

FFT Monthly Summary: May 2025



Vanbrugh Group Practice
Code: G83021

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
105	32	2	3	5	0	0	0	0	147	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:

525

Responses:

147

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	105	32	2	3	5	0	147
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	105	32	2	3	5	0	147
Total (%)	71%	22%	1%	2%	3%	0%	100%

Summary Scores

93%

5%

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: 93%

Percentile Rank: 55TH

0%50%100%

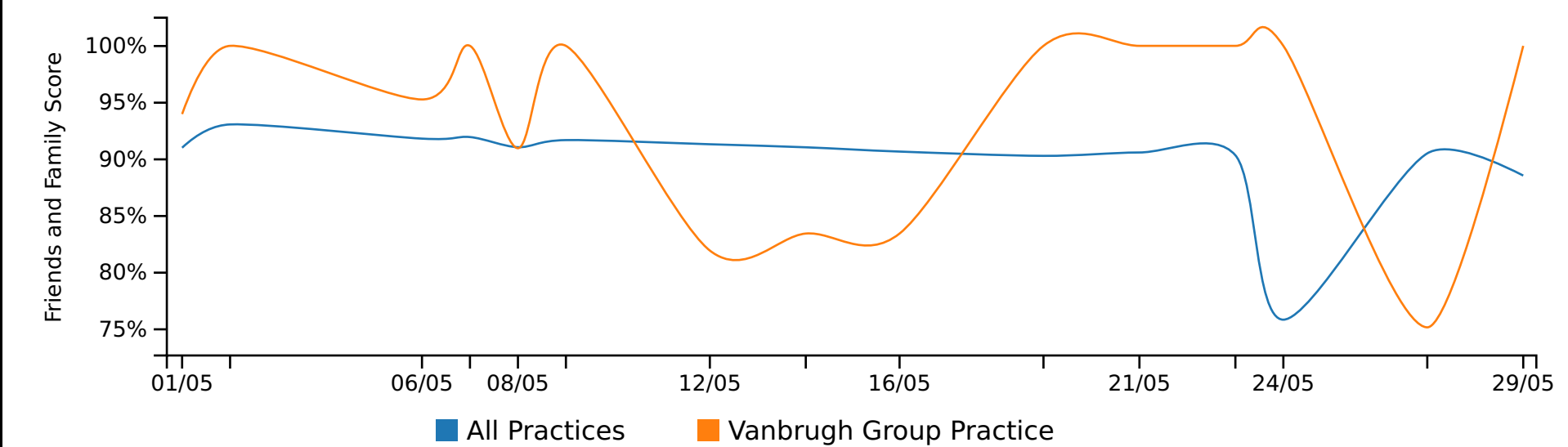
0% Score

LowerMidHigh Score

93%100%

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 55th percentile means your practice scored above 55% 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	82%	93%	97%

