

# FFT Monthly Summary: September 2024



Vanbrugh Group Practice  
Code: G83021

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
116	25	2	2	1	1	0	0	0	147	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>505</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	116	25	2	2	1	1	<b>147</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>116</b>	<b>25</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>147</b>
<b>Total (%)</b>	<b>79%</b>	<b>17%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

96% 2% 2%

## 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:

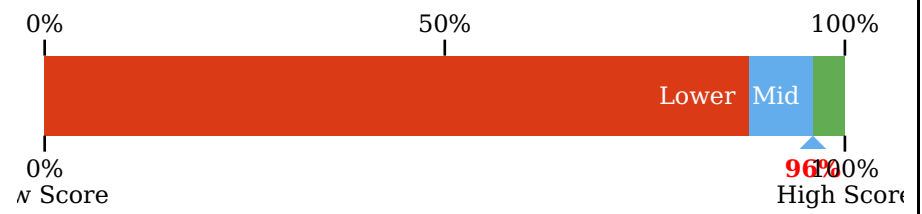
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

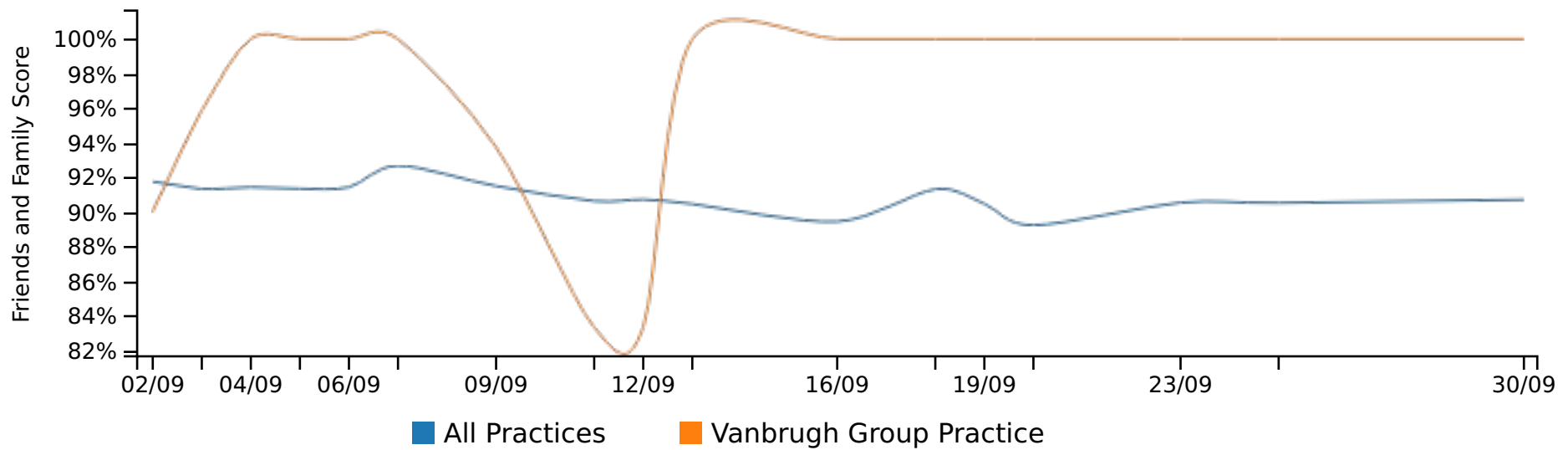
**Your Score: 96%**

**Percentile Rank: 85<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 85th percentile means your practice scored above 85% of all practices.

### Practice Score: 'Recommended' Comparison



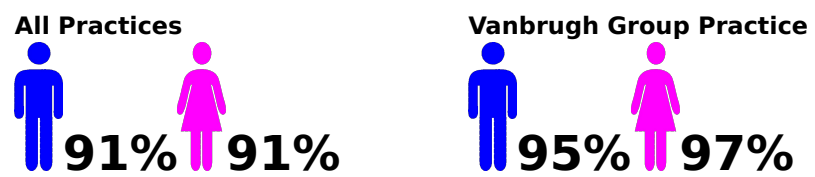
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

