

FFT Monthly Summary: December 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	21	3	2	6	2	0	0	0	143	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

Surveyed Patients:	547						
Responses:	143						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	109	21	3	2	6	2	143
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	109	21	3	2	6	2	143
Total (%)	76%	15%	2%	1%	4%	1%	100%

Summary Scores

91% 6% 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:

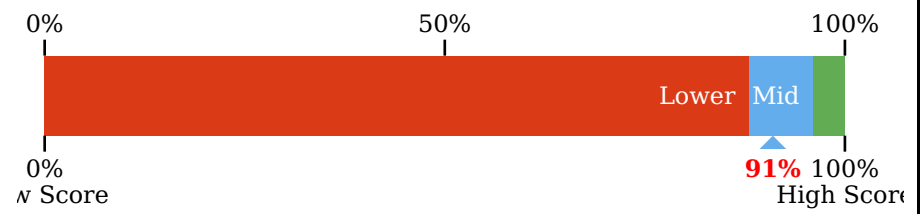
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

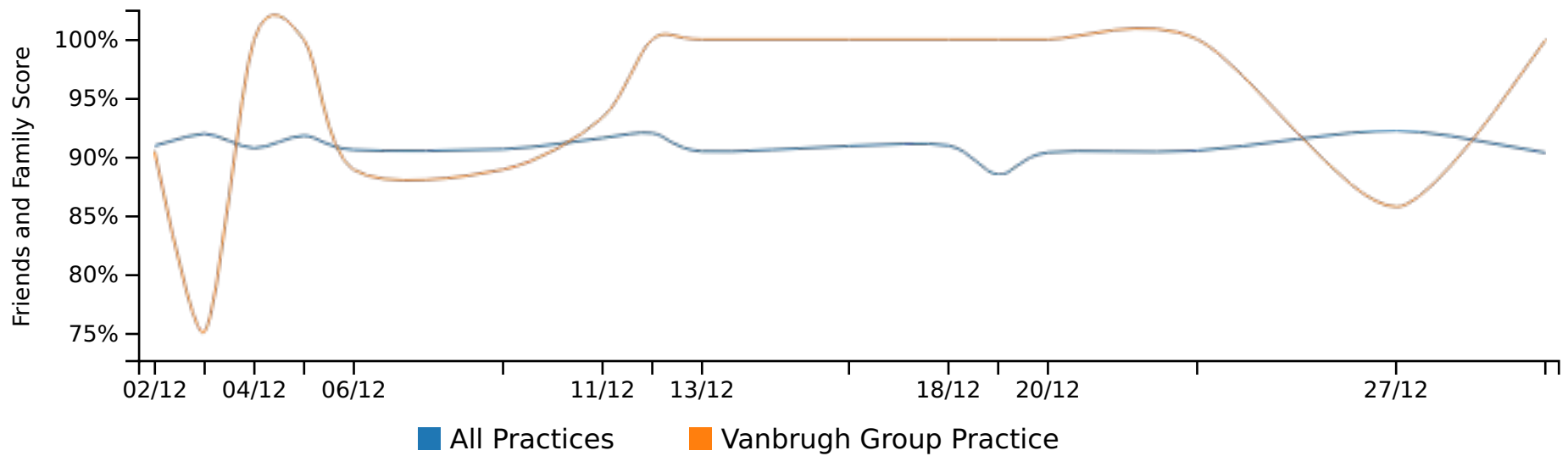
Your Score: 91%

Percentile Rank: 45TH



- 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 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison



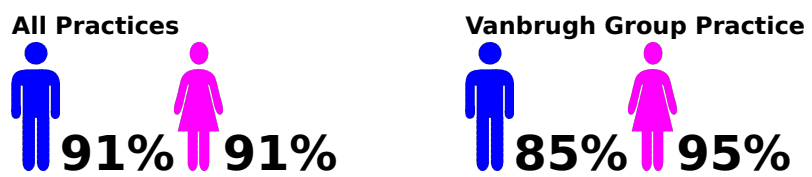
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

