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

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

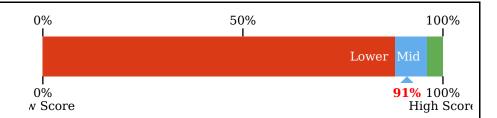
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

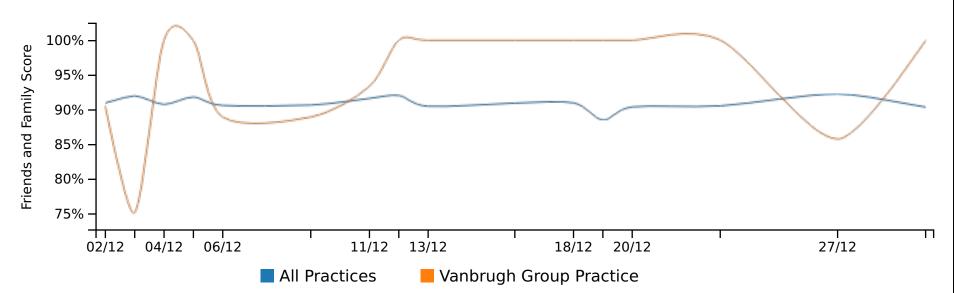
Your Score: 91%
Percentile Rank: 45TH



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 All Practices

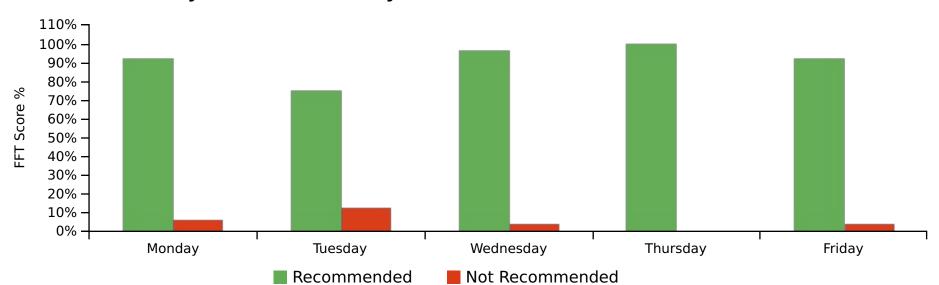




Notes: 1. Scores for current reporting month.

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

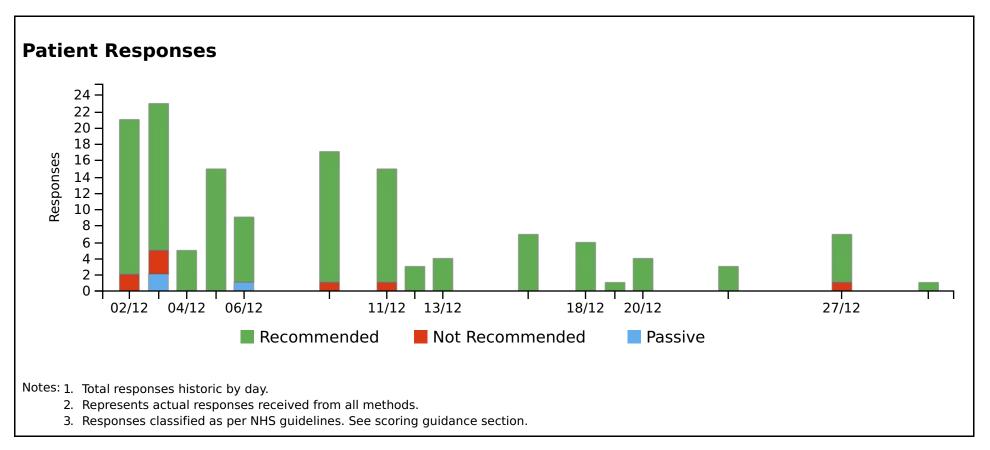
Practice Score: Day of the Week Analysis



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



Tag Cloud Thematic serious happy Reception Experience 11 Arrangement of Appointment 13 interested Reference to Clinician 50 Notes: 1. Thematic analysis for current Wine past reporting month. clean together 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 unhurried

following quickly giving listening relating

Patient Free Text Comments: Detail

frequency is reflected in text size.

