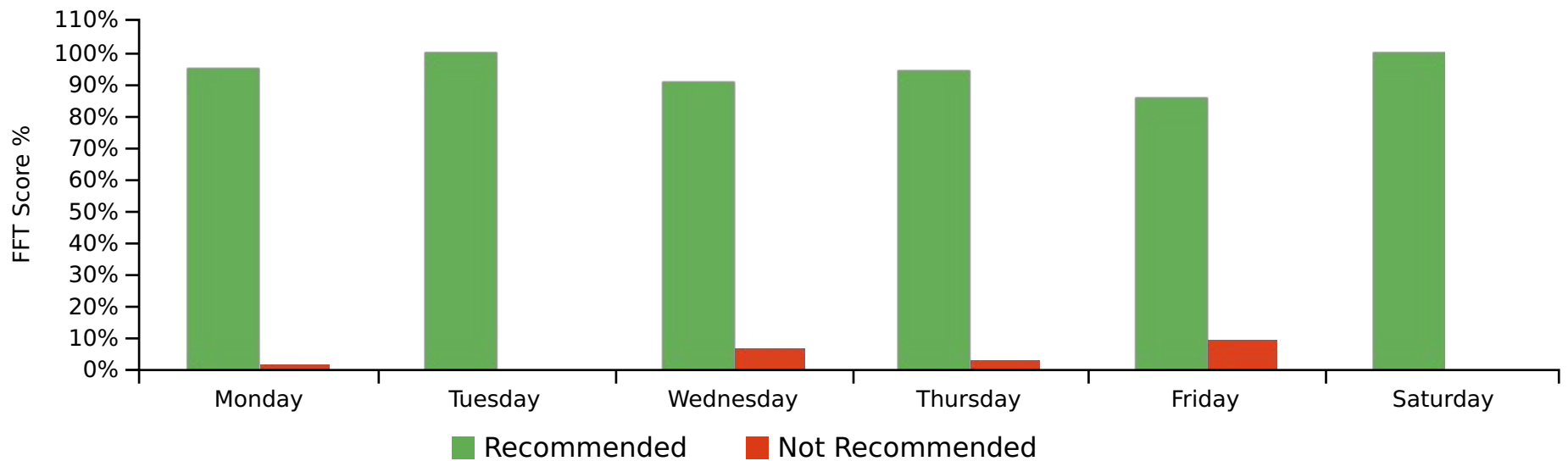
	< 25	25 - 65	65+
All Practices	85%	90%	93%
Vanbrugh Group Practice	100%	92%	91%

Gender



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

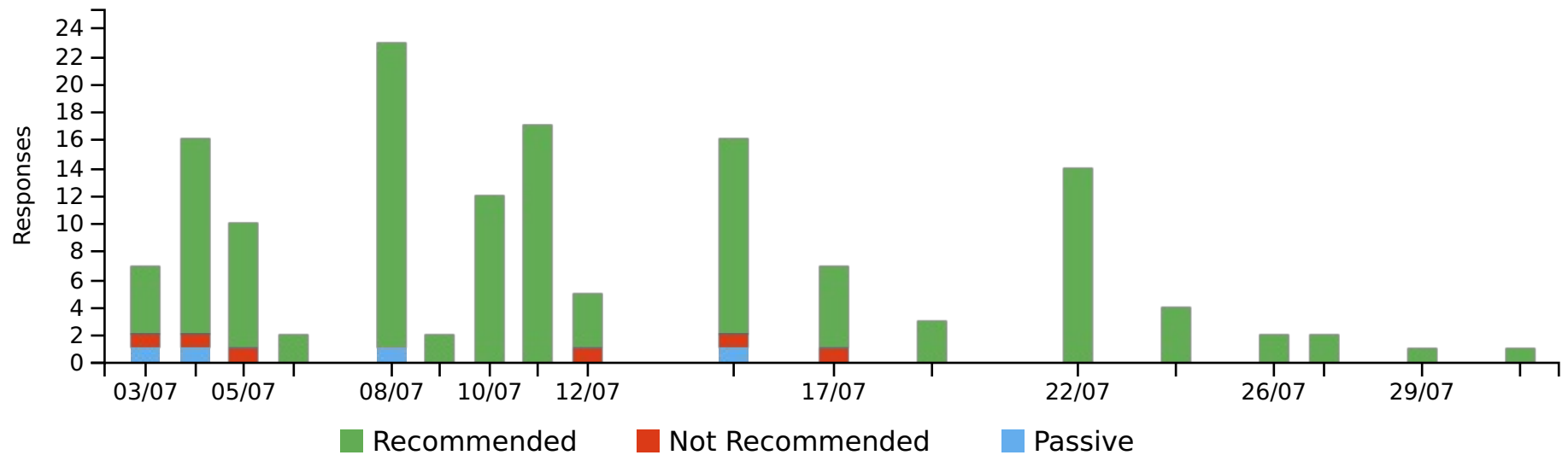
Practice Score: Day of the Week Analysis



