

# FFT Monthly Summary: August 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	6	5	3	0	1	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>481</b>						
<b>Responses:</b>	<b>147</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	109	23	6	5	3	0	<b>146</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	0	1	0	0	0	0	<b>1</b>
<b>Total</b>	<b>109</b>	<b>24</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>0</b>	<b>147</b>
<b>Total (%)</b>	<b>74%</b>	<b>16%</b>	<b>4%</b>	<b>3%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

👍 90%   👎 5%   🙋 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:

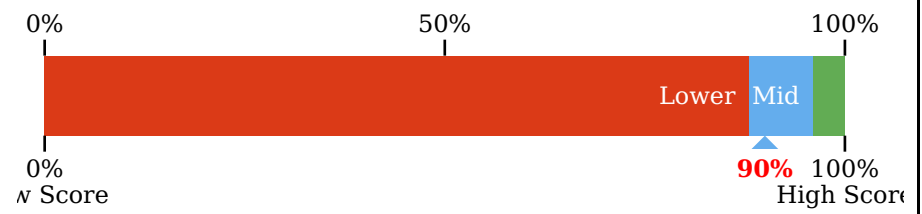
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

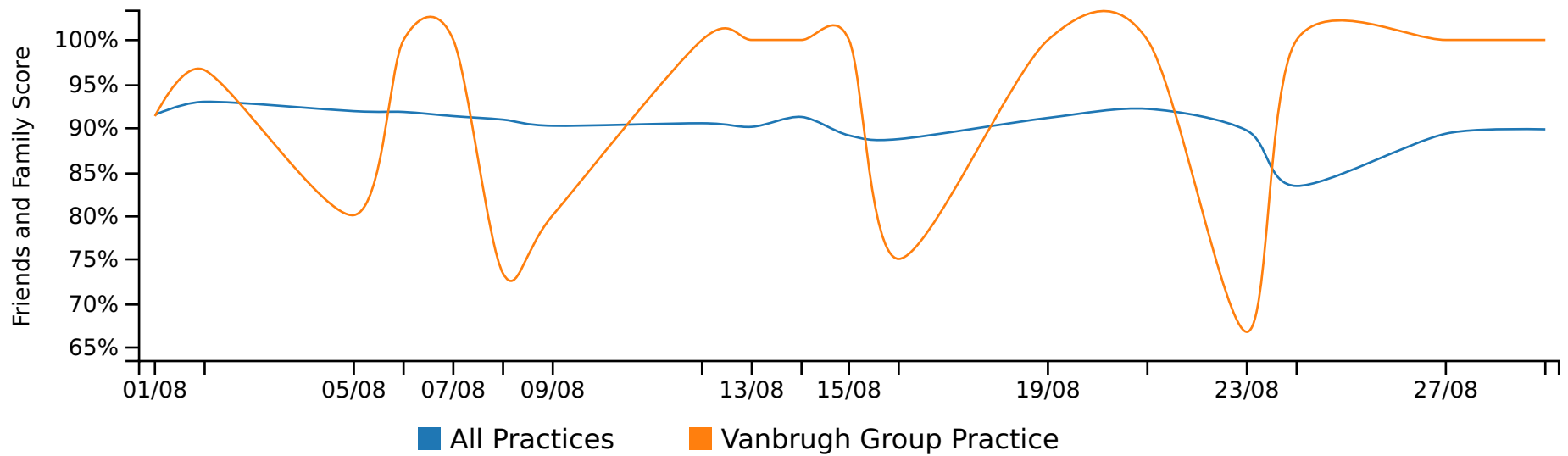
**Your Score: 90%**

**Percentile Rank: 40<sup>TH</sup>**



- 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 40th percentile means your practice scored above 40% of all practices.

### Practice Score: 'Recommended' Comparison



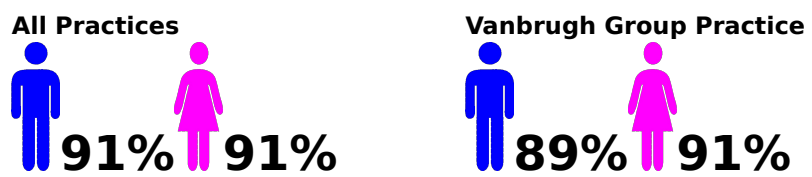
- Notes: 1. Practice score comparison of 'recommended' scores only.  
 2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