Gender

All Practices

91%

91%

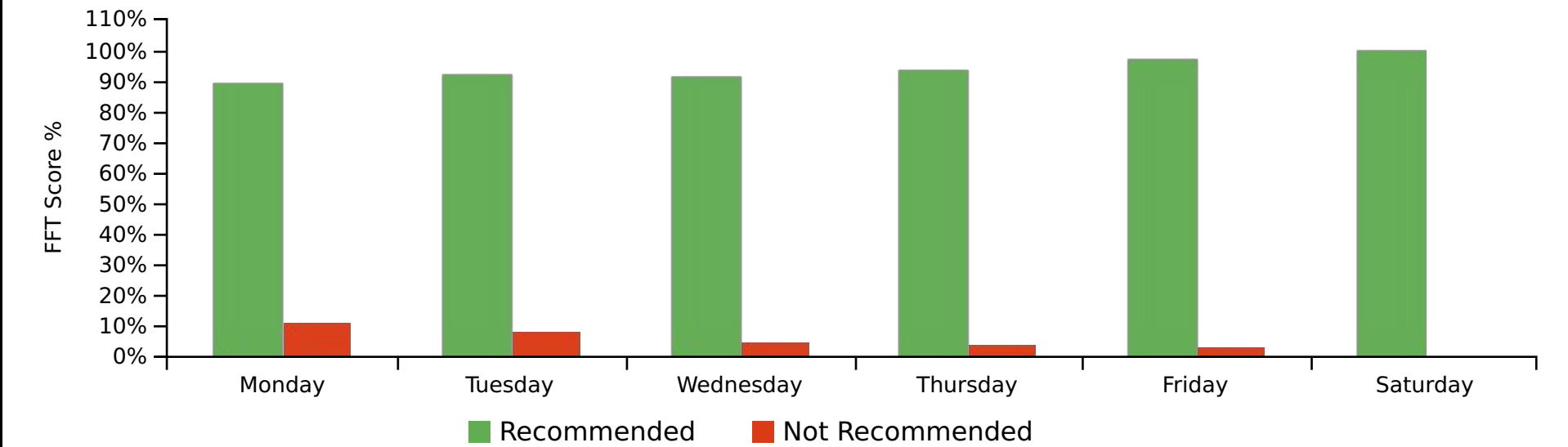
Vanbrugh Group Practice

93%

93%

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

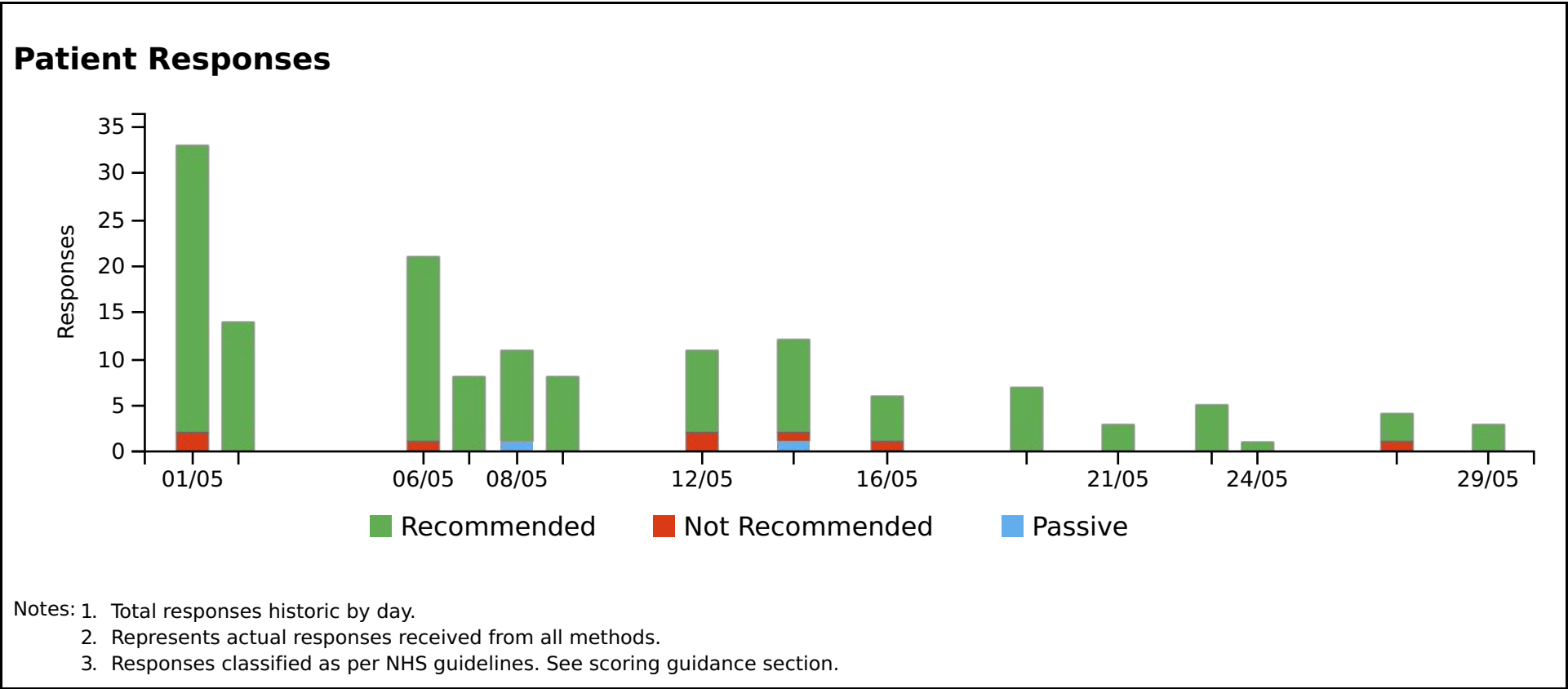
Practice Score: Day of the Week Analysis



