

FFT Monthly Summary: August 2025



Vanbrugh Group Practice
Code: G83021

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
111	21	3	5	7	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:

528

Responses:

147

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	111	21	3	5	7	0	147
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	111	21	3	5	7	0	147
Total (%)	76%	14%	2%	3%	5%	0%	100%

Summary Scores

90%

8%

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: 90%

Percentile Rank: 40TH

0%50%100%

0%Low Score

90%Mid

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 40th percentile means your practice scored above 40% of all practices.

Practice Score: 'Recommended' Comparison

Date	All Practices (%)	Vanbrugh Group Practice (%)
01/08	92	95
04/08	92	95
06/08	92	85
08/08	92	100
13/08	92	90
15/08	92	5
20/08	92	100
23/08	90	5
28/08	90	105
29/08	85	65

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	85%	90%	93%
Vanbrugh Group Practice	93%	88%	97%

Gender

All Practices

91%

91%

Vanbrugh Group Practice

91%

89%

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

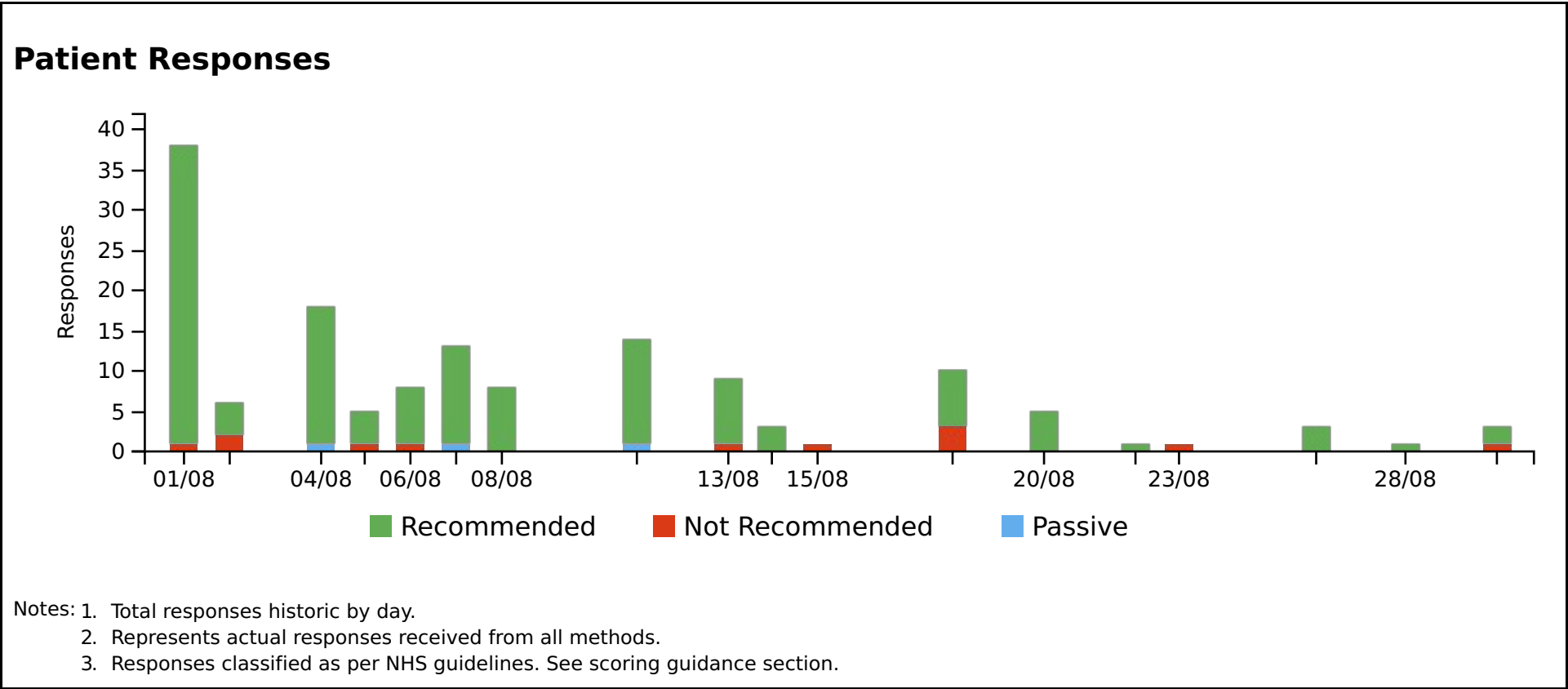
Practice Score: Day of the Week Analysis

Day	Recommended (%)	Not Recommended (%)
Monday	88	7
Tuesday	87	13
Wednesday	91	9
Thursday	94	0
Friday	95	4
Saturday	60	40

