

FFT Monthly Summary: July 2025



Vanbrugh Group Practice
Code: G83021

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
114	22	6	3	3	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:

540

Responses:

148

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	114	22	6	3	3	0	148
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	114	22	6	3	3	0	148
Total (%)	77%	15%	4%	2%	2%	0%	100%

Summary Scores

92%

4%

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:

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%

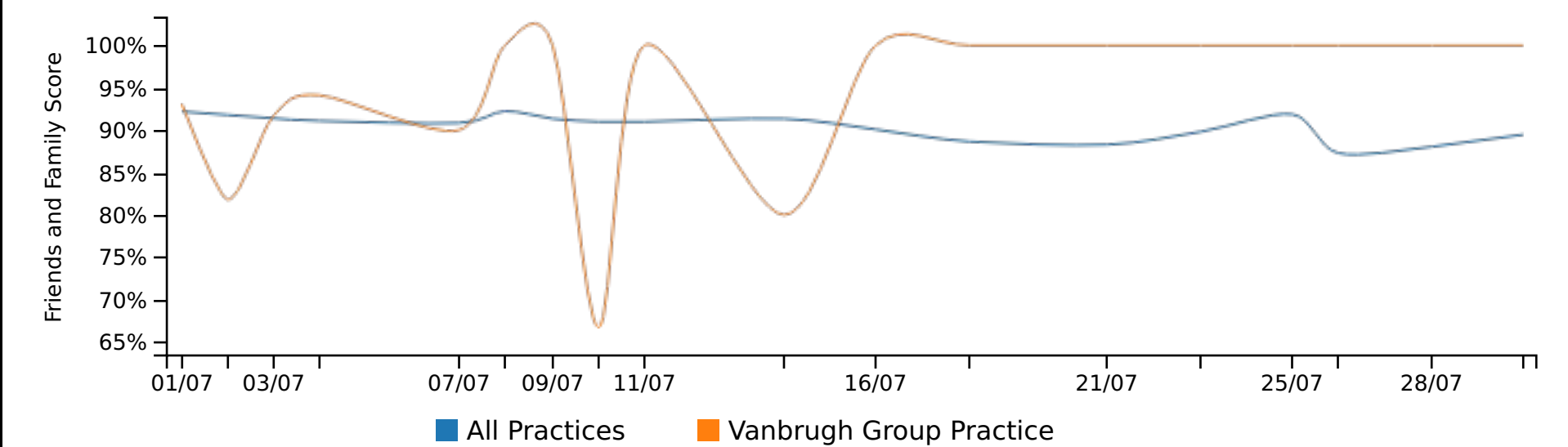
0%Score

LowerMidHigh

92%100%High 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%	90%	93%
Vanbrugh Group Practice	100%	90%	94%