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	14
Arrangement of Appointment	24
Reference to Clinician	44

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

- ✓ Quick and easy, lovely nurse
- ✓ *The prescription help on Friday was excellent and the Dr. Was on time, even early, this am and was very pleasant and helpful*
- ✓ I gave this answer because since coming to this surgery. I have been helped so much by most of the doctors and nurses that i've seen. And am so very grateful for everything they've done to help me. And this is to the ones actually helping and not palming me off like others. If it wasn't for Dr Moore i wouldn't have my 2 beautiful children and Dr Kudari so far has been amazingly helpful and understanding. And Dr Gupta so far is helping me with my possible Fibromyalgia. So i am very grateful. I just hope that i get the help for that soon. Xx
- ✓ *All was as expected, it was just a simple vaccination for shingles*
- ✓ The main problem is getting an appointment with the same doctor especially if you have an urgent condition like urinating blood.
- ✓ *Excellent staff at every level and exceptional service*
- ✓ The practise is always helpful to me and very clean and caring thank you
- ✓ *I was seen before my appointment time and had a very good experience.*
- ✓ The service from the nurse was great. I didn't give the top mark because I went in 10 minutes after my appointment time, and the screen wasn't working! Nothing to worry about, and I was far from dissatisfied- but that does detract from a perfect score.
- ✓ *The doctor saw me on time was a pleasant face to face appointment*
- ✓ Didn't have to wait long, maybe 15 min and the doctor was excellent. Really clear advice and professional
- ✓ *Being satanic with the services they provide me today*
- ✓ Seen on time very friendly staff.
- ✓ *the doctor listened to what i had to say and she was very nice*
- ✓ Seen on time and staff very friendly and helpful.
- ✓ *Because my doctor always listens to me and seems very thorough with his response and actions.*
- ✓ I was given helpful advice and was given 3 of the main travel vaccines during my appointment
- ✓ *It's a good surgery and I like the support I get.*
- ✓ I had an appointment for bloods at 8am and I was seen at apx. 8:07am....also, I managed to get an appointment for Dr. on same day.
- ✓ *I was treated with great care*
- ✓ Got seen right on time and the doctor was lovely
- ✓ *Kate was very helpful & informative.*
- ✓ Knowledgeable doctor who clarified misconceptions for me.
- ✓ *My doctor is always make me feel welcome and try to help me as I am Greek and he try to explain me everything*
- ✓ Great GP service and very well organised appointment
- ✓ *My doctor was very understanding she made me feel very comfortable to talk to and she was very supportive*
- ✓ Debbie chappelle(?) Nurse is brilliant
- ✓ *The GP listen and was supportive of all my concerns. However, waiting time for my appointment was about 1hour*
- ✓ Appointment was on time, reception staff were efficient and polite, and the GP provided an excellent service.
- ✓ *Excellent service all round. Friendly and professional staff.*
- ✓ Responsive, short waiting time
- ✓ *Great GP practice. Competent staff. Can get appointments relatively fast*
- ✓ Appointment was on time, gp great, only negative was waiting time for phlebotomy appointment.
- ✓ *All staff and my appointment time was 100% and very helpfull has always*
- ✓ Efficient, friendly staff. Not too busy. Very clean.
- ✓ *Because their service is good*
- ✓ Dr Holly Singer is so kind and caring. She makes me comfortable sharing what it going on openly and I trust she has my health in her best interests.
- ✓ *The people listen to you and they try to help.and they ain't rude to the public.*
- ✓ Because i got a Dr this time who was willing to help me.
- ✓ *The nurse explained the entire process & its reasons very well before doing it. Also, she explained while taking the sample too. She was very pleasant & courteous.*
- ✓ Friendly doctor, prompt appointment
- ✓ *Really listened to me showed empathy and did not feelRushed*
- ✓ Kate is brilliant, realised I needed a 1 month duration injection followed by a 3 month injection to ensure covered over summer holidays, booked me in for next week there and then, arranging prescription.
- ✓ *Helpful & polite reception fantastic doctor*

