

FFT Monthly Summary: October 2024

Vanbrugh Group Practice
Code: G83021

SECTION 1 CQRS Reporting

CQRS Reporting

| | | | | | | | | | | | |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
| 110 | 26 | 6 | 4 | 2 | 1 | 0 | 0 | 0 | 149 | 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 cqrservicesdesk@gdi.com. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 456
Responses: 149

| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
|----------------------|------------|------------|-----------------------|-----------|-----------|------------|-------------|
| SMS - Autopoll | 110 | 26 | 6 | 4 | 2 | 1 | 149 |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| Total | 110 | 26 | 6 | 4 | 2 | 1 | 149 |
| Total (%) | 74% | 17% | 4% | 3% | 1% | 1% | 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:

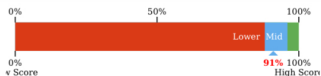
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

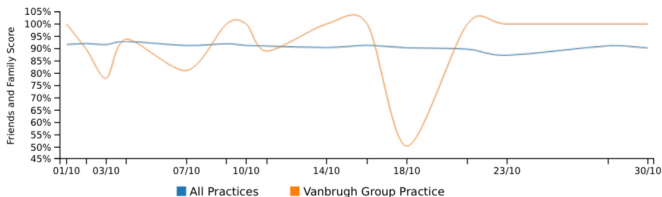
Your Score: 91%

Percentile Rank: 40TH



- 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

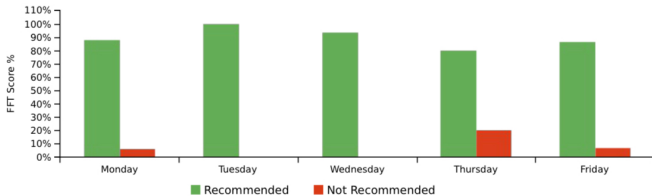
| | < 25 | 25 - 65 | 65+ |
|-------------------------|------|---------|-----|
| All Practices | 85% | 90% | 94% |
| Vanbrugh Group Practice | 70% | 92% | 95% |

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

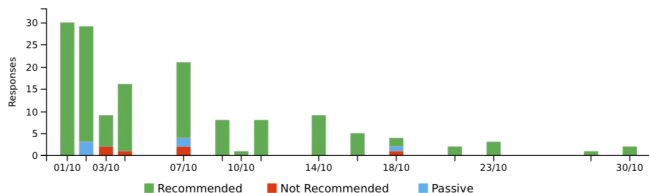


- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 | 21 |
| Arrangement of Appointment | 19 |
| Reference to Clinician | 51 |

