

FFT Monthly Summary: June 2025



Vanbrugh Group Practice
Code: G83021

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
109	24	2	1	8	1	0	0	0	145	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:
Responses:

538
145

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	109	24	2	1	8	1	145
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	109	24	2	1	8	1	145
Total (%)	75%	17%	1%	1%	6%	1%	100%

Summary Scores

92% 6% 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: 92%

Percentile Rank: 55TH

0%50%100%

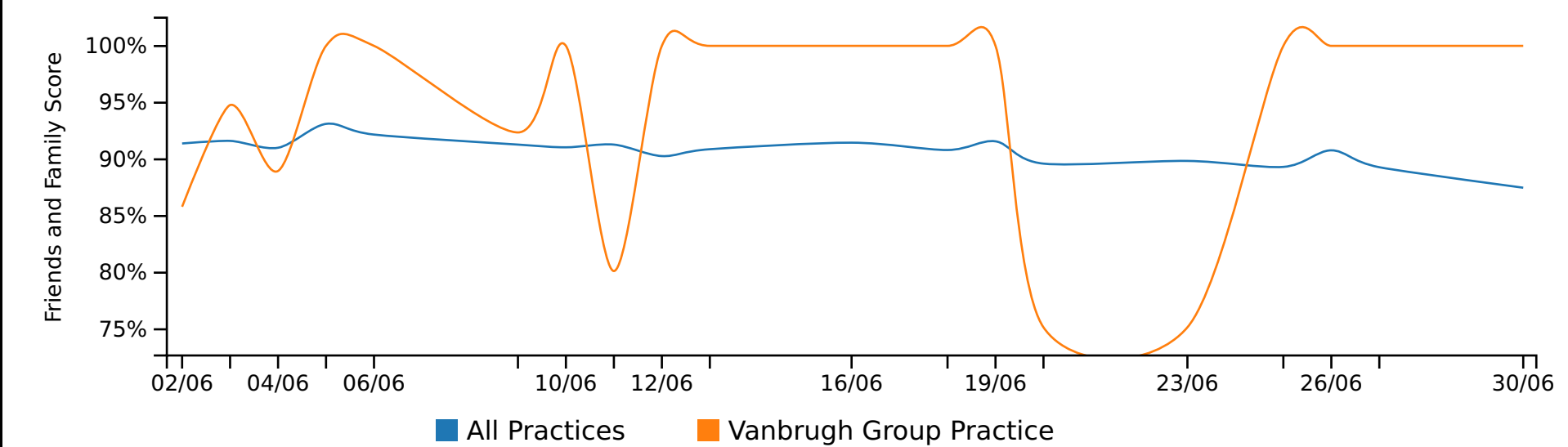
LowerMid

69%92%100%

Low ScoreHigh Score

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%	91%	93%
Vanbrugh Group Practice	93%	89%	100%