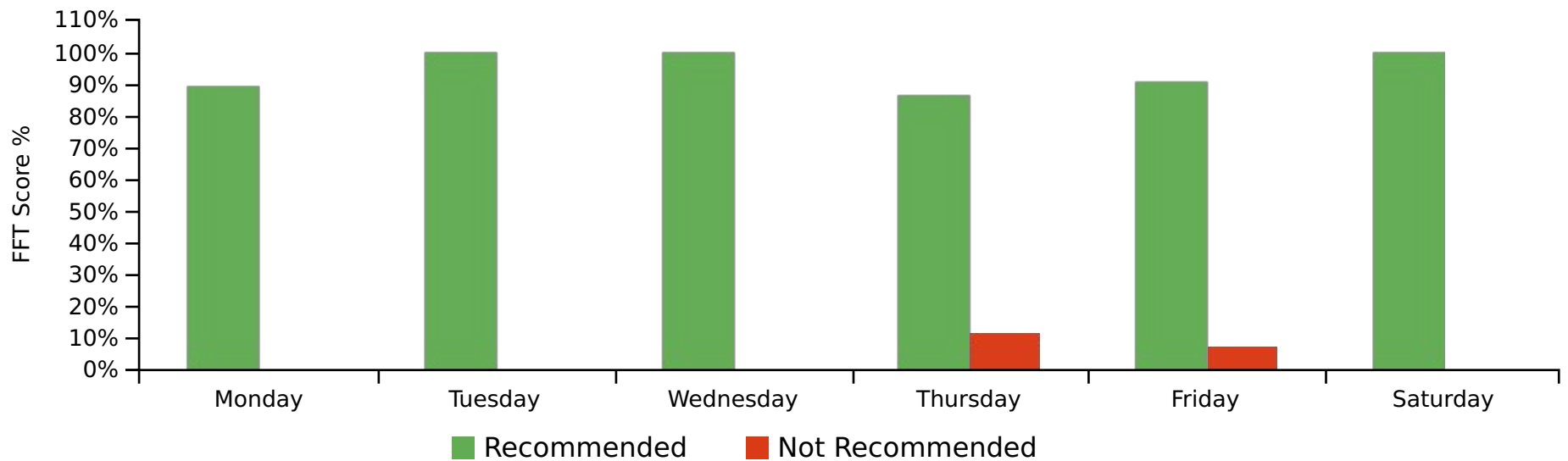
	< 25	25 - 65	65+
All Practices	85%	90%	94%
Vanbrugh Group Practice	73%	91%	94%

#### Gender



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

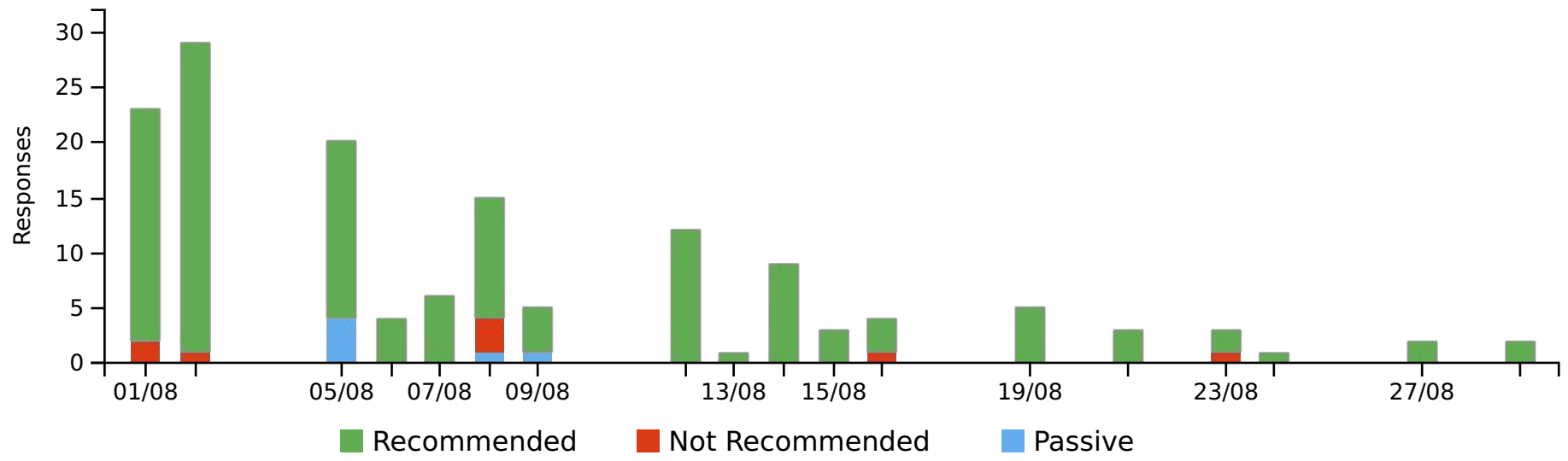
### Practice Score: Day of the Week Analysis



- 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.



✓ I replied with number 1 as a very good service...because lately I've had to be in touch with the surgery. And spoke to Shirley on a few occasions..and she always is really nice on the phone and understanding with my communication..because I have adhd I can be a bit much when speaking and also get anxious before a phone call but she is always really polite and reassuring with me, and settles my nerves and me speaking so much ...I think Shirley definitely should be told how grateful I am with the help she has done for me and how her she communicates with me is very positive...she also resolves my issue I had when I called the surgery on several occasions.. she is an asset to your team ...thankyou Shirley so much for your help and support

✓The doctor and staff were very friendly and polite.

