

FFT Monthly Summary: January 2025

Vanbrugh Group Practice
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

| | | | | | | | | | | | |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
| 121 | 12 | 6 | 3 | 6 | 0 | 2 | 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

Surveyed Patients: 534

Responses: 148

| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
|----------------------|------------|-----------|-----------------------|-----------|-----------|------------|-------------|
| SMS - Autopoll | 121 | 12 | 6 | 2 | 5 | 0 | 146 |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | 0 | 0 | 0 | 1 | 1 | 0 | 2 |
| Total | 121 | 12 | 6 | 3 | 6 | 0 | 148 |
| Total (%) | 82% | 8% | 4% | 2% | 4% | 0% | 100% |

Summary Scores

90% 6% 4%

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:

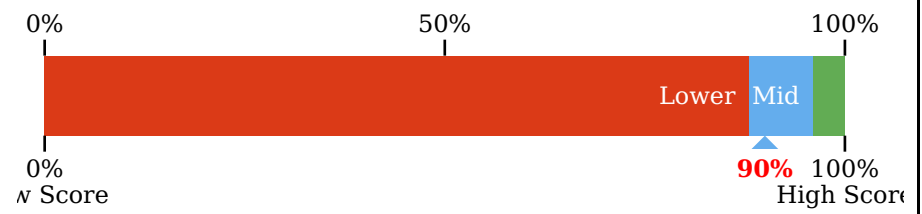
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

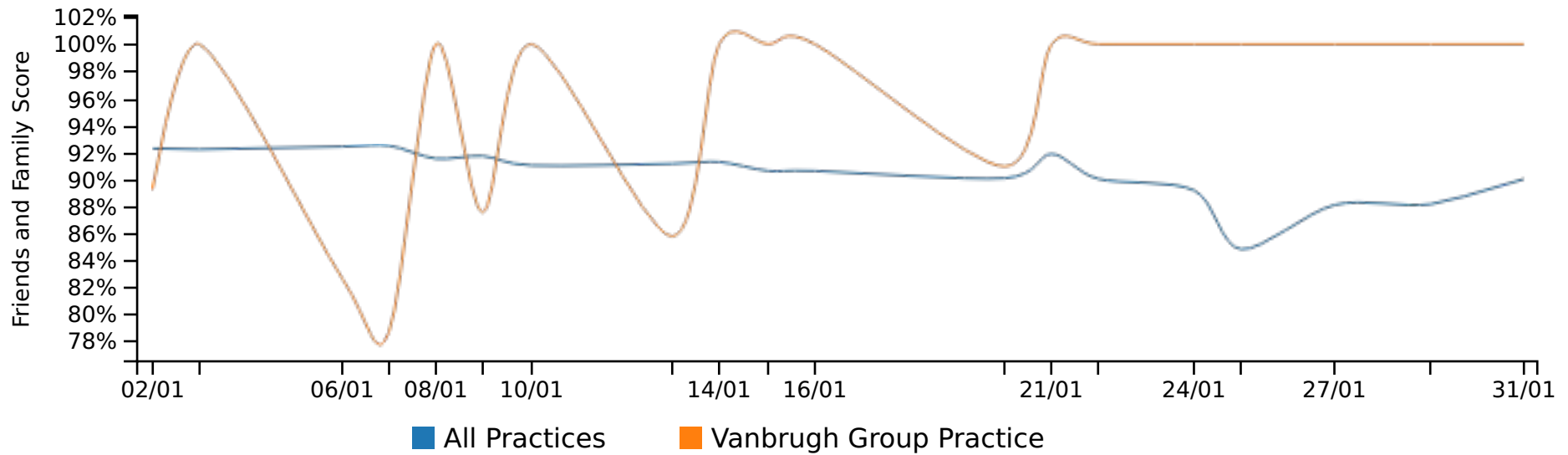
Your Score: 90%

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



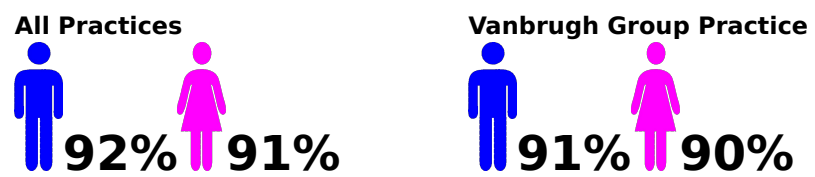
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