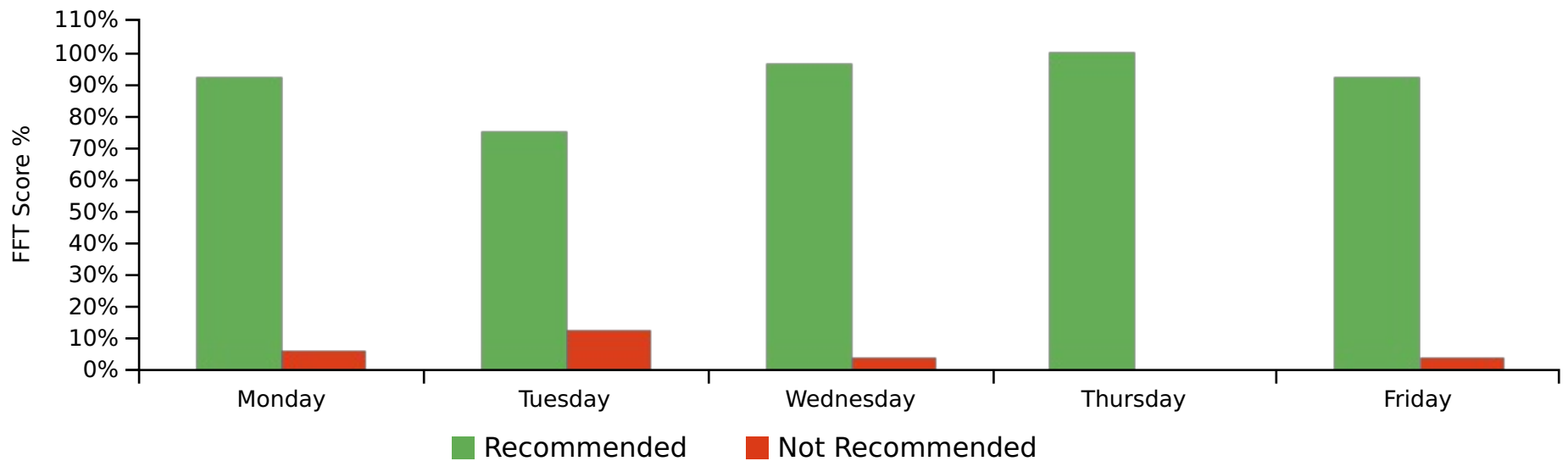
	< 25	25 - 65	65+
All Practices	85%	90%	93%
Vanbrugh Group Practice	79%	93%	90%

Gender



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

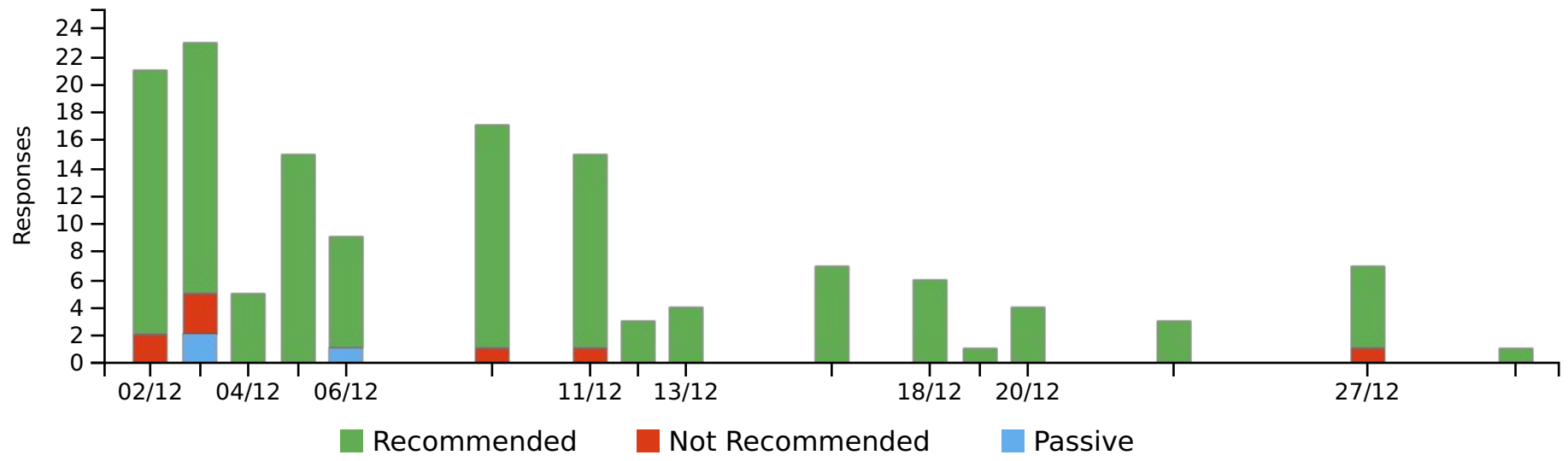
Practice Score: Day of the Week Analysis