- 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.

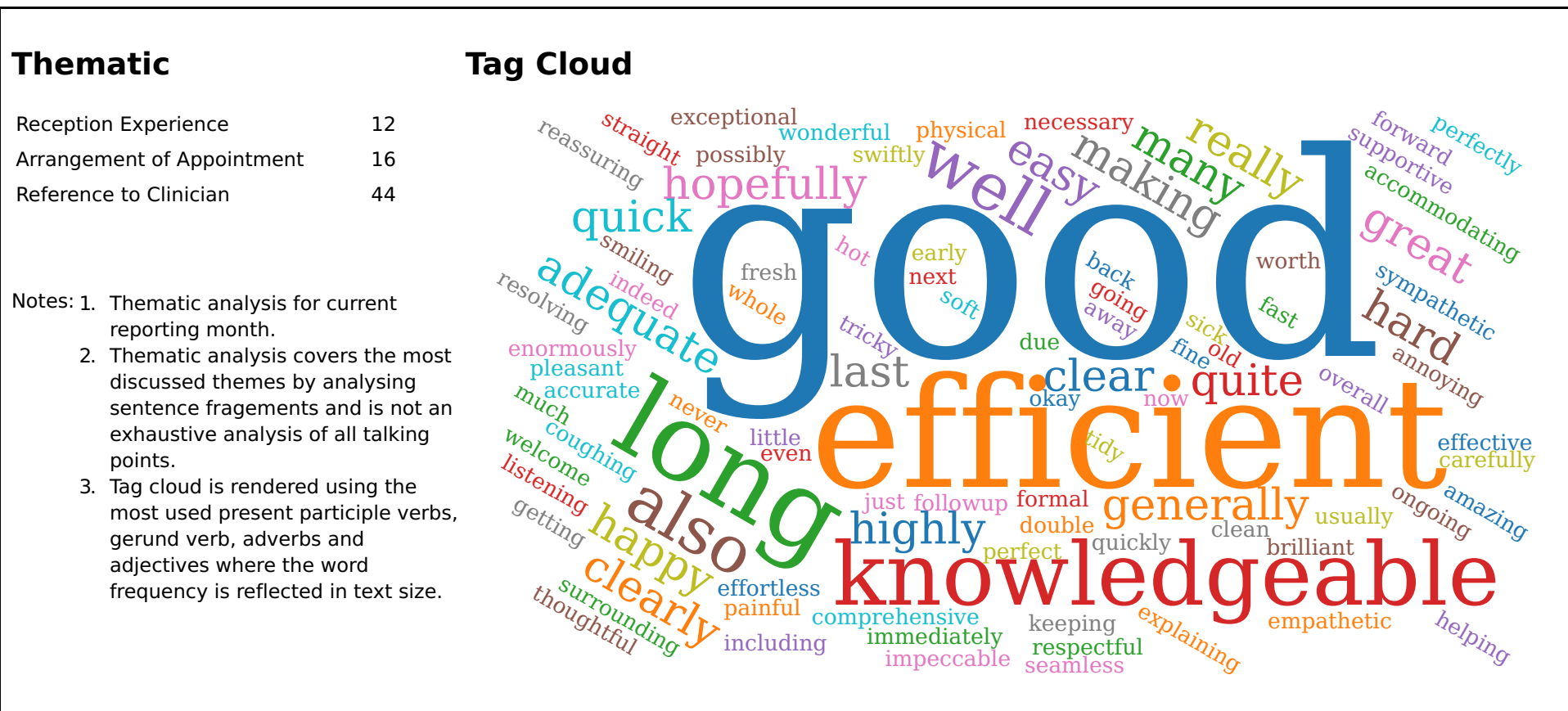
SECTION 4 Patient Response Analysis

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.