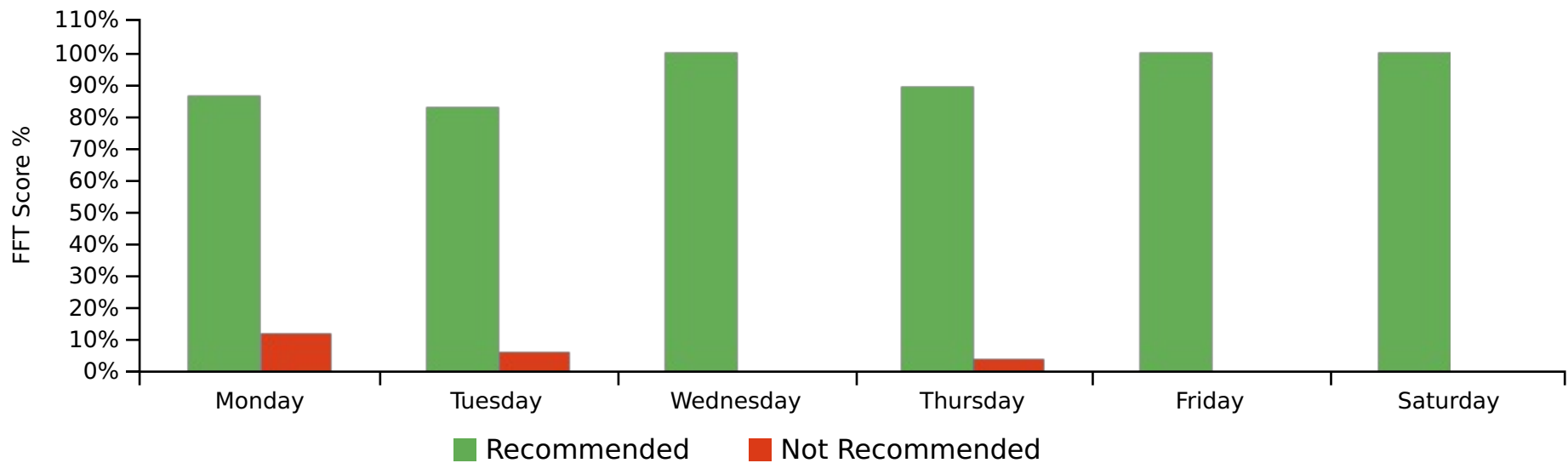
| | < 25 | 25 - 65 | 65+ |
|-------------------------|------|---------|-----|
| All Practices | 86% | 91% | 94% |
| Vanbrugh Group Practice | 82% | 90% | 94% |