Gender

All Practices

91%

91%

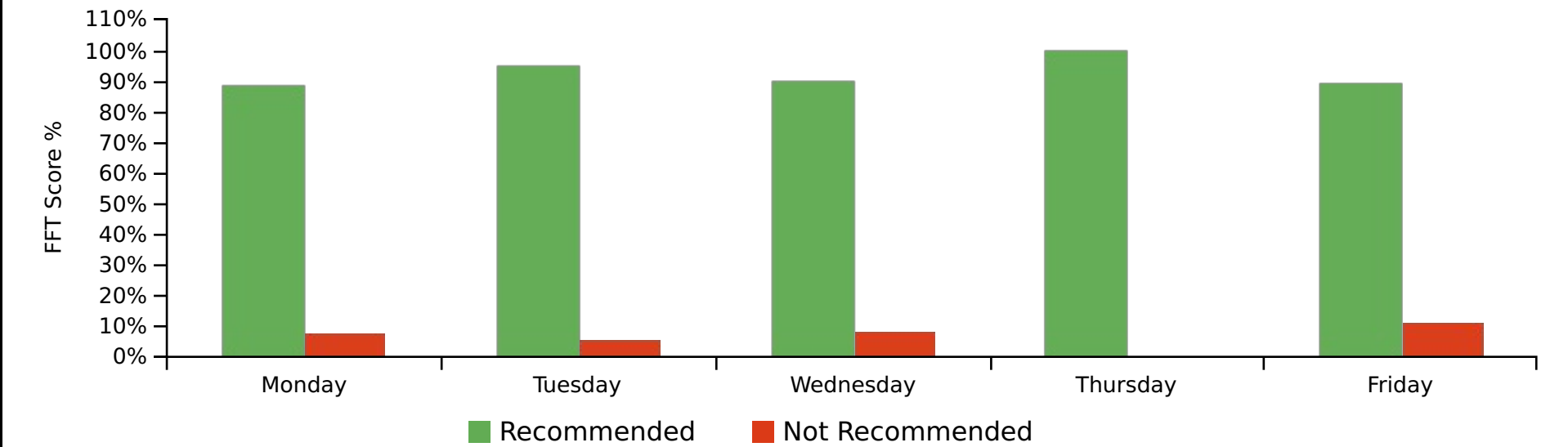
Vanbrugh Group Practice

92%

91%

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

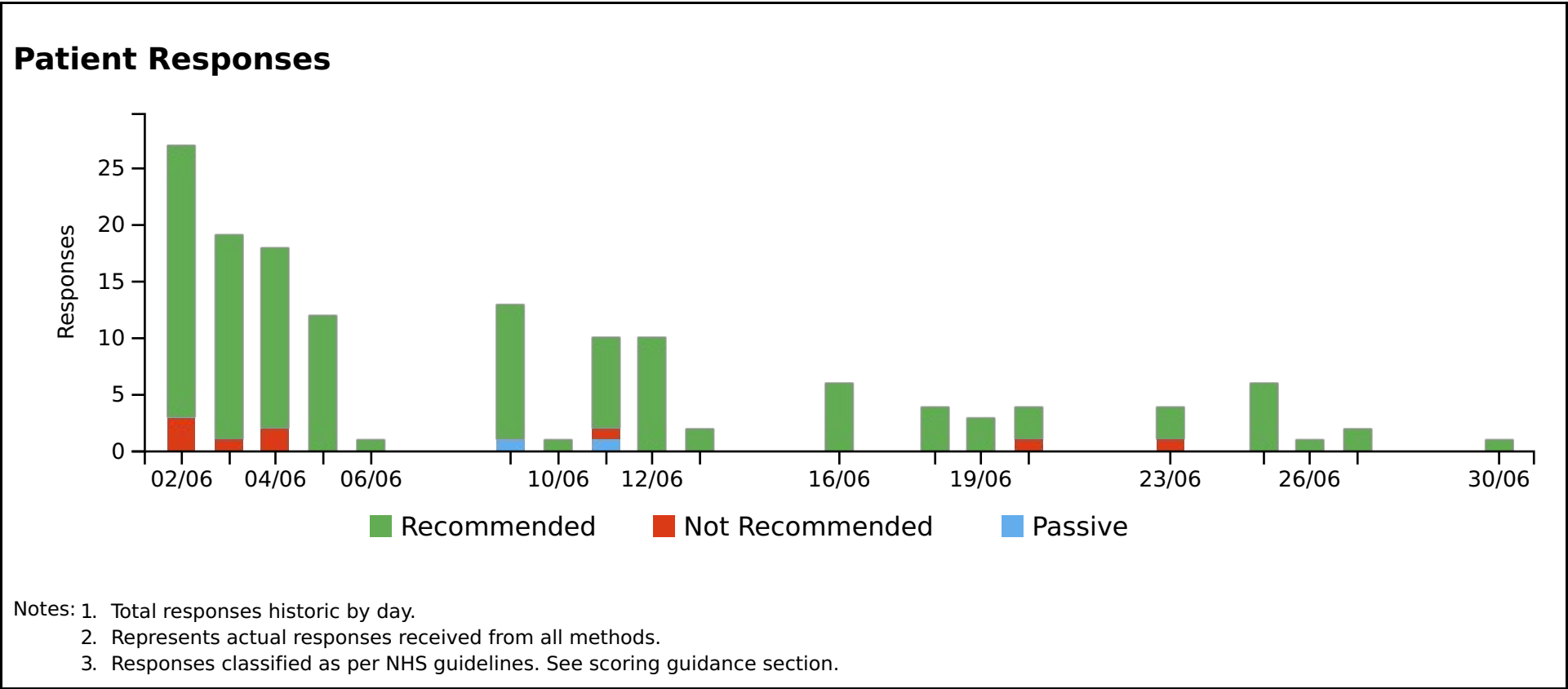
Practice Score: Day of the Week Analysis



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	25
Arrangement of Appointment	19
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