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

- ✓ Dr was attentive and I had time to discuss my concerns with her. Hopefully everything will be followed up in due course.
- ✓ My experience overall was ok. I'm satisfied, I got what I needed. The only annoying thing is waiting time. If I have an appointment at 3:54, I shouldn't wait another 20-25 minutes in a hot waiting room with no fresh air, with other (sick and coughing) people.
- ✓ Very professional and always helpful.
- ✓ Have always had a good service at the reception and the doctors who I have been in touch with for my issues
- ✓ The Dr Hannah Home was very attentive and very helpful. She was polite and very professional. Me and my mother were extremely happy with her.
- ✓ Receptionist was as friendly and efficient as she always is. Doctor was excellent
- ✓ Treated with interest and curiosity with adequate time. Friendly and polite
- ✓ Dr Robinson was very kind, sympathetic, and clear.
- ✓ The doctor was good explaining my illness
- ✓ My visit was very helpful and put my mind at rest
- ✓ Excellent service
- ✓ They are always so helpful and accommodating at my drs surgery
- ✓ The service from both Tina at reception and the physiotherapist that saw me was very good.
- ✓ Doctor responded well to all my requests. She took her time to even explain what might be the cause and requested for a specimen to know what to do.
- ✓ Waiting times wasn't long, was seen within 5min once arrived. Doctor checked my child, gave advice.
- ✓ Very friendly, helpful receptionist. Supportive, knowledgeable GP who communicated clearly and made thorough ongoing referral for ECG followup.
- ✓ Staff helpful and take time to listen if you have a problem .
- ✓ Seen on time
- ✓ Making the appointment was effortless less than 5 minute wait to get through. The receptionist was helpful and suggested a double appointment to deal with my issues .I arrived on time got seen on time and the Doctor was efficient professional and helpful.
- ✓ The practitioner was very good, professional, and answered all my questions.
- ✓ Dr was informative and resolved my issue
- ✓ The nurse was very helpful
- ✓ It was a blood test .
- ✓ Because Doctor Kumar went out of her way to explain the NHS guidance surrounding the blood test monitoring of my medication going forward.
- ✓ I got my appt quite quickly, the gp was efficient and I got answers to my questions and hopefully the referral to QE will happen swiftly.
- ✓ It was easy to get an appointment, The physio was very knowledgeable and explained my scan results and gave advice on how to manage my condition until I see a consultant
- ✓ Felt listened to and was patient ??
- ✓ Comprehensive and attentive consultation
- ✓ I phoned for an appointment and the receptionist was knowledgeable and helpful in offering me a cancellation appointment for the same day. I was so grateful for this.
- ✓ Yes the doctor I saw was excellent with my health concerns .
- ✓ Because it's had a hard few years because of Covid-19 but has seemed to have gotten back on track
- ✓ On time, listened arranged an appointment for another issue immediately helpful and proactive.
- ✓ Friendly staff, nurse also explained things well.
- ✓ Dr cassidy is extremely caring and a great GP. The nurse who gave the vaccine to my daughter is always smiling and very friendly
- ✓ The GP was very helpful and understanding.
- ✓ Very polite helpful and caring
- ✓ Very helpful
- ✓ Very professional approach from the front desk and the doctors. Explained things in simplicity terms, not rocket science to see how caring the Doctors are. Really appreciate the one's that attended to me. Thanks to all of them, time keeping was perfect.
- ✓ Didn't have to wait long and the doctor was quick and her advice was accurate and effective. Also, she explained to me the issues.
- ✓ Dr Macfarlane both empathetic and highly professional. Took as much time as was necessary. I felt very cared for.
- ✓ Doctor was very caring
- ✓ Generally good service but it can be tricky to get appointments in an adequate timeframe.Receptionists generally as very good as as helpful as the possibly can be m.When you get to see Doctors/Nurses they are very helpful it is just getting to them.
- ✓ Fortunately, I don't usually need to see a doctor or other practice, but when I do, they are very good.
- ✓ Friendly/efficient