Gender

All Practices

91%

91%

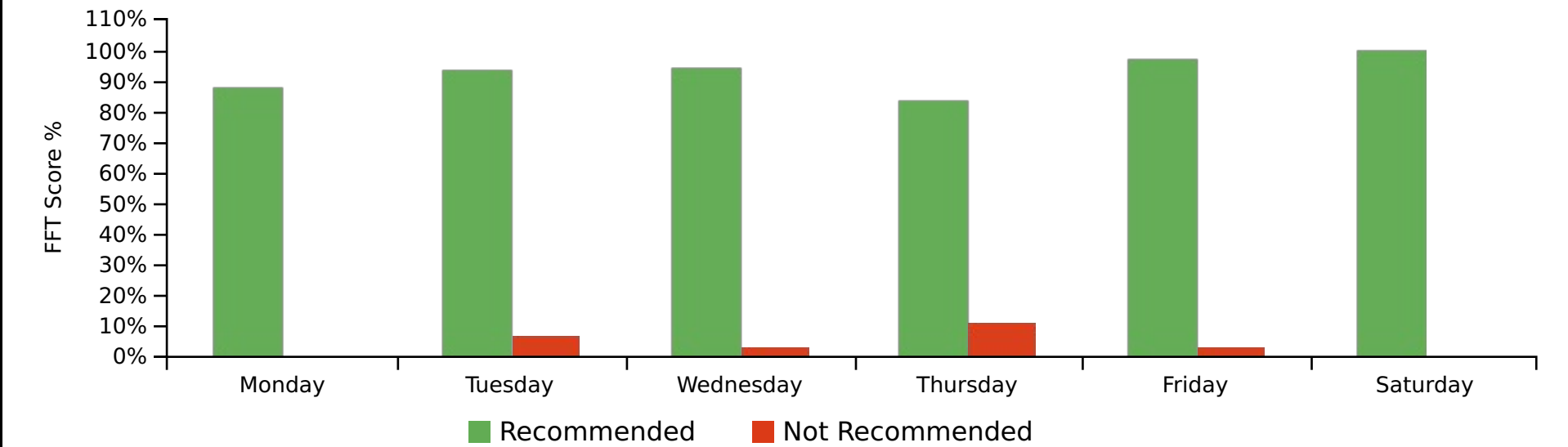
Vanbrugh Group Practice

95%

90%

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

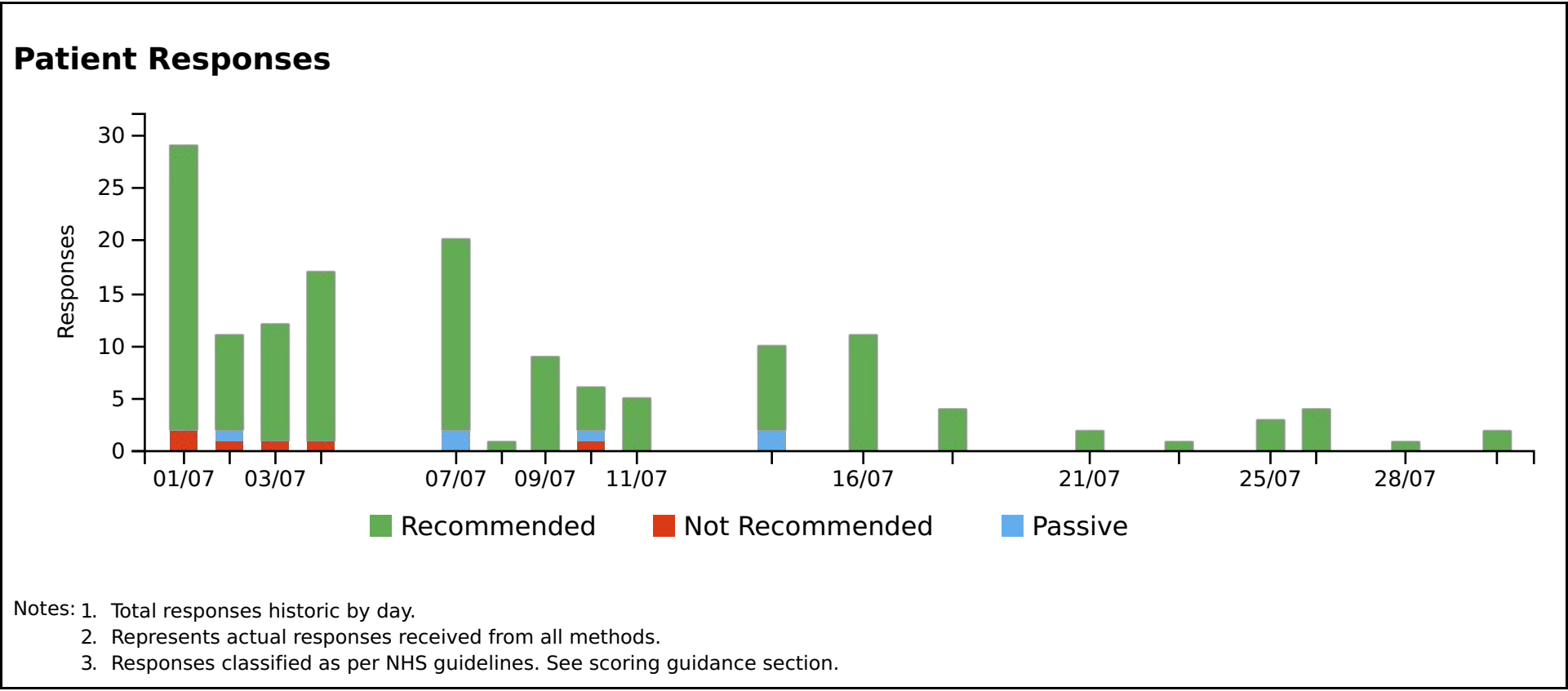
Practice Score: Day of the Week Analysis