- ✓ In did customer service is a very with pull light voice well understood, also understand your duties at work and also they researched to the date you want for your appointment Thank you this's my are wellness
- ✓ *The service i receive from vanbrugh practice is always very good and the staff are professional.*
- ✓ Good experience for a vaccination - doctor was friendly and gave good info
- ✓ *Staff helpful and competent*
- ✓ Dr Vijay listened carefully.
- ✓ *The nurse was nice, explaining everything. The other day the wait time was too high - around 40 mins. Today it was good.*
- ✓ Minimal waiting time, professional but approachable and courteous medical staff.
- ✓ *He was understanding sympathetic and he acted like he cared, which is better than I've had with some of the others that's why I gave that answer*
- ✓ The receptionist was extremely efficient at booking an appointment with the physiotherapist at the time of booking. The physiotherapist was also extremely helpful.
- ✓ *The appointment itself was unnecessary as it was to get repetitive prescription (ordered by a consultant who is checking my pregnancy) but this was a reception mistake. The doctor however was kind and she helped me with another problem.*
- ✓ Everything ran to time today and I am overall happy with my experience. Thanks
- ✓ *I managed to get a same-day appointment, and the wait time was minimal.*
- ✓ Reception staff are helpful and polite, doctors and nurses seem knowledgable and patient, it's early days yet as I've not been to a doctor in my adult life but this one seems a lot better than my previous GP.
- ✓ *All at Vanburgh Practice GPs, nurses and receptionists are very helpful and competent in providing their full support and service. In particular doctors are very professional in advising and diagnosing issues by face to face or telephone appointments. Moreover receptionists are very good and attentive to solving queries.*
- ✓ Quick, easy and no problem
- ✓ *Staff was super friendly and answered all my queries!*
- ✓ Friendly and efficient service
- ✓ *Very good*
- ✓ Apart from a short wait to speak to busy receptionist the whole visit went smoothly.
- ✓ *On time appointment and nice staff, make you feel at ease*
- ✓ Excellent advice from the doctor
- ✓ *Doctor was on time,clear, humane and quick*
- ✓ The ring back service you supply is so helpful then you get through to the receptionist and they listen and accommodate where they can well done to all your staff
- ✓ *very good*
- ✓ On time appt, friendly staff very quick test
- ✓ *Dr Ail Shabir is a very kind and approachable person. I can feel his concern and every time we meet, he is very patient in answering and helping me.*
- ✓ Speed & efficiency
- ✓ *Appointment was on time. Doctor listened and responded well to my concerns, and explained the follow up well.*
- ✓ Very professional service. I came away reassured and confident that my issue is being dealt with appropriately.
- ✓ *Feel comfortable*
- ✓ No problems. All went smoothly
- ✓ *The stuff is serviceable.*
- ✓ The receptionist didn't know why I couldn't get my prescription from Boots Chemist
- ✓ *Very professional and made me feel at ease*
- ✓ The doctor had an excellent manner. She gave me time to talk about my symptoms. She was knowledgeable and explained current actions and future tests based on my symptoms.
- ✓ *Appointment on time & DR. Very nice & staff very pleasant.*
- ✓ Overall the experience is very good. The receptionists do an excellent job. The atmosphere is calmer. I'm able to get an appointment. It's overall better than a few years ago.
- ✓ *Person explained clearly and outlined a viable plan*
- ✓ Excellent and friendly advice from the nurse I saw. Appointment was on time
- ✓ *Friendly, patiente snd helpful GP I met last week and today*
- ✓ To me it's the fact.