- ✓Very good service
- ✓*On time and quick.*
- ✓Because she was
- ✓*Ladies in reception are always very helpful, thank U*
- ✓Informative, reassuring.
- ✓*Quick and straightforward*
- ✓Check in easy. Appointment on time.
- ✓*Appointment system straightforward and GP was extremely helpful and thorough*
- ✓Prompt efficient service
- ✓*Easy check in. Seen on time. Doctor answered all my questions and listened to my concerns.*
- ✓Helpful service. A little concerned about a couple of cancellations which may affect getting prescriptions in time. Plus one GP call chastising me when it could have been handled more sympathetically
- ✓*Doctor listened to the patient, gave further referrals that he needed.*
- ✓Dealt with query and advice .
- ✓*Professionals*
- ✓Reception/Admin staff are always polite and welcoming despite busy front desk whenever I visit. Medical staff (Nurses and GPs) have been very attentive and informative in my appointments.Phone lines are busy but I am always able to get through - appointments and queries are booked and resolved in a timely manner.I want to thank Dr Shabir for being so helpful when I was going through my first trimester of pregnancy as I felt so unwell at the time.Overall, very good experience from this practice.
- ✓*Not prepared. Not all results were discussed.*
- ✓It was very good
- ✓*Polite, understanding and kind*
- ✓Very good service
- ✓*I was seen on time by my preferred doctor*
- ✓Abubakar was effective and very nice as well. He helped me get on the path to sort my problem out.
- ✓*Very efficient and cheerful service*
- ✓Fantastic medical professional: she did a great thorough job giving lots of info and was very gentle and kind.
- ✓*Query to prescription line dealt with swiftly and fully, phlebotomist great at job - I have 'flat' veins, so never easy, but painless in this case*
- ✓Nothing agree. I now have an appt to discuss options face to face.
- ✓*For the positive response provided*
- ✓I was nicely surprised I was called in even before the time of my appointment so I didn't have to wait for a very long time as always. And the doctor I saw, was very helpful and accommodating our request. So thank you!
- ✓*Quick turnaround, lovely service from the attendant*
- ✓Staff and service was great. However, I waited almost 30 minutes after my appointment time to be seen.
- ✓*1 - Very good*
- ✓On time! And really listened to my issues and gave helpful advice
- ✓*Appointment booked ahead , was easy to make with GP of my choice . Seen on time and all my concerns addressed in a very professional way .*
- ✓The appointment was on time and the nurse was very warm.
- ✓*The gp has been very caring and supportive*
- ✓The clinician was friendly, made me feel at ease and very efficient.
- ✓*I was the first appt so it was on time!*
- ✓Nurse was friendly and professional
- ✓*Doctor was thorough and informative*
- ✓The doctor was very attentive and patient to explain to us
- ✓*Easy to make appt, short waiting time, compassionate staff*
- ✓An afternoon appointment was arranged for an Asthma Review following my visit to Surgery earlier the same day. I was very pleased to receive this prompt attention and found the consultation with the nurse (Joyce) to be very helpful and informative.
- ✓*Nice people*

Not Recommended

- ✓GP uninterested
- ✓*The GP was very rude and dismissive, she didn't listen to anything I said, it was a waste of my time, I'm very unhappy with her and wouldn't want ther*
- ✓I had an appointment booked for 8:21. After waiting for 50 minutewithout being called, I had to leave. I asked the reception twicand each time I was told to just wait.I had been waiting two we for this appointment, and now Ill need to seek help elsewhere I cant wait any long
- ✓*The GP had no empathy, told me to book another appointment if I wanted to discuss more and was just dismissive in nature.*
- ✓Many appointments not even fulfilled. Doctors don't always call when there's a booked appointment. Some doctors are quite dismissive and belittling.

Passive

- ✓I didn't get the answers I wanted