

# FFT Monthly Summary: March 2025



Vanbrugh Group Practice  
Code: G83021

## SECTION 1 CQRS Reporting

CQRS Reporting

|        |        |        |        |        |        |        |        |        |        |        |        |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
| 97     | 32     | 2      | 9      | 8      | 0      | 0      | 0      | 0      | 148    | 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: 468

Responses: 148

|                      | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
|----------------------|-----------|------|-----------------------|------|-----------|------------|-------|
| SMS - Autopoll       | 97        | 32   | 2                     | 9    | 8         | 0          | 148   |
| SMS - User Initiated |           |      |                       |      |           |            |       |
| Tablet/App           |           |      |                       |      |           |            |       |
| Web/E-mail           |           |      |                       |      |           |            |       |
| Manual Upload        |           |      |                       |      |           |            |       |
| Total                | 97        | 32   | 2                     | 9    | 8         | 0          | 148   |
| Total (%)            | 66%       | 22%  | 1%                    | 6%   | 5%        | 0%         | 100%  |

Summary Scores

87%

11%

2%

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

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:20TH

0%0% Score

50%

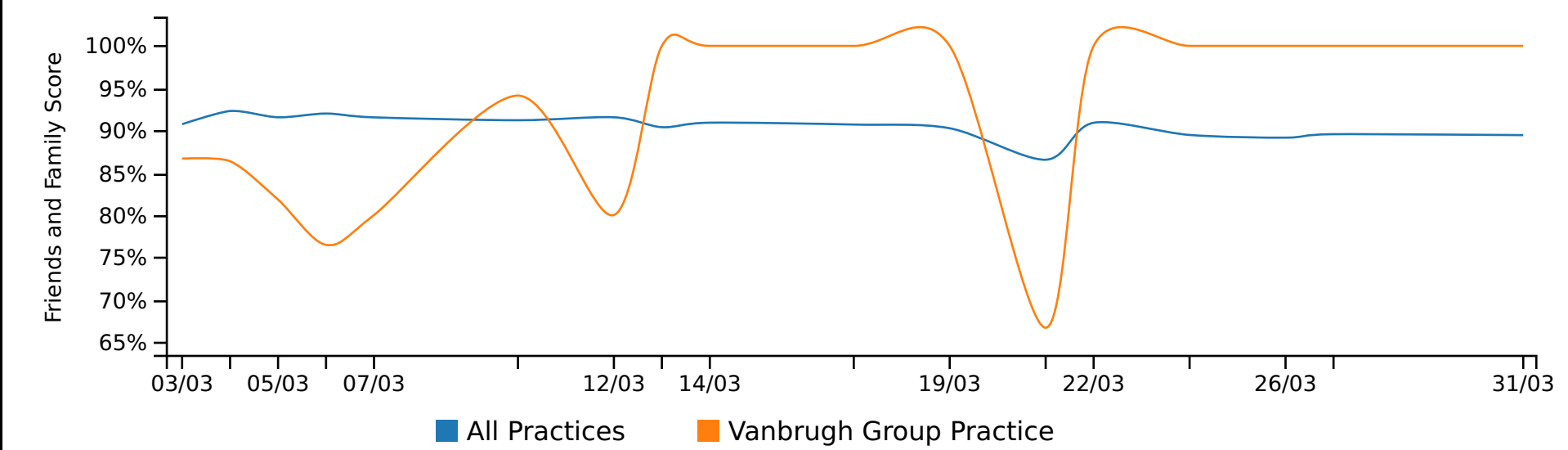
100%100% High Score

LowerMid

87%

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 20th percentile means your practice scored above 20% 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 | 88%  | 84%     | 93% |