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	12
Reference to Clinician	50

- 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

- ✓ GP listened, was very attentive, though I expected an earlier appointment
- ✓ *Because I liked the service*
- ✓ Good service. Appointments on time.
- ✓ *I think the surgery is very good and attentive to patients needs*
- ✓ GP took time to listen to me and talk through results and treatment options
- ✓ *Prompt appointment time hardly even noticed needle go in to get blood all done quickly, efficiently, and very pleasantly. Could not fault the service.*
- ✓ Excellent experience
- ✓ *I have been under the practice since the NHS started, and I have always been happy with the way I have been treated.*
- ✓ Satisfied with treatment
- ✓ *Great nurse*
- ✓ The gp was very helpful
- ✓ *Excellent doctor Dr MacFarlane. Patient and caring. Got seen on time.*
- ✓ Very good doctor who talked well about my issue
- ✓ *No comment*
- ✓ it was quick and the doctor and receptionist was very kind and friendly . they gave me good option
- ✓ *Appointment on time. Doctor very thorough and efficient.*
- ✓ Both Dr Parker and Dr Griffith were conscientious, well informed and gave good advice.
- ✓ *Appointment on time.*
- ✓ Checked in ok on the screen with no issues this time, and didn't have to wait that long after my appointment time to get called in. Jane was really helpful and listened!
- ✓ *I went to the surgery today and it was all good service*
- ✓ Appointment was easy to make, on time and the nurse was lovely and professional. All round - was very impressed.
- ✓ *Very helpful and understanding*
- ✓ Always fast replies to e consults and compassionate care. The best GP practice I've ever been registered to. Thank you for all your support.
- ✓ *Efficient, pleasant, easy.*
- ✓ The staff are great
- ✓ *Very friendly and quick service*
- ✓ Auto Check-in good Nurse efficient and on time
- ✓ *Because the staff at the practice are lovely and accommodating.*
- ✓ The dr was very helpful. And heard all my concerns, he was very understanding
- ✓ *Dr Parker is really attentive, great consultations with the right outcomes. She is a real asset to this GP practice! Thank you.*
- ✓ Friendly staff, clean surroundings, efficient, knowledgeable healthcare professionals.
- ✓ *Had to wait a bit but the doctor I saw was very kind, concerned,*
- ✓ The nurse was very thoughtful and caring, process was smooth and efficient
- ✓ *30 minute waiting time*
- ✓ The nurse was very nice and very kind
- ✓ *All the staff are very efficient, friendly and helpful*
- ✓ Nurse was very good
- ✓ *I have spoken to Dr Moore previously and wanted to relay my feedback. Apologies we do not want to post this publicly but send this to you privately. All in all, you offer an exceptional service and we are grateful. The reception staff are the best we have ever had. They are courteous, patient focused, and just caring. The drs similarly offer medical expertise with excellent bedside manner. We have had to use your services for the complex needs of our son. This can be SO challenging but we feel very supported by you - and this is incredibly comforting. You will have your challenging days - and I hope that in those moments you will consider our experience and feedback. We are so grateful for your service. There are too many people to list individually! As a team you set the gold standard.*
- ✓ Very thorough
- ✓ *Dr Emmanuel was very helpful and provided some vital advice needed for where I can get support and to distress to make my mental wellbeing better. I look forward to hearing back from the Greenwich time to talk counselling services. Thank you*
- ✓ Dr. David is patient, professional and kind. He is willing to answer patients' questions and provided detailed explanations of the diagnosis. I am so grateful to be seen by him.
- ✓ *It is been okay*