- 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

- ✓ Both the practice nurse and the receptionist (Coral?) I spoke to were helpful and friendly.
- ✓ Very professional staff and doctor
- ✓ Had a thorough talk with my doctor about certain medications I was on and her answers and understanding were so convincing to me.
- ✓ The Dr was very efficient
- ✓ Prompt, efficient, helpful.
- ✓ I had a flu jab, which was easy to book and I didn't have to wait too long on the day of the appointment.
- ✓ Dr Came Very promptly To Check Husband As HouseBound Plus Reception Staff Always So Helpful, Kind And Attentive To Patients Needs
- ✓ Seen on time, very gentle removing stitches from the top of ear forehead, explain to me why they were still sore, very friendly
- ✓ Never had a single issue with the surgery, everything has gone very smoothly
- ✓ Lovely receptionists, lovely Gp.
- ✓ The practice handles all my enquiries quickly and accurately.Appointments with clinicians are conducted well
- ✓ Went in for flu jab, easy to book, quick check in and in and out sooner than expected. All very smooth and stress free
- ✓ Nearly punctual, v nice nurse, gave good advice
- ✓ Very good
- ✓ Efficient timely and pleasant to deal with
- ✓ Doctor was thorough and felt listened to. Receptionist was lovely and helpful.
- ✓ Because you asked.
- ✓ Explicit Doctor
- ✓ Because the nurse Faustina was brilliant. Kind. Super efficient and professional
- ✓ Dr Mc Farlane was great . I will continue to always make appointments with her if possible
- ✓ Welcoming atmosphere everytime. Processes were quick and efficient.
- ✓ Prompt snd professional appts available for GP and Physio. Prompt submission of cray request. Excellent reception knowledge and service.
- ✓ I appreciated the speedy reply but in the nhs messaging conversation it only let me reply once so I was unable to finish the conversation
- ✓ V good service all round
- ✓ Efficient and pleasant staff
- ✓ All very efficient and doctor was very kind and caring as well
- ✓ Had no problems with the service
- ✓ I've been treated for cancer over the last two years and VGP have always been supportive and helpful
- ✓ Dr Singer was kind, very professional and has referred me to the consultant straight away. Thank you.
- ✓ very easy to talk to and done job quickly
- ✓ Efficient,helpful and friendly nurse
- ✓ GP listened and was helpful
- ✓ Excellent quality care after I was squeezed in at the last minute - ideal interaction.
- ✓ Very kind doctor , very good at listening. I did not feel I was rushed to leave.
- ✓ Doctor helpful. Reception - not helpful. Got sent on a wild goose chase of self referral to MSK with a form which when I tried to do online took me to a private healthcare site with no nhs section. Then phoned reception for advice. Was told to email Circle Healthcare - their email kept getting returned. Eventually I posted the form! I haven't attempted the eyecare advice yet as the notes from Kings College Hospital haven't made it to my file. The NHS and GP apps do not work despite several attempts with reception. The admin system appears broken.
- ✓ Great service overall
- ✓ The whole consultation was excellent. I was treated with patience and respect.
- ✓ I gave my answer because you always send a reminder of my appointment
- ✓ I'm very happy with the service
- ✓ Yes
- ✓ Appointment running to time. Nice and friendly staff member taking the blood
- ✓ Happy with how the Dr handled the consultation
- ✓ The Doctor was reassuring and helpful
- ✓ Because I was well taken care of. and I am very happy.
- ✓ Satisfied
- ✓ Very helpful health professional & I didnt have to wait very long.