Gender

All Practices

91%

91%

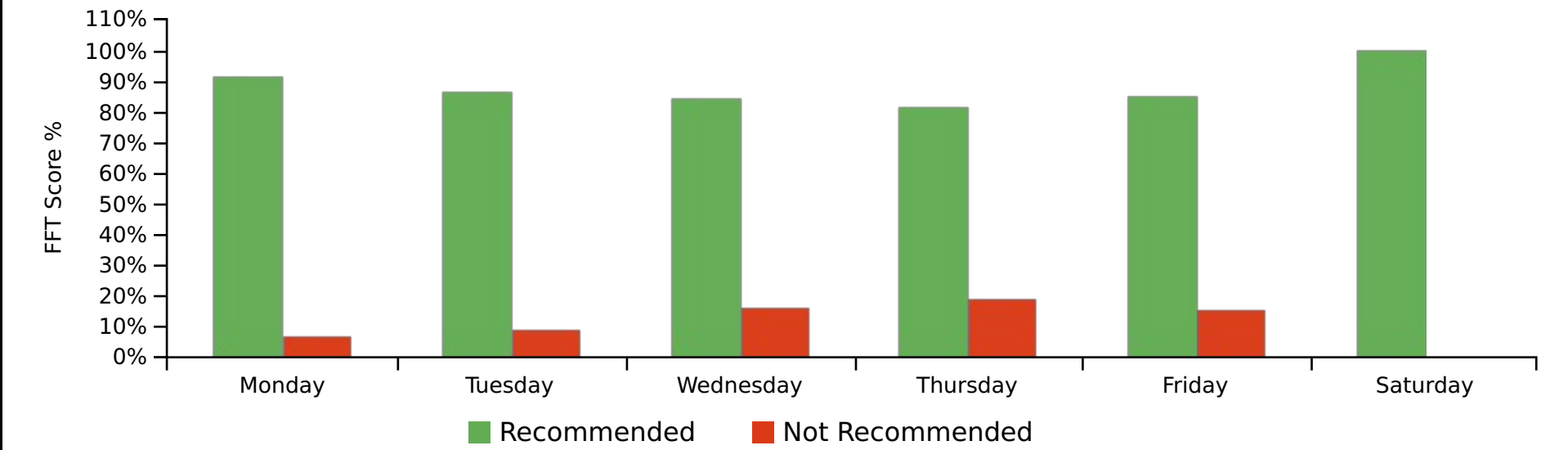
Vanbrugh Group Practice

89%

86%

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

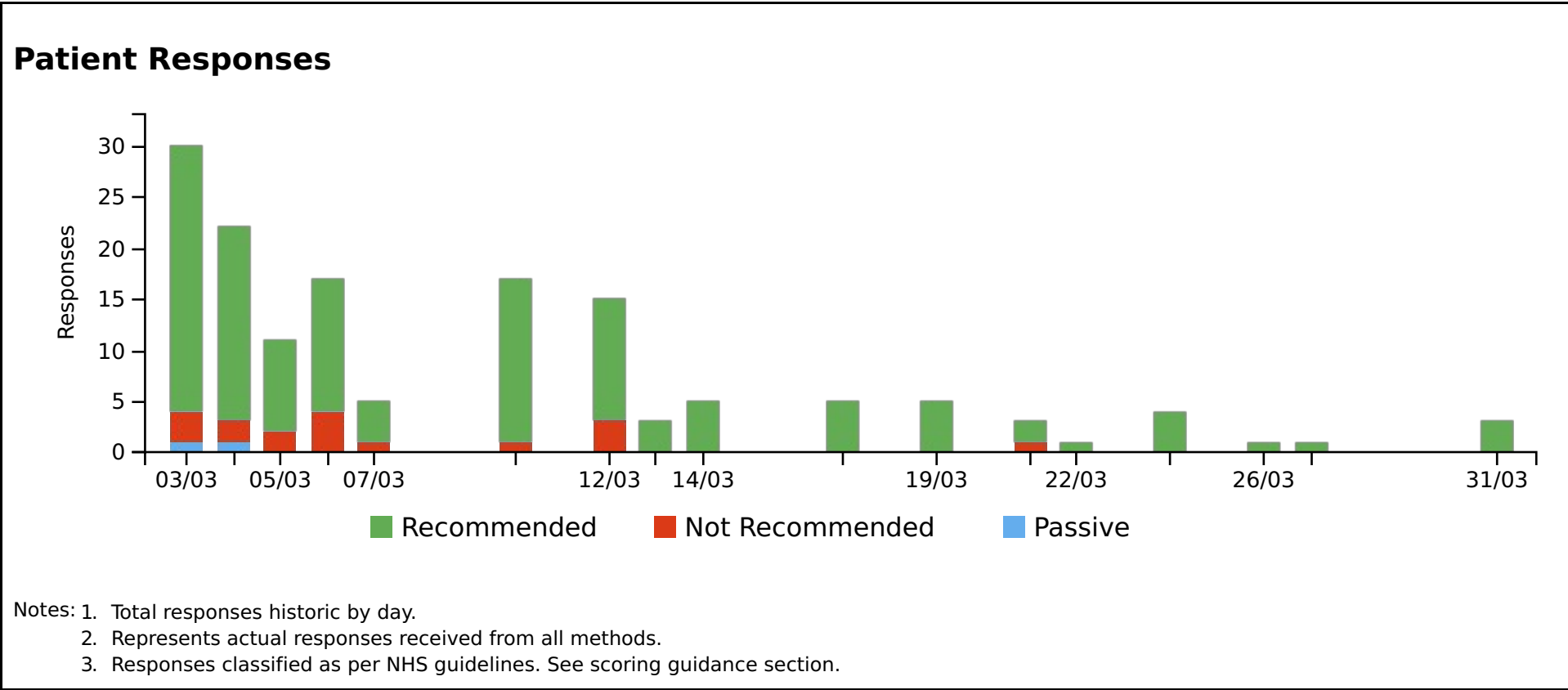
Practice Score: Day of the Week Analysis