✓ Helpful

✓It's the best I know.

✓ Efficient, on time.

✓Dr had read up on my notes and listened to my concerns. Left the surgery with a clean plan of action.

✓ Excellent service,good listening ears, proactive

✓ Appointment was 15 mins late. Otherwise very happy

✓ Professional approach, transparency, taking action

✓The registration on arrival was extremely quick and easy. I arrived a little earlier, and i managed to be seen right on time. The nurse, Mrs Faustina Kyei, has been outstanding. She read my file thoroughly and guided me through the procedure in a clear way. 10/10 ! Thank you

✓ I gave the surgery 2 because I just moved to Greenwich and regised in the surgery. I'm on benefits due to my disability and I do pay for medications.When I asked the doctor for eye drop and n spray for allergy, she told me to go and buy it from the pharma

✓Because I am 10 yr resident of Morden College, well served by Dr Parker & colleagues for most of that era esp during Covid outbreak

✓ The team is very kind and profesional plstico helpful !Thanks y mu

✓I felt comfortable discussing the health issues I am facing with Dr.Ali as she has shown proactive listening and caring attitude.

✓ Appointment on time. Good communication from the doctor. Plan for future consultations

✓Dr was very polite and understanding..checked me thoroughly.

✓ Appointment on time and your colleague very nice

✓Dr Marie khang, made my visit a good one.

✓ No delay , treatment was good so im happy

✓ On time and empathetic with my young daughter

✓ Extremely well organised, promptly seen by Doctor so understanding. 1st class visit, thank you

✓ Prompt service, easy checkin, on time

✓ Quite happy with the gp

✓ On time, very professional, friendly and efficient nurse

✓ Because u ask questions

✓ Appointment punctual, reception and staff helpful,

✓ Because it's always a good service and can always get an appointment.

✓ Very helpful, always on time and always got an appointment when I've asked for one

✓ Operational system should be improved

✓ Queries answered. Appointment with nurse was helpful and was able to book a doctor's appointment about a separate issue. More evening appointments for working people would be helpful.

✓ Polite and supportive staff willing to listen and offer knowledgeable advise and service

✓ Service was good

✓ The nurse was very helpful.

✓ Appointment on time, good service and solutions from the doctor

✓ Caring, kimd and explains things well

✓ Friendly and understanding staff, great facilities.

✓ Appointment ran to time, excellent care from GP, time to talk.

✓ I felt listened to.

✓ I have been treated well

✓The person I seen I have known for years she is very polite sincere and a pleasure to talk too her name is christine Ryland a credit to your profession

✓ Fast, efficient, caring service in a clean environment

✓ Very well run practice.Polite staff.Alwas kept clean.

✓ Willingness of the team from reception to nurses and doctors to go that extra mile despite the overt pressures of the day.

✓ Very grateful for the great service so far. Reception, doctors & phlebotomist were all brilliant. Helpful, polite & professional.

✓ It was a very good experience

✗ I had a Physio appointment with Vijay - he was kind assuring and took time to explain everything

## Not Recommended

✓ I called in early to say I would be 5-10 mins late and that I was happy to reschedule, but was told that I should still come. When I got there I was told the appointment had cancelled been cancelled.

✓ My daughter, like many anxious people doesn't like talking about her anxiety to.people she doesn't know. She was tearful when the GP asked her about her anxiety. Rather than stop the questioning, the doctor carried on. I found this unnecessary and unhelpful.

✓ I had to wait 30 minutes after my booked appointment time to see my GP. But the reception and the GP herself were good.

✓ No appt. Available for over a week

✓ Practitioner kept raising his voice at me when i voiced my concern about his diagnosis/being dismissive. Was meant to get referred to a specialist after 2 years of a persisting problem.

✓ Sorry nie przetumaczylam na polski lektor. 2

✓ I was not offered any treatment options for my illness. I been ted to wait until I will have next infection because I don't havey at this moment, but regular straggling with this problem. "Ver

✓ The doctors have no power to actually treat you anymore. They are practically glorified admin staff at this point because all I ever seem to get is a referral elsewhere to see someone that can do something about a minor issue (99% of the time, an issue our GPs used to deal with themselves). It's more waiting time for us and unnecessary hospital appointments for minor issues. The healthcare system in London is just ridiculous in London right now.

## Passive

✓ It was just a nothing special routine appt. for COPD. No change. Nothing expected, nothing received.

✓ 3 but receptionist were really helpful, the doctor I saw was not helpful and told me nhs have no money so vest to fo private, I take it was told this as a straight white working male,noway would of this been said if was anything else