- ✓Doctors, are amazing, helpfully, caring , physio therapist equa
- ✓*Short wait time, saw doc that I had requested to see and satisfactory consultation*
- ✓Appointment on time . Lovely knowledgeable gp. Fantastic outcome
- ✓*Not too long to wait, staff and reception are always friendly there*
- ✓Curious and professional!
- ✓*Not a good start, Dr could access results so no prep. Came away with a clear action plan.*
- ✓Great doctor, caring and knowledgeable. A credit to the practice.
- ✓*Dr. Sheppard gave me a detailed explanation and good recommendations! Many thanks!*
- ✓My visit to the GP was excellent thank you
- ✓*Overall everything was good apart from having to request a fit note initially after 2 weeks then every 30 days when it should of been a 3 month fit note from the start considering i had a trimalleolar fracture with surgery.*
- ✓Because I booked to have shingles jab but when I saw the doctor she said it was to early it needed to be the end of July,the receptionist could have told me when I booked or the doctor could have rung me this morning.
- ✓*Because it took me 6 months listening to various nonsense from some who practice physio privately but the NHS doctor I felt my his words and the way he examined me just flet right he s top of his game*
- ✓The doctor was good and clear.
- ✓*Appt was on time. Dr Phleb was pleasant and efficient. However, muzak in the waiting area is a mistake.*
- ✓Dr was v pleasant and answered all questions as well as injecting efficiently
- ✓*Because every doctor & receptionist I've come across have been so helpful & understanding. Inface almost any of the staff who I have come in contact with apart from the mental health nurse. I will never see him again*
- ✓Prompt, professional, friendly
- ✓*The nurse helped our son with his vaccinations going far beyond any possible expectations. She dealt with his fears and walked him through the process with a smile for 2 hours of his silly tantrums*
- ✓All the people there are very helpful. And seem to care about patients
- ✓*GP was kind and knowledgeable*
- ✓It was good because there was nothing different, 10 minutes of service
- ✓*Its ok not bad service*
- ✓Good.
- ✓*The GP takes his time and is thorough during the telephone consultation.*
- ✓He was direct and and mad me understand what ever I was going through also took me Through all the steps I need to follow to make me feel bad h was on point with his communication skills
- ✓*An immediate appointment at a suitable time, seen on time by a friendly efficient nurse. And you have aircon!*
- ✓Yes, Dr. parker was amazing with my daughter very good with her in all aspects she's an outstanding doctor.
- ✓*Satisfaction survey overall Gp was very good*
- ✓Why do I have to chase my referral!
- ✓*Very professional and has already improved my pain after 1 visit*
- ✓I found the service outstanding and the kindness shown to me
- ✓*Appointment booking and availability within a reasonable timeframe were very good. Wait time to see the doctor was under 5 mins and the doctor was very professional*
- ✓All of the doctors that ive have seen or spoken to on the phone at the practice have been very helpful and professional also the ladys at reception have always gone out there way to help in ever way over all am very happy that i am patient with them
- ✓*Excellent service booked shingles jab on Friday was seen today and dead on time so hence the ratings*
- ✓The visit was well done, the Dr and Receptionists listened to me twice and we moved effectively forward with my health situation
- ✓*Friendly reception staff and appointment available*
- ✓Exceptional service especially from the nurse
- ✓*Faustina is an excellent nurse! She was friendly, kind and very patient with me as I was very nervous about the exam.*
- ✓Good service
- ✓*The nurse was very kind and made me feel very comfortable*
- ✓Very helpful, listened to what was wrong and has referred me for further tests etc.
- ✓*The practice environment was clean and calm and check-in was easy. I didn't wait long. The nurse I saw was kind, compassionate and explained things to me really clearly*
- ✓Thorough consultation
- ✓*Problem dealt with well.*
- ✓Pleasant staff,efficient service.

Not Recommended

- ✓Quick service. Friendly and informative nurse
- ✓*Very good and very fast service*
- ✓I never received a call. I had an appointment confirmation this ning but no one called at the given time. I couldnt call back theck with the practice because I was worried that the GP might c at that time and wouldnt try calling again. Very disappointed I had to wait for that appointment for 2 wee
- ✓*I had to wait for 1.5 hours for a blood test today*
- ✓Reason no eye contact

Passive

- ✓It was neither good nor bad
- ✓*I was not impressed with the gp. The lady at the reception instead was very kind and professional*
- ✓Because my problem was not resolved, I'm still feeling lots of pain
- ✓*Very inattentive rude doctor*
- ✓I don't need the mentalchecks in the form given. I haven't been mentally ill for sometime and would get in touch if I had a concern