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



## SECTION 5

## Patient Free Text Comments: Summary

### Thematic

|                            |    |
|----------------------------|----|
| Reception Experience       | 12 |
| Arrangement of Appointment | 22 |
| Reference to Clinician     | 39 |

Notes: 1. Thematic analysis for current reporting month.  
 2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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.

### Tag Cloud

## 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

- ✓Managed to get a same day appointment, helpful kind doctor (even though my daughter threw up in his sink - sorry!)
- ✓Very prompt referrals to physio and for x-rays.
- ✓A few problems answered
- ✓Everyone at the practice is professional and welcoming
- ✓Good discussion with a doctor who listened.
- ✓I was seen promptly by friendly, helpful professionals who both took time to explain things to me. Physio also gave me a comprehensive examination
- ✓Reception staff always helpful and give best advice for the appointment you need. Doctors are so understanding and listen
- ✓The doctor was understanding & fully explained things to me even though I had gotten myself into a state. I appreciated his calmness & patience.
- ✓Very well and quickly sorted
- ✓Appointment on time very efficient
- ✓Today nurse Faustina was brilliant in every way possible with a wonderful attitude, also Receptionist was lovely, and my appointment was on time. Generally always a good practice.
- ✓Calm, friendly, efficient, sympathetic response from everyone
- ✓Productivity jobs
- ✓It was a good experience but my appointment time had been changed to 20 mins later and with a different doctor
- ✓Excellent support from the Reception staff, explained everything and were very polite. The nurse who took my blood sample was gentle and very polite. Overall excellent experience, thank you!
- ✓Prompt, friendly service.
- ✓The appointment with the Doctor was very helpful
- ✓Generally fine, nurse was very good, didn't quite understand why the first appointment of the day was 10 minutes
- ✓--.1
- ✓Appointment was on time and the person who assisted me was very kind and gave me the necessary information for my consultation
- ✓Mr Harry was helpful
- ✓It was easy to get an early appointment with the nurse, and have regular sessions to have my wound dressed. Staff were pleasant and efficient. In other respects, the service from the surgery is efficient and one does not have to wait a long time to see a doctor.
- ✓Fast and friendly service.
- ✓Jai it isokay. You don't need to come.
- ✓Dr. was excellent - length of wait for appt very poor
- ✓Quick to get an appointment with the physiotherapist I felt that I couldn't fully explain myself or check that I understood what was being explained (MRI results). I hadn't appreciated that this is part of a referral service and the aim is to get me to the next step. I thought I would receive an assessment of my progress since my last appointment and exercises specific to me now that the MRI results are with the practice. The next steps for treatment were made very clear. As was the NHS/private routes. I have a general jist of the issues with my knee but I prefer to have concrete facts I can read/review. What was explained to me made sense at the time but I would like to be able to refer back to it. The receptionist was very helpful and sent a link so I can upload documents easily.
- ✓The dr was very profesional
- ✓I managed to get an appointment on the same day, the doctor was running pretty much on time, she provided good information and was attentive and helpful
- ✓Yes
- ✓Very quick process and lovely nurse
- ✓Prompt service, gp excellent,I didn't feel rushed and Dr Singer explained everything very carefully.
- ✓Service was quick and efficient. Phlebotomist was way better than when ai give blood!
- ✓Quick response
- ✓They are very helpful
- ✓The receptionist was amazing, the doctor was amazing. Could not ask for any better service.
- ✓The doctor was very caring and listened to me
- ✓The waiting times were very quick and the doctor griffiths was very helpful
- ✓Had to wait 30 mins to be seen , my appointment was 4.30 didn't get seen until 5pm
- ✓Well satisfied with the the service as always .Nice Doctot .
- ✓I had a very good experience - with the practitioner doing more than I expected
- ✓Everything was prompt, attending practice nurse was very competent and nice
- ✓My appointment at 2:30 pm to see the physiotherapist after consultation he gave the result that I will show or give to A&E which its helpful.

