

# 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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 565**

**Responses: 151**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	107	23	3	4	9	0	<b>146</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	2	0	1	0	2	0	<b>5</b>
<b>Total</b>	<b>109</b>	<b>23</b>	<b>4</b>	<b>4</b>	<b>11</b>	<b>0</b>	<b>151</b>
<b>Total (%)</b>	<b>72%</b>	<b>15%</b>	<b>3%</b>	<b>3%</b>	<b>7%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

87% 10% 3%

## 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:

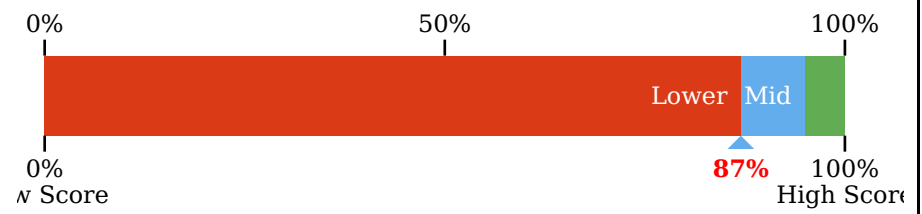
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

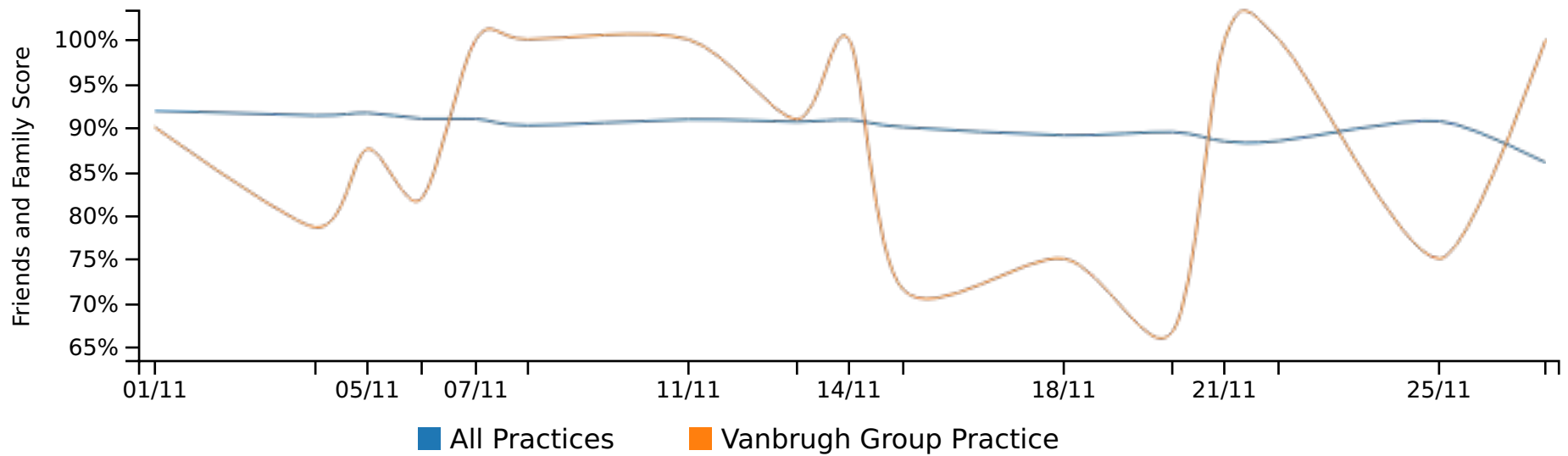
**Your Score: 87%**

**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



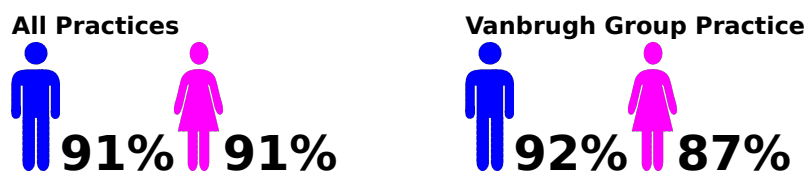
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