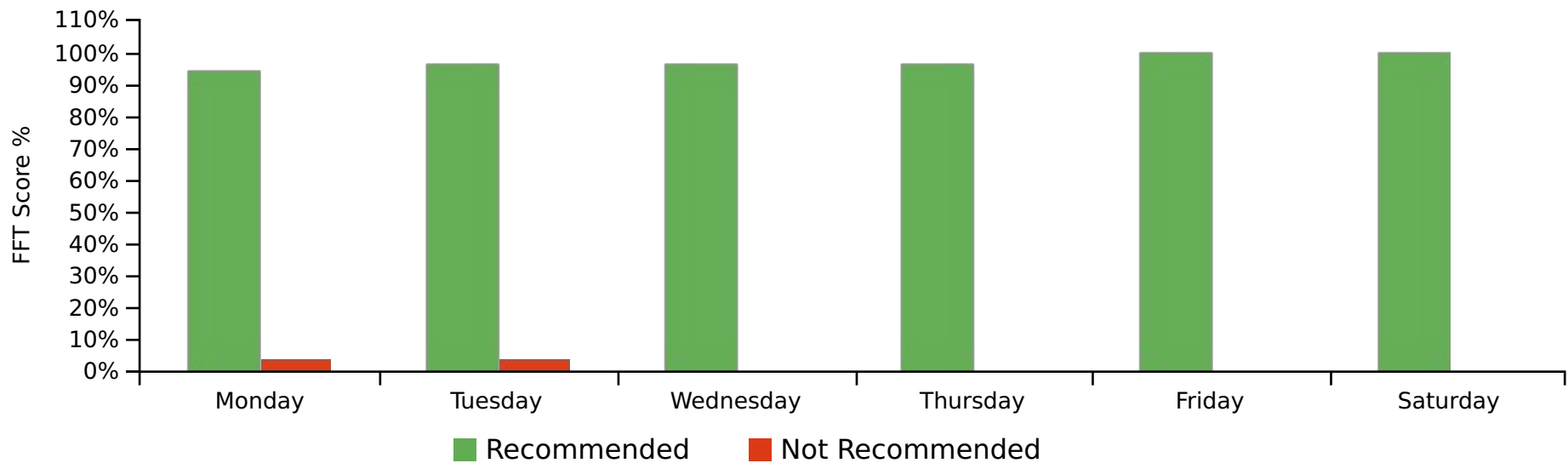
	< 25	25 - 65	65+
All Practices	86%	91%	93%
Vanbrugh Group Practice	100%	94%	100%

#### Gender



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

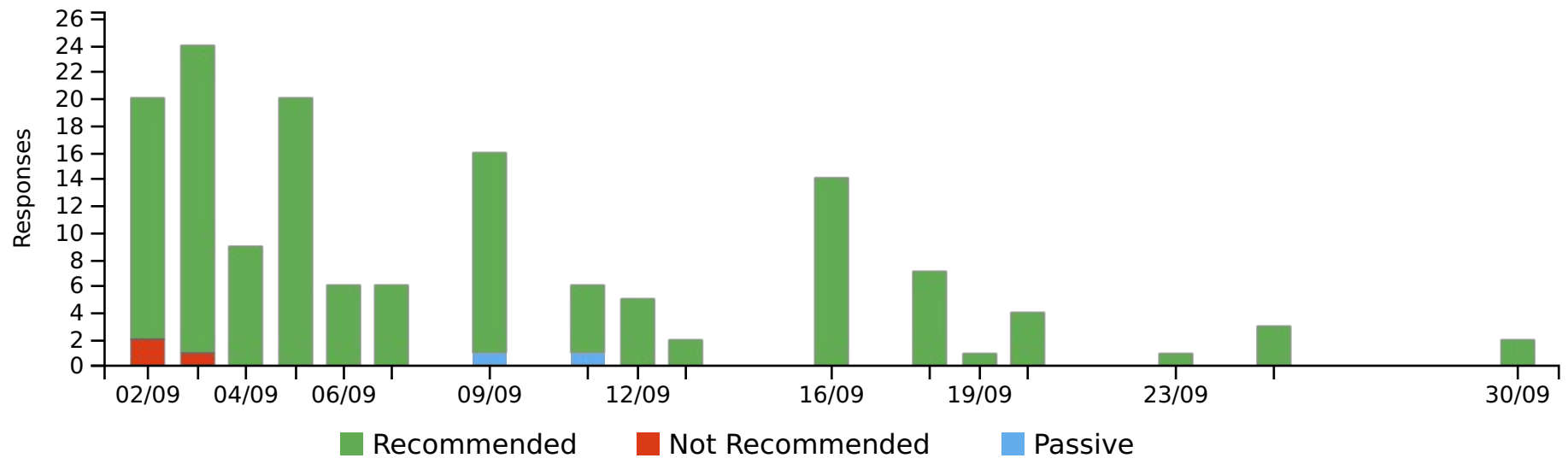
### Practice Score: Day of the Week Analysis



- 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.