- ✓ Seen without delay by a very good doctor
- ✓ *The attention was very good from Christ and very professional*
- ✓ I saw Doctor Home this morning and she was so understanding, highly professional, non judgemental and attentive. I left my appointment feeling very reassured. Also your front line staff on reception are very welcoming and friendly
- ✓ *I think I outstayed my welcome.. it was hard for me to build up courage to ask questions...and think clearly as drs worry me*
- ✓ Listened and paid attention to my query
- ✓ *On time appointment. Thorough consultation. Clear communication and advice on next steps. Personable & knowledgeable GP.*
- ✓ Appointments over ran a little, but not too long a wait. I was extremely satisfied with the service provided by the GP
- ✓ *Quick and easy*
- ✓ The GP was very helpful.
- ✓ *Because you ask*
- ✓ I like the service
- ✓ *Friendly and caring customer service*
- ✓ waiting time
- ✓ *The doctor listened and was kind and thoughtful.*
- ✓ My appointment was 9.30 wasn't seen until 9.45
- ✓ *The doctor was attentive, understanding and thorough*
- ✓ The service i receive is always very good indeed !
- ✓ *Didn't have to wait long and physio was great*
- ✓ I am very grateful to Dr Sarath Griffiths for her approach in resolving my problem. She listened carefully, suggested the solutions, and restored my belief in good outcome.
- ✓ *Dr Shepard takes his time to listen to and to address all our concerns and has a wonderful manner.*
- ✓ My appointment was 8.30am and I was seen until 8.55am
- ✓ *Because the doctor was very informative and professional*
- ✓ A receptionist called Anitta C. was very helpful, polite, very patient.
- ✓ *My experience was amazing because during the whole service they were polite, respectful and understanding. As well as listening and helping me with any questions/queries.*
- ✓ I'm very happy from my GP service. Thanks
- ✓ *Everything was seamless and everybody was professional helpful and understanding*
- ✓ Waiting time was long but GP was really helpful
- ✓ *Reassuring and thorough conversation with GP*
- ✓ Experience over many years of the service I have received.
- ✓ *Was very helpful and polite, very good*
- ✓ Attentive and friendly manner, asked the right questions.
- ✓ *Very patient and give thorough checks*
- ✓ Yes
- ✓ *she was so good*
- ✓ Yes the appointment was early, efficient with an extremely pleasant nurse and I was in and out before my official appointment time.
- ✓ *Okay*
- ✓ Attentive physician.
- ✓ *Helpful consultation.*
- ✓ Doctor is very professional and sort out my needs very fast.
- ✓ *Very efficient and friendly*
- ✓ I felt listened to and had time to ask questions.
- ✓ *I called last week and was given an appointment straight away with Dr Tingay who I saw on Tuesday afternoon so it was all very helpful and efficient, thank you.*
- ✓ Dr Griffiths is an exceptional doctor. The reception service is impeccable.
- ✗ *the physio Vijay is brilliant his advice and encouragement is so helpful and he is a very caring man. H has helped enormously with my pain . many thanks i am so grateful*

Not Recommended

- ✓ I am making a formal complaint
- ✓ *Have always found everyone very helpful. Waiting area and doctors room clean, tidy. soft background music*
- ✓ Friendly polite and welcoming
- ✓ *Apologies. This survey came up labelled as my Old GP practice. Vanbrugh is excellent, including today's treatment.*
- ✓ Made an appointment last. Week with dr Parker for arthritis injections , only dr to do this in the surgery , got there today to be told my appointment is with Dr Shepherd , they didn't know what had happened , now got to wait till Friday 12th July at 4.30 to see Dr Parker , am in a lot of pain so fed up

Passive

- ✓ BECAUSE APPOINTMENTS ARE NEVER ON TIME WHEN BOOKED
- ✓ *Appointment felt quite hurried. I was asked to make a face to face appointment but I think a phone call would have been perfectly fine - there was no physical exam (and I didn't expect one).*
- ✓ That's what I thought it worth
- ✓ *Unfortunately my painful toe wasn't looked at but some painkillers were prescribed.*