- 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

- ✓ Speedy appointment and great care and advice
- ✓ Great service from the nurse today! She was fab!
- ✓ The GP was helpful and professional and the waiting time wasn't too long. So overall a very good experience
- ✓ Travel nurse was prompt, friendly and gave me detailed information
- ✓ Helpful receptionist and seen early by informative and friendly nurse
- ✓ Dr Sage was great, very thorough and reassuring
- ✓I transferred to this practice in the last few months and the service is amazing compared to my previous experiences
- ✓ Treated with respect and patience
- \checkmark I was given a time and seen on time. It was efficient and friendly.
- ✓ It was a pleasant appointment were good advice was given
- ✓ Dr Kudari was friendly, knowledgeable, and provided me with high quality advice.
- ✓ Very thorough conversation and helpful attitude and advice
- \checkmark It was quick and I learned how to get my results through the app.
- ✓ Prompt and reliable service given by friendly and knowledgeable staff
- ✓ Although the appointment was late I was properly listened to and did not feel rushed in explaining my issues and concerns. Dr Kumar put together a number of tests to investigate my symptoms and concerns, and a follow up appointment too so I left feeling confident of some continuity and a plan to get to the root of my problems.
- ✓ Dr. Kumar was so great.
- ✓ Great Doctor. Caring, Supportive and listens.
- ✓ The nurse called me in two minutes ahead of time, was pleasant and efficient and I was in and out giving my blood within 3-4 mins. Perfect! Martyn
- ✓ Polite and efficient
- ✓ Very good service but it takes time to be able to see a GP
- ✓ My nurse practitioner was excellent
- ✓ It was a thorough and helpful appointment.
- ✓ Nurse was lovely and engaging with my baby. Explained how we'll do the vaccine and very quickly administered it.
- ✓ Front end staff extremely helpful and professional, nurse and doctors same levels of humanity and professionalism! I'm really grateful for moving to this GP recently. Thank you very much special thanks to Debbi, Dr Heather and Nurse Faustina
- ✓ Timely professional service
- ✓ I came for a blood and urine test it was was carried out efficiently with the minimum of delay all the staff were helpful and friendly it was a very good experience
- ✓ It is a good surgery.
- ✓ I find the staff extremely helpful and patient and find the online appointment booking and check in at the practice smooth and seamless.
- ✓ Sometimes it is not easy to get quick appointments. In the past that was available via app but that is not available anymore
- ✓ I've been referred twice and the call back re the drug protocol discussed carefully this morning in which it was discovered I d
- \checkmark I was able to reschedule an appt for blood test easily
- ✓ Friendly bloodtaker, far too long to walk to double numbered rooms though for old and disabled people
- ✓ Felt listened to by my doctor and walked out with a plan
- ✓ GP listened to me well, very easy to talk to, understanding, cared about how to treat me in the best way
- ✓I always have positive experience with Vanbrugh Group GP both when I use it for me and for my daughter. Doctors and nurses have always been very helpful kind.
- ✓ The GP was great. She listened and acknowledged my concerns. She was just about on time which was good
- ✓ Actually I meant to send a '1'. Competent, efficient, humane.
- ✓ Simple every time I've been in the practice the staff are friendly and very helpful also on the phone as well
- ✓ Although we waited 30min for our appointment i felt Dr Kumar took her time with my daughter and was interested in a positive outcome.
- ✓ Dr Clara Sage was amazing my daughter suffers from anxiety and she explained everything to her she was patient and kind and really sympathetic and understanding. She did a really good examination and was so friendly but professional. Really really impressed
- ✓ Friendly staff, short wait, doctor was helpful and knowledgeable
- ✓ 1) on time 2) Nurse friendly and competent 3) Nurse listened properly to my experience that those reaching 70 are NOT being proactively invited for shingles vaccine and promised to look into this which I believe is a serious problem.
- ✓I had to wait for 30 mins to see the doctor

- ✓ 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
- √ 1 very good
- ✓Always efficient and staff are excellent communicaters 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 knowledgable
- ✓ 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 polight 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 wasnt listened to at all I didnt ask for a sick note for work I asked for it for uni
- ✓ Doctor not prepare. 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.