- ✓ Arrived on time. No waiting. The doctor was polite and welcoming. She assessed and explained. She enquired if I had any questions for her. A very pleasant experience.
- ✓ Appointment availability and the nurse practitioner that treated me
- ✓ Doctor Cassidy was great, very efficient, helpful and gave me confidence
- ✓ Seamless experience. Hardly any wait and Dr Shabir was excellent. Addressed all my concerns.
- ✓ GP called me very soon after I sent my form. He asked lots of relevant questions and ordered a test for me.
- ✓ Friendly service from the nurse who gave me the vaccine
- ✓ Booked appointment only a few days before. Seen fairly promptly and Doctor helpful and explained things well.
- ✓ Great service from reception, great service from Dr McFarland
- ✓ I thought it was very good
- ✓ Having a cervical smear test is incredibly nerve racking. The nurse made me feel super comfortable and helped me through a not to nice experience. I'm very grateful. Without her encouragement I may not have ended up having it.
- ✓ The GP took time to listen to me and investigate my problems thoroughly. She also explained her decision behind her diagnostic. The receptionist also took time to help me with my question without rushing me.
- ✓ Because for the first time in a very long time I felt that the Dr listened to me and addressed my problem fully
- ✓ Since Covid, my experience of Vanbrugh G.P. has been exceptional
- ✓ All went smoothly with the blood test. Swiftly and efficiently done accompanied by a pleasant approach.
- ✓ So speedy and efficient, while still feeling cared for and listened to
- ✓ Easy to book appointment, excellent timing and excellent service.
- ✓ We always wait. Never get seen on time.
- ✓ Lovely staff. Quick treatment
- ✓ Polite front desk, clean place, always able to get appointment, GP was nice, patient and knowledgeable
- ✓ Nurse was very thorough. Explained about the vaccinations I was having very clearly
- ✓ Okay
- ✓ Prompt and courteous appointment with the Front Desk and Doctor.
- ✓ The doctor listened carefully and gave advice on how to address the many problems. She offered follow up to ensure we could monitor developments and see how these interventions could work.
- ✓ The doctors are professional and helpful
- ✓ Appointment on time, Dr attentive, made me feel listened to
- ✓ Telephone call answered immediately. And face to face appointment given without delay. I have no complaints at all about my GP practice.
- ✓ Because I am a new patient. And my experience is so much better than my last surgery.
- ✓ Prompt response to online request and telephone consultation was very thorough and took my preferences into account.
- ✓ Dr Shabiri was empathetic and thorough.
- ✓ Dr Leonard was informative and helpful
- ✓ Ease of appointment booking, kind, knowledgeable advice
- ✓ On time. Dr Kudari Promised to write a letter to my Parkinson's consultant. He is a good listener and doesn't mind one doing one's own research. Excellent. Just wish he did more sessions at Vanburgh.
- ✓ Sorry I'm working but because appointment kept on time and I appreciate the help.
- ✓ Appointment was easy to make, the staff were friendly and the nurse was very informative, kind and gentle when doing a not so nice procedure!
- ✓ Super fast wait time. The lady (Christine, I believe) was very helpful and friendly who saw me.
- ✓ The doctor was very friendly and approachable
- ✓ The practice is very accommodating and helpful, particularly at the moment as I have a number of health issues
- ✓ Good service, good clear patient care and on time
- ✓ Very polite staff and attitude for people who have a problem
- ✓ Very polite and informative nurse
- ✓ Doctor very pleasant.
- ✓ Seen very quickly, no waiting at all, happy with service
- ✓ Easy to book. Seen on time. Felt at ease. Welcomed. Friendly.
- ✓ The experience was great from booking appointment to the actual one
- ✓ Friendly staff, can always get an appointment. Drs understanding, thorough, professional and caring
- ✓ The appointment was on time and the doctor was very attentive.
- ✓ Very pleasant and thorough GP. Didn't feel rushed and felt that she was genuinely trying to sort my problem. The GP was running late - the reception staff were polite and apologetic.
- ✓ Was seen on time of the appointment
- ✓ Appointment on time and Dr was thorough and clear
- ✓ she was very professional, listening, and helpful
- ✓ Because I always be treated with respect and care
- ✓ Phlebotomist hit nerve while taking blood, no follow up was offered. Otherwise good
- ✓ Listening to the needs and giving the time needed for my queries.
- ✓ My son got well looked after and he got prescribed new medication for his skin

### Not Recommended

- ✓ The Phlebotomist I saw did not listen to what I was trying to explain and behaved rather robotic and stand off...
- ✓ Efficient in response

### Passive

- ✓ Waiting to see if problem sorted