# FFT Monthly Summary: November 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	23	4	4	11	0	5	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. Please select the 'Data Submission' tab from the main menu.

## SECTION 2 **Report Summary**

**Responses:** 

**Surveyed Patients: 565 151** 

Neither Very good Good good nor Poor Very poor Don't know **Total** poor SMS - Autopoll 107 23 146 SMS - User Initiated Tablet/App Web/E-mail Manual Upload 2 0 0 2 0 5 1

4

3%

4

**3**%

11

**7**%

0

0%

151

*100%* 

# **Summary Scores**

Total

Total (%)



109

*72%* 

23

*15%* 

### **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:

Recommended (%) = 
$$\frac{\textit{very good} + \textit{good}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$
Not Recommended (%) = 
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

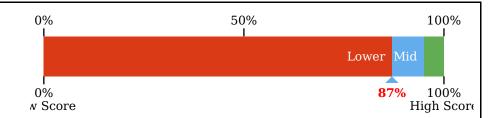
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

# **SECTION 3 Practice Scoring**

#### **Practice Score: 'Recommended' Rank**

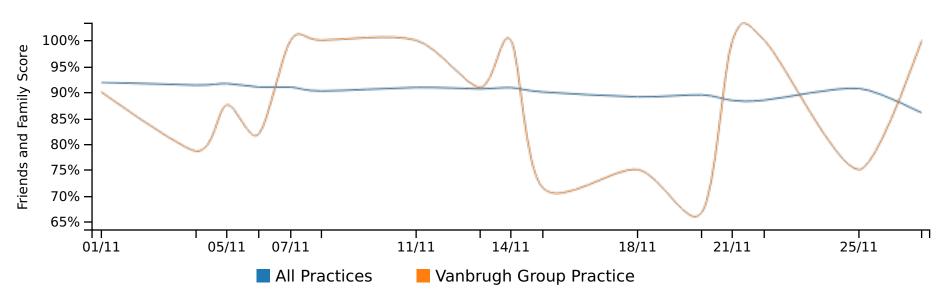
Your Score: 87%
Percentile Rank: 25TH



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 25th percentile means your practice scored above 25% 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%	90%	93%
Vanbrugh Group Practice	89%	88%	88%

# Gender

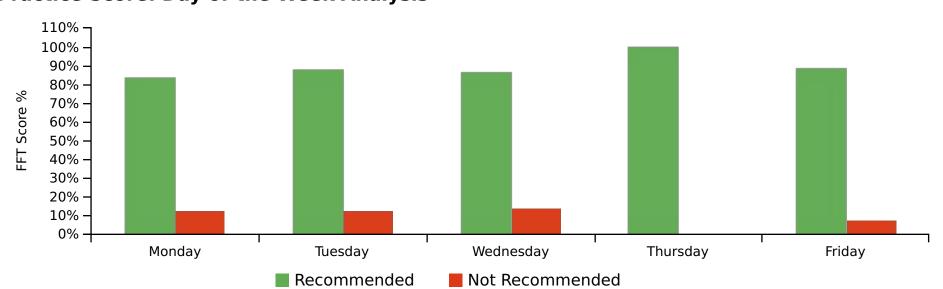




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

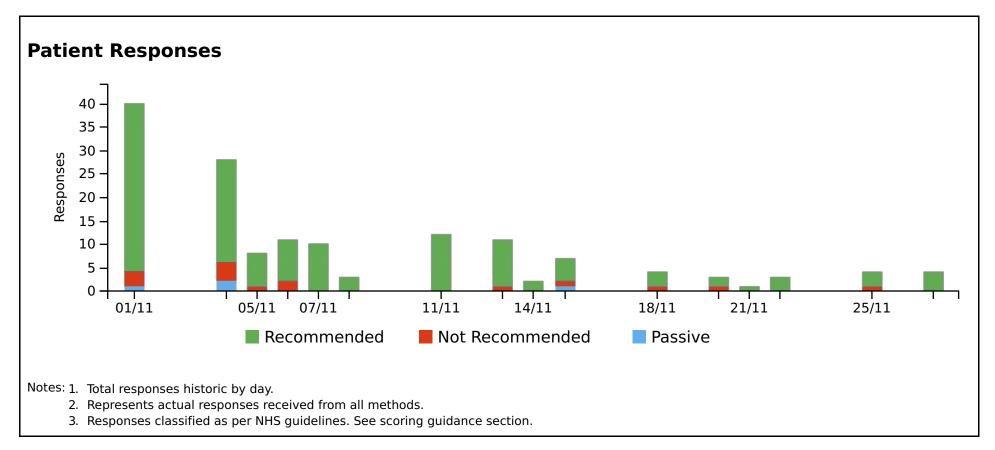
# **Practice Score: Day of the Week Analysis**



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.