- 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 explained my problem to the doctor. Then was given an examination and discussed a course of action. I am expecting to hear from the health centre about a blood test soon before further tests can be carried out.*
- ✓ *The doctor was very nice and helpful explained my mum's condition to us*
- ✓ *Efficient process from reception to test*
- ✓ *He was a very good doctor gave me good medical advice was very helpful*
- ✓ *The practice overall from my experience very good. Clean friendly and professional. Dr Leonard very good considerate and looks for best solutions*
- ✓ *1 - my DR was incredible, so lovely and was a pain and stress free experience*
- ✓ *All done efficiently and effectively.*
- ✓ *Efficient and kind*
- ✓ *Very happy with the service and support I received*
- ✓ *Always get all my questions answered Helpful stuff*
- ✓ *1very good*
- ✓ *Always efficient and staff are excellent communicators and practitioners*
- ✓ *Timing, not so good. Nurse efficient in what she was doing. Front desk helpful.*
- ✓ *Informative and reassuring consultation. Very pleasant manner.*
- ✓ *Great doctor, Hannah Home*
- ✓ *Excellent service from start to finish. Reception were great and the physiotherapist was very good and knowledgeable*
- ✓ *Thorough examination and great manner*
- ✓ *Nurse Faustine was so welcoming, informative, on time, efficient.*
- ✓ *Efficiency and professionalism. Listening to the parent .*
- ✓ *Dr Parker was excellent in explaining the treatment I've had. Thank you.*
- ✓ *The GP was helpful & explained things clearly*
- ✓ *I was seen on time. Dr was supportive and helpful. I was in and out of the surgery in 10 minutes*
- ✓ *Good, efficient service.*
- ✓ *The doctor I saw wasn't very warning and I felt like they thought I was wasting their time.*
- ✓ *Efficient, punctual, pleasant service -- thank you*
- ✓ *He was friendly and professional*
- ✓ *A good friendly efficient approach by the Doctor yesterday and Physio today. Helped to try and locate my ankle issues and also rule things out which can be reassuring.*
- ✓ *Yes, on time with virtually no waiting*
- ✓ *Because they are kind polite and helpful*
- ✓ *Satisfied with the service*
- ✓ *Quick info*
- ✓ *My GP Preya was fantastic, very compassionate and sensible, I felt like I finally had an advocate*
- ✓ *I got an appointment promptly with a GP I trust. I was seen almost on time and was able to communicate my concerns freely.*
- ✓ *The service is excellent with very helpful staff and great doctors .I have been a patient for over 26 years and nothing is too much trouble for the staff and doctors.*
- ✓ *The consult was detailed but simplified in a way I could understand the medical jargon used.*
- ✓ *Excellent doctors and super helpful- managed to arrange same day follow ups*
- ✓ *Dr Cassidy listens to her patients and is a remarkable GP*
- ✓ *Very quick appointment with the nurse. She was very helpful and reassured me on my issue.*
- ✓ *Helpful information given in an accessible and sympathetic manner. I didn't have to wait long to get an appointment. The time of the appointment meant I didn't have to take a leave of absence from work.*
- ✓ *The heat in the waiting area was unbearable*
- ✓ *Yes*
- ✓ *Because it was very good*
- ✓ *Appointment within 3 hours of requesting. Immediate diagnosis by the physio. Exercises sent immediately following the appointment and walk in MRI arranged. All very seamless and efficient. Highly impressive. Thanks.*
- ✓ *I was seen promptly My consultation was carried out in professional and caring manner*
- ✓ *I did not have to wait long to see the doctors I like that*
- ✓ *Good service*
- ✓ *I didn't have to wait long. Although the waiting room was boiling hot. The doctor was reassuring and caring.*

Not Recommended

- ✓ *Doctor running 45 mins late*
- ✓ *My consultation with the doctor was thorough and unhurried. He took time to discuss and explain all aspects relating to my past and present health issues*
- ✓ *My request wasn't listened to at all I didn't ask for a sick note for work I asked for it for uni*
- ✓ *Doctor not prepared. Blood test missed cholesterol and so has to be redone*
- ✓ *Blurred vision, dizzy..Sorry, time up?*

Passive

- ✓ *GP did not ask the right questions.*
- ✓ *It was not made clear that it was a face to face appointment. I thought it was telephone.*
- ✓ *Doctor was kind but wasn't able to help with lack of sleep or the itching. but the doctor gave me details to get in touch with dermatology if I don't get a appointment in a couple of weeks.*