- ✓ Great service
- ✓ Kind helpful reception team. Great GP who listened. I like initial phone appointments as it means we don't have to take time off work/school
- ✓ I only waited about 10 minutes past my time of appointment, dr Jason is always polite and professional and I trust him
- ✓ Friendly, informative and efficient. Can't ask for more!
- ✓ On time , quick, friendly, efficient
- ✓ I was late for my flu jab appointment but the surgery still fitted me in. Then after the job, the nurse dressed a small wound I had sustained before the appointment. Very kind and professional.
- ✓ Nurse friendly, professional and polite.
- ✓ Doctor was very good
- ✓ I have always received excellent treatment from all the doctors and staff at Vanbrugh Group Practice
- ✓ Because I never had any problem with the Vanbrugh group practice I been with u all my life your all fantastic service fantastic thank you for all the help I had over the years
- ✓ The doctor was very caring and helpful.
- ✓ I don't know
- ✓ I had seen my GP only this morning and I was very pleased with his responses to my problems
- ✓ Efficient, friendly service.
- ✓ Friendly professional and friendly reception
- ✓ Very efficient- on time - good advice especially given the number of patients you have to support. Very happy with the service we receive and happy that you have trainee GPs
- ✓ I had very good service
- ✓ Because - as always, Dr Holly Singer understood and provided exactly what I needed. She is also a professional and empathetic doctor
- ✓ Seen promptly. Reception very helpful with prescription query.
- ✓ The nurse explained in detail possible side effects, and what to do if they occurred. She was good natured and efficient.
- ✓ Friendly staff
- ✓ Polite, efficient service
- ✓ I was offered the same day appointment (due to someone's cancellation) which I attended. The appointment started on time. The doctor was professional, knowledgeable and efficient. I received the care I needed.
- ✓ The doctor listened to my problem with empathy.
- ✓ Dr listened to my concerns, asked me for my opinion which demonstrates that Dr involved me in the decision making & took my symptoms seriously.
- ✓ Easy to contact and get apptsAll services in one place Had isswith back and arm Got GP appt for next weekGot appt today for physio Found out what issue was No need for GP appt next weekception staff 10/10Dr Vijay 10/10Professional, streamlined sere Exactly what NHS needs to be in 2024 Best GP practice ever h
- ✓ Great staff great waiting area but please can you bring in a 'no mobiles' policy- I don't want to listen to people screaming down the phone whilst waiting for an appointment. Please implement a quiet area
- ✓ Doctor Homes was very thorough and very excellent manner
- ✓ The phlebotomist was very professional and friendly.
- ✓ Always very good
- ✓ Because the service was prompt and the person who attended to me was very courteous and professional.
- ✓ GPs were friendly and reassuring - able to identify health issue and provide a course of medication right away
- ✓ My experience with VGP always tends to be very good
- ✓ Good service and great gp just long waiting times for appointments.
- ✓ Seen within 5 mins of appointment. Very pleasant doctor. Achieved what I visited for
- ✓ Good advice and sent for an ex ray
- ✓ On time. Very helpful Dr Ali who listened patiently and helpful check in staff.
- ✓ Okay
- ✓ Both the nurse and doctor were pleasant, knowledgeable and helpful.
- ✓ Did not have to wait long in the waiting area + the physio was very good and helpful explained very well
- ✓ Quick process, nurse was friendly and helpful, receptionists answer calls quickly enough
- ✓ My experience of the Vanbrugh Surgery has always been positive. I have always found the reception staff friendly and helpful despite the pressures on them. And without fail the medical staff are always professional, positive and helpful. An excellent Practice!
- ✓ The lady at reception was friendly, Joyce very informative and patience.
- ✓ The physio listened well, communicated well and was able to reassure me with some suggested things to try
- ✓ I have never been disappointed with staff , nurses or Doctors. Bookings of appointments are excellent.
- ✓ Timing was spot on and the nurse was very polite
- ✓ Prompt self check-in. Barely sat down and called in for flu jab. Great manner from nurse, and injection flawless ??
- ✓ Because you asked for my opinion
- ✓ The only way to get in in day appointment is by calling at 8am ... If you call 2 minutes after (e.g. 8.02am) it's too late
- ✓ Excellent care, just difficult to see the same doctor more than once so no continuity
- ✓ We waited half an hour for the appointment and the gp was very thoughtful and kind (dr.sage)
- ✓ Quick and efficient and informed me what she was doing and why.
- ✓ Friendly, punctual, weary to make an appointment
- ✓ The doctor was very polite and efficient Thanks

Not Recommended

- ✓ I was seen 40 minutes late and then when I did see someone I was made to feel like I wasted their time and left very upset. This is particular bad when someone visits to discuss mental health. There was no questions about my symptoms and did not get to provide any context into why I was there and what I needed help with
- ✓ I was seen 55 minutes late , the appointment was at 10.10 so how can you be running so late at that time
- ✓ Good afternoon, I am glad you asked about my experience. I was very rude to me. Using this GP hospital for the last 2 years I never faced with such impatience, rudeness and indifference. I am young girl having a problem with eyes tried to explain my problem while she was cutting me off and basically showing her unhappy angry emotions when I was asking for her advice and suggestions. She told me that she is not getting extra pay to send me a private reference to Moorfields Eye Hospital that was very unprofessional to tell me about this. I faced with eye problem for the first time in my life and I needed just some support and help. In the end she wished me "Good luck" I would like kindly to ask you to take an action about this. I felt very bad emotionally after an appointment with her. Thank you

Passive

- ✓ Good but notes missing.
- ✓ It's so quick 3mins
- ✓ I came in for my six week post partum check. The doctor was 20 minutes late arriving to the practice which meant my newborn was restless and hungry by the time we were seen. She didn't know why I'd come in and then didn't even examine me or check for diastasis recti before signing me off.