# **S**ECTION **4 Patient Response Analysis**



#### **Thematic** Tag Cloud competent overly normally **Reception Experience** 19 getting Arrangement of Appointment 19 Reference to Clinician 42 learning routine Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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. politely

#### **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

- ✓I have a child with learning disabilities and when he has an appointment when I take him in, the staff are professionals, and they know how to attend to him.
- √ Very kind very helpful
- ✓ Was offered appt. with a nurse on the day I rang!
- ✓ Quick and friendly service, no delays. I was called in at the exact time I was booked for. For the first time in 10 years I didn't have to wait at least 25mins to be called in.
- ✓ Very quick and efficient
- ✓ As they listen
- ✓ Got a quick call from doc in good time. Quickly refer to Vijay, Saw Vijay physio who was helpful kind knowledgeable and reassuring. Thank you
- ✓ Efficient and dedicated staff.
- ✓I wasn't informed about the exact timing of the call and I received a call at 7.10 in the morning, also causing delays for me to go to work. No alternative time slot was offered saying that this was the only available timing, after I waited 6 days for a phone call. Since I was caught unprepared at that early time, I was unable to address all the matters and I have other queries unsolved.
- ✓ Efficient friendly and ontime
- ✓I was contacted by the GP to correct an advice and several calls made in an effort to contact me.
- ✓ I got injections for traveling abroad. The nurse was friendly, informative, clear and efficient.
- ✓ My nurse Faustina was fantastic she made me feel very comfortable she was friendly and clear very great at her job. The receptionist staff stopped me from having a very good experience overall due to their lack of care
- ✓ Good service from reception and the physio helpful and polite
- ✓ Nice people and very helpful
- ✓ Reception were helpful booking the appointment and the doctor was friendly and thorough
- $\checkmark$  Dr Sarah Ali was very thorough and explained what was going on. She was a very pleasant person
- $\checkmark$  Because the medical appointment was on time and the doctor was kind.
- ✓I was on the emergency list yesterday, the GP was running very late and still called me. I then was given a face to face appointment for this morning, and was actually seen a couple of minutes early.
- ✓ Very good
- ✓ A good and understanding empathetic doctor. Helpful receptionists
- ✓ Great service from Dr.Ali!
- ✓ She was very patience
- ✓ because they're polite, respectful and helping me.
- ✓ The service was very thorough, politely conducted
- ✓ Obviously ideally in the past I could have chosen a particular GP or one of a small team that I would have met at some point. I have been with the practice for 50 years or so. But given the horrors I've been hearing from other people about their practices I can only say that I've been met with the utmost respect and care from the gps I've seen over the last 10 years. Normally never the same one twice but young professional etc Today I had a rib jab from your amazing nurse whose name I've forgotten. Think it began with an A .... very positive and smiley but very sensible too
- ✓ Easy to book, appointment on schedule, nurse friendly & efficient
- ✓ Dr Marie was friendly, very effective, and very good at explaining things to me
- ✓The clinician I saw was knowledgeable, competent and caring
- ✓ Appointments always fulfilled and also sends Appointments reminder. The staff communicates effectively most especially the front desk.
- ✓ Nice phlebotomist
- $\checkmark$  I had to wait 20 mins otherwise my Dr was lovely and covered everything
- ✓ Efficient, friendly
- ✓ I find the staff members very professional and caring.
- ✓On time appointment, very efficient and kind.
- ✓ On time, efficient physio. Exercises helped instantly and I went away with exercises to continue at home.
- ✓ Nice lady efficient and pain free vaccination
- ✓ I have never had a problem getting face to face appointments. nurse was very lovely
- ✓ Straight forward procedure of the service
- ✓ Because I was considered and treated well
- ✓ Excellent customer service skills displayed both at the reception desk and the clinician displayed excellent professional skills with great rapport
- ✓ Very good experience