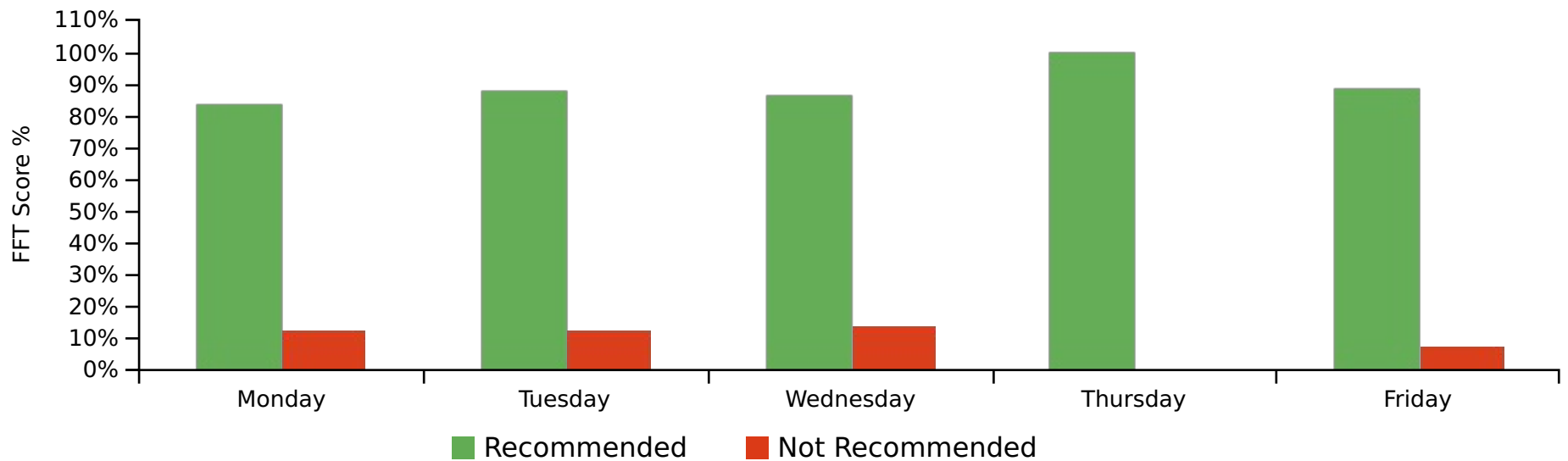
	< 25	25 - 65	65+
All Practices	86%	90%	93%
Vanbrugh Group Practice	89%	88%	88%

#### Gender



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

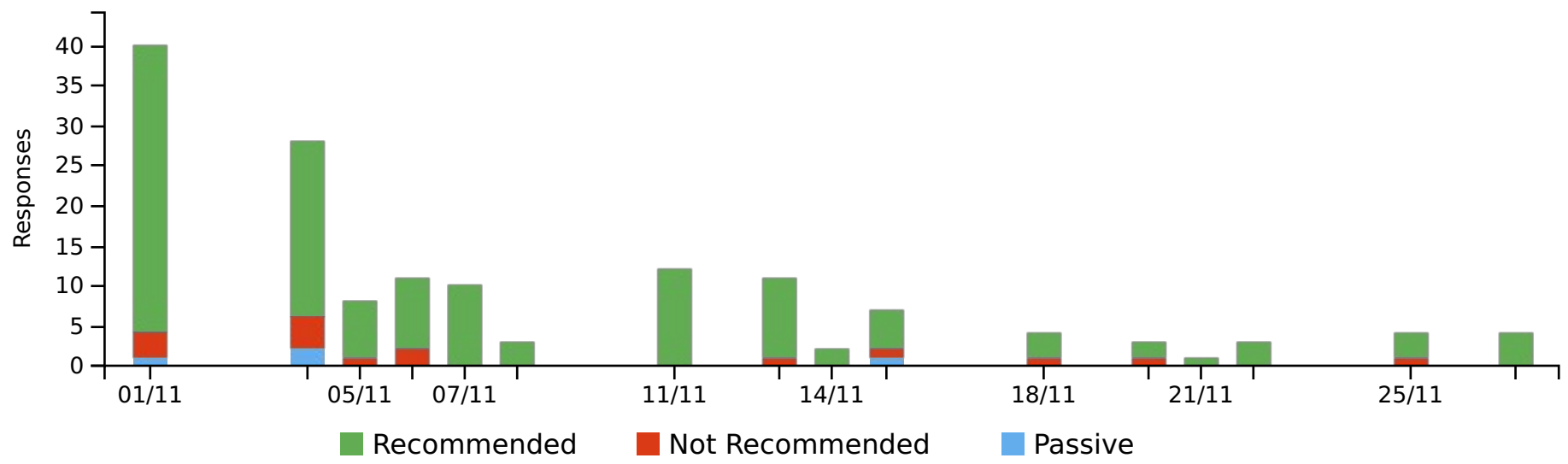
### Practice Score: Day of the Week Analysis



- 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.

## 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.



- ✓ 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 efficy 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.
- ✓ *The appointment started on time. The physio was thorough and reassuring.*
- ✓ No too much bother
- ✗ *friendly efficient thorough and very professional staff in all areas*
- ✗ 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 didnt even 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.
- ✗ *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*
- ✗ it 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*
- ✗ *please no music it was so marvellous having one music free space*