- ✓ Dr Parker is always so professional caring and empathetic
- ✓ *The phlebotomist knows her work well and is a pleasant person to chat to.*
- ✓ Staff were friendly and efficient and helpful.
- ✓ *Your efficient and provide a good service*
- ✓ the doctor listened ask sensible questions examined me before she made a decision
- ✓ *Efficient process to deal with something necessary for the patient but something that requires low amount of GP resources*
- ✓ I got the time and day I wanted , was easy to sign in, did not have to wait too long.
- ✓ *Reception desk is always helpful. Appointments start on time. At todays appointment nurse explained everything well.*
- ✓ Very clean practice, excellent nurse
- ✓ *Bicouze is true*
- ✓ Nurse very effecient. Booking system uneffecient.
- ✓ *Not long to wait and staff are always very competent and friendly.*
- ✓ I received prompt and efficient service
- ✓ *Just good*
- ✓ Always a very good service
- ✓ *Doctor was brilliant had to wait 45 mins past appointment time*
- ✓ An informative and reassuring session with the GP, which was much appreciated.
- ✓ *The nurse was very friendly, i didn't have to wait long, got a same day appointment*
- ✓ nice patient and helpful
- ✓ *Efficient and sympathetic service from receptionists to nurses to doctors.*
- ✓ I don't know
- ✓ *All done very efficiently with a smile*
- ✓ Very good
- ✓ *Everything was smoothly*
- ✓ Yes
- ✓ *The Dr was very helpful*
- ✓ Seen promptly and on time with friendly service
- ✓ *The nurse was efficient and listened to some other concerns I had and offered some advice. The receptionist was friendly and efficient when booking me an appointment.*
- ✓ Because I have been treated and referred promptly for a serious condition over the past several years
- ✓ *Great service*
- ✓ Great service, good communication and friendly staff
- ✓ *Really helpful and I felt listened to. I now have a plan for recovery.*
- ✓ The nurse practitioner was thorough, clear, friendly, helpful and very good at administering vaccinations.
- ✓ *I was satisfied with my Doctors approach and her actions to find me a medication that would sort out my problem*
- ✓ The doctor was excellent & listened very attentively & gave good clear advice
- ✓ *Very responsive and efficient. Nurse was very friendly*
- ✓ No rush and very understanding
- ✓ *The person I spoke to was knowledgeable and helpful. All of my questions were answered clearly.*
- ✓ Jane was lovely

## Not Recommended

- ✓ The doctor listened and explained everything.
- ✓ *Because my experience is that everything is completely chaotic and disjointed. I don't even know what the point was today of my appointment and I was told to yet make another appointment that is just wasting my time and that of the NHS. No wonder the health system is in such a dire state - there is no communication or joined-up thinking. I have had more negative experiences with the GP practice than positive ones and would gladly change practice if I thought there was a better alternative nearby.*
- ✓ Took soo long to get my appointment and when I arrived the Dr wasn't even there.
- ✓ *Because I have an emergency and I want to make an appointment but they gave me appointment after 14 days*
- ✓ No real attention to detail of the issue
- ✓ *No communication, no listening, invasive and rude*
- ✓ Appointment was 35 mins late and waiting 2 weeks for appointment
- ✓ *Last*
- ✓ Went to get b12 just to be told I might not need it couldn't get an answer to why I've been given it for about 8 years left feeling very confused
- ✓ *Would not give repeat prescription unless I had blood test,the results of which will come back after my tablets run out.Basically blackmail!!*
- ✓ Ew to surgery. Difficult to get repeat prescriptions transferred and despite having to have a Doctor appointment to do this. It was wrong, giving my wife anxiety about the insufficient anti-anxiety medication

## Passive

- ✓ The wait to be seen was very long, delayed by 20 minutes