- ✓ *My mind was put at ease. And things were explained to me in detail.*
- ✓ Seen straight away. Nice doctor. Not rushed. Happy with advice
- ✓ *They forgot to order Stoma bags in spite of the firm and me ringing the person who was supposed to be in charge at the Vanbrugh end. I was not looking forward to spending the entire weekend sitting on the loo. I was saved by the Stoma delivery who did not usually come on Saturdays. They had a few choice words about your practice as you may imagine . Also in spite of hospital instructions I was given the wrong medication Your person in charge denied everything. She lied. I sent in a complaint by post. It was opened by this lady and therefore never got passed on When I was strong enough I went down and told one of your doctors . Things changed immediately. I learned later I was not the only patient who had suffered this incompetence. I could go on but....*
- ✓ Service was excellent
- ✓ *Got a prompt ,professional and friendly service from Dr Palmer*
- ✓ Thorough assessment, proactive approach, friendly and professional.
- ✓ *Dr Sarah Alli - she has changed the care around my diabetes. I feel comfortable with her and feel heard. She has shown care and kindness and understands my various conditions. Since being under her care both me and my husband feel that my conditions have improved. Also the overall team are amazing. Reception and nurses too. Best surgery I have ever been too.*
- ✓ Looked after with care thank you
- ✓ *Smooth experience. Friendly service and staffs*
- ✓ Because it was very good !
- ✓ *good service*
- ✓ Nurse practitioner who vaccinated me was amazing
- ✓ *It was all very pleasant and I was well looked after*
- ✓ Because I came to see the nurse for my smear test & she wasn't hy with the way I was breathing, I suffer with asthma & didn't evnotice it was wheezing. The nurse made me an appointment for nexonth. When I reached home, the nurse called me she had made me appointment for tomorrow morning. I'm really happy with the treat
- ✓ *The doctor listened to me & acted upon what I said.*
- ✓ Efficient booking and reception process, gp was pleasant, capable and had already checked my medical history
- ✓ *Nothing to fault. Reception staff welcoming and helpful. Waiting area was cool and clean. GP was extremely friendly and took her time in helping me with my questions. Thank you.*
- ✓ Great GPs and efficient service - contact through to appointments, good use of tech. Over what must be approaching a decade of service, I've had one negative experience with a nurse in 2019, which stands in contrast to an otherwise outstanding experience. Very good, is fair.
- ✓ *Doctor was excellent, but very busy in reception and wasn't obvious that I could check in with the machine*
- ✓ Although I didn't get seen on time, I understand because the doctors and other staff have huge workloads. My GP always gives me his full attention and is empathetic. The Reception staff are very helpful, efficient and pleasant. The surgery is clean and well-maintained.
- ✓ *I always receive the best care and support*
- ✓ I was getting a general blood test and had asked for a PSA check ti be done but the phlebotomist wasn't aware of it. I tried be friendly but she seemed to be moody.
- ✓ *Friendly staff and I felt heard*
- ✓ The gp & staff were kind and friendly and empathetic and I felt heard and cared for. I had a clear way forward and was given counselling references right away.
- ✓ *Doctor was very understanding and helpful sorted all my questions and very professionally thanks*
- ✓ Because I thought it was very good.
- ✓ *Very officiant and nice*
- ✓ My child was very shy to show her rash on her chest to the Dr, but the Dr was very careful in her words and made my child feel comfortable enough to let her have a look. Thank you!
- ✓ *The doctor was clear and the wait was short*
- ✓ The reception staff are very helpful. The nurses are empathetic. The doctors are knowledgeable.
- ✓ *Because Doctor Holly Singer is very good.*
- ✓ Outstanding Care and Service!Ive had a consistently excellentperience at this practice. The doctors are knowledgeable, attent, and take the time to listen to any concerns. The staff is friey and efficient, and I always feel well cared for. Appointments easy to schedule, and the overall environment is welcoming and fessiona
- ✓ *Treated with care, all questions answered. Felt comfortable and important to the consultation.*
- ✓ Got a cancellation appointment straight away thought the app
- ✓ *I've been looked after my Dr and it makes my life easier to have Dr who listen your problems and help to ease your pain. By medication and advice . Thank you so much*
- ✓ Appointment on time. Nurse was great. All in all a great experience
- ✓ *Because of the care & attention.*
- ✓ Appointment was on time and blood test taken efficiently
- ✓ *Rapid service*
- ✓ Very good, thank you

Not Recommended

- ✓ Morning, there is too much of an emphasis on telephone calls from the doctor instead of face to face. You need more doctors still to meet the demand.
- ✓ *doctors and staffs are harmful to patients. they have ego and do not understand how to operate in health care settings when patients are suffering with underlying as well as secondary health issue. its risk to patients if this continues and I can explain is greater detail if someone can give me email address to write to*
- ✓ Everything was very good
- ✓ *Impossible to get an appointment. Worst reception team I've ever seen, thinking they're doctors when in fact, they're receptionist. Was meant to have a call today, and I received none. Y'all should be sued for malpractice and negligence*
- ✓ Very poor doctors
- ✓ *For me is just one reason Vanbrough group will call you and remind you of all your appointments and the necessary text or investigation you need to carry out, so for me is very good,*
- ✓ The solution of the physiotherapist was to put ice on my knee, to not do exercise, and some random exercises found online. Pretty sure when I damage my hamstring and my injury gets worse there will be a "you should have done this instead"

Passive

- ✓ Had an appointment for nurse to call me re travel vaccination. She called at the right time [9.15am] and I missed her call. Voice mail said she would call back. Anyway I called back straight away and was told a message would be left for her to call me. I am still waiting.
- ✓ *The ask me to gave as survey*