Gender



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

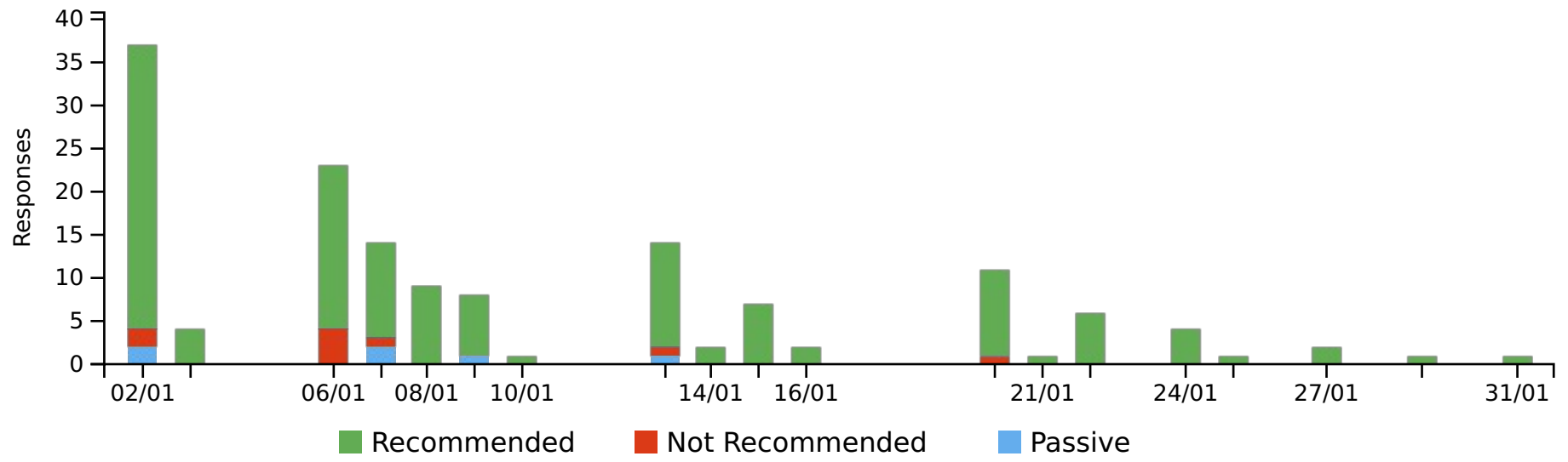
Practice Score: Day of the Week Analysis



- 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.

wellbeing, preventative service for all ages. I am.vey happy with all doctors especially Dr Vijay Kadari.