- ✓ Relatively quick non emergency appointment, good caring doctor, nice to have an immediate referral next door.
- ✓ The gp was really good
- ✓ Eady Check-in, punctuality and amazing doctor
- ✓ The phlebotomy was really well done. No pain at all
- ✓I was seen on time and greeted warmly by a friendly, smiling nurse who offered a full explanation of what the injection was for and why I had been offered it. Excellent service.
- ✓ Always efficient and friendly .
- ✓ Appointment was just a few minutes late. Great appointment, felt heard and cared for.
- ✓ Baby and child friendly
- ✓ The nurse I saw was excellent and took her time to explain the procedure and put me at ease
- √ I was seen quickly and the person that did my blood test made me feel very relaxed and was very efficient.
- ✓On time, no probs appt
- ✓ Everything worked efficiently. Physiotherapist and receptionist both courteous and friendly. One problem was connecting to NHS app. I get a message notification on NHS app. When I try to login I get a screen asking for GP details, linkage key, ODS etc. Receptionist sent me correct information but when I added the information it said I had already used it. So still can't access messages on NHS app.
- ✓ The doctor called me on time there was no delays
- ✓ The nurse was amazing, super kind and very educational.
- ✓ Very professional and amicable staff. Easy to talk to and great service
- ✓ Your practice nurse was lovely
- ✓ If you didn't have to wait so long for appointments my mark would have been higher. Dr"s especially the Dr I saw today are great as are all the other staff
- ✓ On time, friendly, efficient
- ✓ Receptionists helpful but too busy. Not easy to get appointments.
- ✓ Short wait. Medical consult clear and precise. Plus further useful assistance from the front of house staff.
- ✓ Surgery is good
- ✓ Helpful receptionists, good availability, excellent doctors.
- ✓I was seen quickly and the doctor was accommodating.
- ✓ I felt heard and responded to
- ✓ Nurse lovely, friendly, informative & gentle. Could not have been nicer.
- ✓ Doctor listened to what I had to say, and then explained what was going to happen.
- ✓ Seen before my appointment time. Dealt with professionally, given some options, sorted within 10 mins
- ✓ I was very satisfied with service.
- ✓ Prompt call back and helpful outcome
- ✓ Excellent level of care from Sarah Griffiths and very helpful service from the member of staff on reception who arranged two appointments for me on the same day and close together too.
- ✓ Helpful and friendly at front desk, broad range of services (including physio and mental health practitioner in the surgery), straightforward appointment booking without overly excessive waits (though 10 days for a routine GP appointment feels quite long)
- ✓ Because it was fast, efficient and my doctor was kind
- ✓The practice was able to accommodate my daughter's flu vaccine at the same time as my son's 16 week jabs I was very grateful
- ✓ No reason
- ✓ Excellent, empathetic, caring and wonderful doctor. I feel so lucky to be a patient here!
- ✓ Your staff are always incredibly helpful. There is nothing to fault in the services you deliver. Thank you.
- ✓ Blood drawing was quick and painless and on time
- ✓ The doctor I saw today was thorough, kind and listened really carefully. I felt that she had got to the right answer and I felt confident in her assessment. She gave me a clear indication of timescales and I left know what would happen next and when.
- ✓I was seen on time. Nurse was professional and friendly.
- $\checkmark$  The appointment started on time. The physic was thorough and reassuring.
- ✓ No too much bother
- X friendly efficient thorough and very professional staff in all areas
- X because everytime ive had a question the nurse or doctor has always double checked before giving me an answer

#### **Not Recommended**

- ✓On the last appointment the Gp was absolutely not helpful and rude
- ✓ Dr behaviour was very immature
- ✓ Very good, on time & efficient
- ✓ All went well. Didn't have to wait. The nurse was nice and professional
- ✓ Had no compassion no understanding what I was going through didnteven look at my records
- ✓ Long wait time even though it was the morning
- ✓I had a missed apt with the dr as I wasn't called by her. Then my tablets run out and I wasn't advised they were on a repeat prescription. I was told I not had them for 30 days only. Then my phone apt today got changed to face to face with less than 24 hour notice.
- ✓ I waited 30 minutes after my appointment time. Then when I was called to the consulting room it was empty for another 10 minutes.
- ✓ It is fiendishly difficult to get through to book an appointment. When I do the reception, staff are generally abrupt and unhelpful. You are always late calling me three for appointments. At least the nurse today was pleasant and professional. This practice generally is hugely disappointing though. I now mostly resort to paying for a private GP. Also, it's disappointing that you don't offer better contraceptive services.
- X in the space of 7 days had 5 texts and no less than 2 direct phone calls from different people all asking me to submit blood and urine tests i had already completed at guys. whose care i have been under since 2016- on one occasion the caller unidentified threatened to discontinue my insulin
- Xit is not possible to book appts by app. If you want people to use the app you need to enable this option

#### **Passive**

- ✓ Pushed wrong button
- ✓ I don't know
- $\boldsymbol{\mathsf{X}}$  please no music it was so marvellous having one music free space