- ✓ I have been with practice since the N.H.S. Started, Dr Livingston and Dr Ealand and I've never had any problems.
- ✓ *You have good extras like the physio and mental health practitioner.*
- ✓ Great experience with the doctor, very welcoming, outlining the diagnosis and explaining the details around treatment, cause, impact etc
- ✓ *I gave that answer because the Dr managed to see me at last minute also was very concerned about my cough and took all kind of tests to find out what was wrong and gave me a check over which put my mind at ease and asked a lot of questions and she wants a follow up after I get over this chest infection*
- ✓ Fairly easy to get an appointment and not long waiting on the day to be seen.
- ✓ *I was made to feel very comfortable. All went smoothly and very quickly*
- ✓ The reception time of being seen..
- ✓ *Professional but friendly appointment. However appointment was already a few minutes late even though it was 8.30 and surgery opened at 8.00*
- ✓ As always I get a professional consultation especially as I prefer face to face .
- ✓ *I needed help just lost a very close friend found them died in my house 2nd death in 6 months needed help thank you*
- ✓ We didn't wait long to be seen, the nurse was very friendly and informative.
- ✓ *Efficient and helpful care.*
- ✓ I had an appointment with Kate Irving who had a great presence and made sure I was comfortable during my smear test
- ✓ *Because I believed my knee pain had been triggered by the pain in my lower back and hip but because I booked the app for my knee I could only discuss my knee*
- ✓ Punctual appt. Friendly, respectful, knowledgeable doctor (who I'm able to see as preferred GP).
- ✓ *Friendly*
- ✓ Quick appointments and referral
- ✓ *Because of the customer service*
- ✓ Good customer service by the nurses
- ✓ *Everything went fine*
- ✓ Ran on time, nurse very kind and capable
- ✓ *Because you asked me*
- ✓ Excellent team
- ✓ *All the staff been very welcome and the nurse has been so kind*
- ✓ Dr. Explained things well and suggested ways to help
- ✓ *Short waiting time. Receptionist made eye contact with me even though she was on a telephone call. The nurse was also very attentive and pleasant.*
- ✓ The receptionist was able to find me an urgent appointment with a GP very quickly and the GP was reassuring, patient, friendly and knowledgeable
- ✓ *staff always nice and efficient*
- ✓ My doctor was very helpful, answered my questions and I felt reassured by her.
- ✓ *very good reception helpful*
- ✓ Doctor has a good manner, explained issues clearly & gave sensible advice
- ✓ *Very patient and helpful doctor*
- ✓ 1. Short waiting time 2. Nice doctor, very easy to talk to and helpful
- ✓ *I had a blood test. Very efficient, cheerful and caring service in room 5b. On time. Thankyou.*
- ✓ Christine Hyland extremely friendly and reassuring, and booking process seamless
- ✓ *Excellent and quick service.*
- ✓ I made the appointment eith no more than 3 m8ns wait on the phone and was seen on the day with only slight delay and all matters (primarily advisory and fir tests) rapidly covered.
- ✓ *Kate really took her time with me, which I appreciated*
- ✓ quick response, friendly staff, and I got the support I needed.
- ✓ *Very professional and helpful physiotherapist*
- ✓ Clean, appointment on time, nurse was amazing
- ✓ *I am very satisfied with my GP who is caring and understanding.*
- ✓ Reception staff very good clinic clean and warm
- ✓ *Happy with the experience*
- ✓ I was seen on time and my GP was very understanding and helpful
- ✓ *Helpful .excellent service*
- ✓ I was seen at the time booked by the nurse. She was very efficient took blood quickly and smoothly, and gave me some good advice on what to eat to help my immune system.
- ✓ *Because Dr Sabir and all the reception staff have been great , welcoming and Dr Sabir has helped me so much*
- ✓ Good physician. Knew his stuff. Helpful.
- ✓ *The nurse was lovely and made me feel very comfortable*
- ✓ Really nice and knowledgeable dr Annika Tingay
- ✓ *Very good*
- ✓ I felt listened to. I felt taken seriously. I did not feel rushed.
- ✓ *Over pretty good service but I've twice been for booked GP appointments at the beginning of the day and they have been over 45/1 hrs. delayed.*
- ✓ Everything was fine, just 15 mins late to be called for the appointment
- ✓ *My GP is efficient in arranging tests to monitor progress in treatment for on-going illness. My Doctor has called me to update me on my current results.*

Not Recommended

- ✓ *Very good as prompt appointment, thorough discussion and options. GP spoke with QE, I went directly to their SAU.*
- ✓ *Apologies I meant 1, the experience was very good*
- ✓ *The doctor was more confused then me when she is supposed to give the answers and knowledge. Could have got more answers from Google. Very sad with the service of a "professional doctor".*
- ✓ *Because the website auto assigned me a tele health call, for which I had to wait a day, only to then have that canceled without notifying me and be given an in person appointment for another day out. I'm trying to avoid going to A&E for a non -emergency but finding it hard to even get basic care in a timely fashion.*
- ✓ *The individual who did my examination was very polite and she explained everything and make sure i understood before she proceed*
- ✗ *i saw the nurse today for a blood test appointment she does not know how to communicate with patients. she had difficulty finding a vein and her tone was very condesending. I doubt your clinicians are under any pressure this time of year as I have family who work in health services and i know this is no way to speak to people. My arm is still paining and i think this could have been done better. My parents and Grandparents have been to this practice and had good experiences.*
- ✗ **I WAS MISDIAGNOSED 3 TIMES WHICH REQUIRED ME TO BOOK A PRIVATE DOCTORS APPOINTMENT AT GREAT COST**

Passive

- ✓ *Because depending on what Gp determines the experience.*
- ✓ *Doctors are great but it's way too hard to get an appointment, try calling at 8AM. It's not a good experience and you have no alternatives so you have to keep trying and wait.*
- ✓ *It seems a very long-winded process to make an appointment. Filling out an online form, then waiting, then having to call to book - would be better if the triage dr could send a booking link.*