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



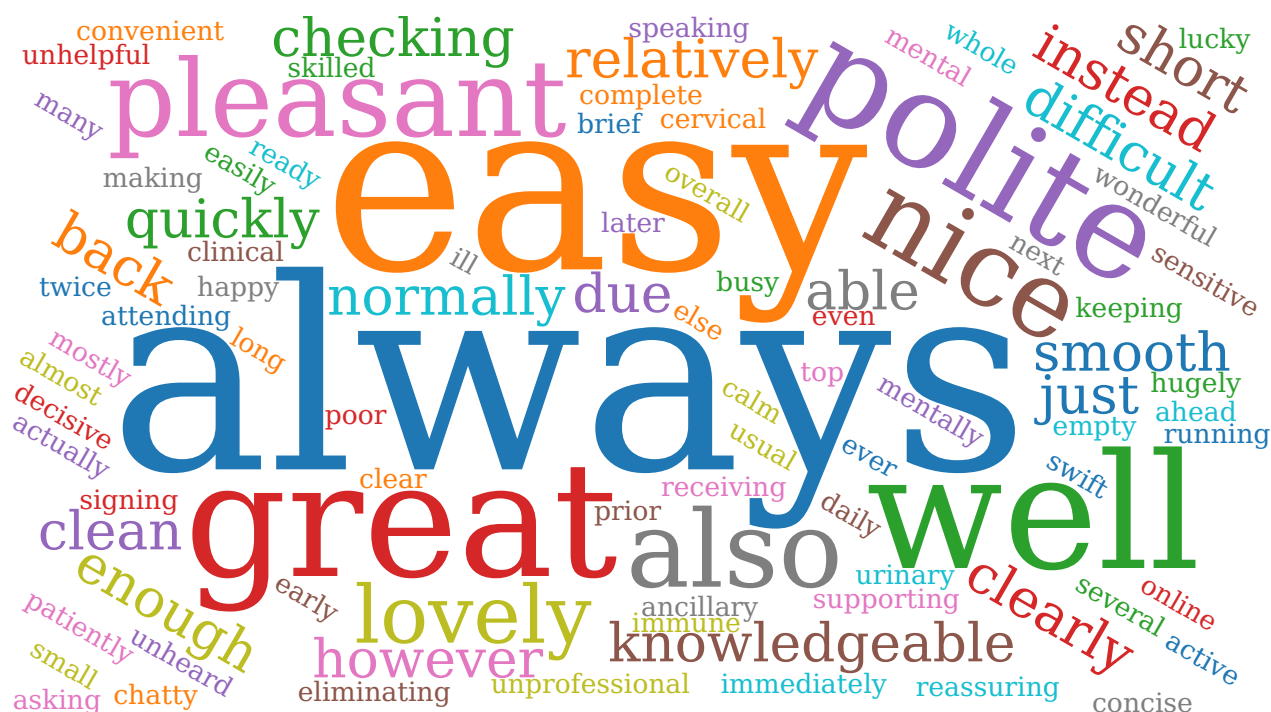
SECTION 5

Patient Free Text Comments: Summary

Thematic	
Reception Experience	28
Arrangement of Appointment	22
Reference to Clinician	42

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.



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

- ✓The nurse was very nice and made me understand what I was receiving
- ✓*I was seen on time and the Doctor explained everything*
- ✓Because I normally get a good service when I need it
- ✓*As everything went smooth,well and nice*
- ✓Nurse was wonderful. Reception area was calm and relatively empty.
- ✓*GP was thorough and pleasant. Receptionist helpful*
- ✓Good service.
- ✓*Excellent service*
- ✓Booked in quickly for appointment, seen quickly when attending appointment and nurse was very friendly and explained everything clearly
- ✓*Because Gaurav Rabat. Was extremely helpful clear and sent an exercise programme for me to follow.*
- ✓Very efficient
- ✓*The lovely doctor had good time keeping as well as him being very patient focus, he also included my son even though my son shows no interest in doctor appointments. That was nice of him, normally my child gets treated as if he isn't in the room due to being mentally impaired.*
- ✓Appointment was on time
- ✓*The reception staff are friendly and helpful. The clinical staff are knowledge and efficient supporting treatments.*
- ✓I've been a patient at Vanbrugh Group for more than 20 years, as has my husband, and our 3 children are also patients. I've always felt well looked after and we've always been very happy with the care, thank you!
- ✓*The Reception staff are very helpful and caring. The Gp I saw today, Dr Kudari, is knowledgeable, gives good advice and makes the effort to examine his patient for a thorough evaluation. However I can't say that for other GP's I've seen who I don't feel I can trust to make a diagnosis.*
- ✓The heomotologist was ready for me, efficient and professional.
- ✓*On today's visit for a blood test: very swift and efficient.*
- ✓The nurse that did my cervical screening was very kind and explained everything in detail
- ✓*Very good doctors surgery*
- ✓I thought the service was excellent and the staff were extremely helpful and pleasant
- ✓*Because Debbie was able to deal with several issues in a friendl*
- ✓Good servicw
- ✓*Signing in for the appointment was easy and I was actually seen early. Debbie was very helpful and gave good aftercare advice*
- ✓Excellent doctors, good reception staff and good system for appointments.
- ✓*Very satisfied*
- ✓Doc was very helpful with a sensitive issue and the appointment was on time.It was also very easy to make an appointment with the call back service being particularly helpful
- ✓*Because the checking in was so easy and the doctor was very nice*
- ✓Harry patiently listen and was very thorough
- ✓*On time. Friendly. Efficient appointment for vaccinations. However did not do any kind of safety check and seemed a bit rushed.*
- ✓Dr Holly Singer was amazing, listened to all my issues and explained the next steps!
- ✓*I was seen almost immediately, had a brief review of test results and given an opportunity to ask questions.*
- ✓Good doctor service but long waiting time
- ✓*Had 2 appointmentsAll staff at both appointments were excellent..*
- ✓I love the fact I can easily get an appointment and they really cater to my health/needs
- ✓*Easy check in, apptm on time, got good advice and felt reassured*
- ✓Prompt appointment and decisive doctor's opinion.
- ✓*Easy to book, seen on time.*
- ✓Good advice able to pick test kits up 30 mins later
- ✓*Very understanding, didn't rush me,very caring*
- ✓Lovely reception staff, really efficient process (especially with the call back approach, instead of having to wait in the waiting list on the phone), and just overall very pleasant and helpful team - both GPs and receptionists
- ✓*Because I've had these bumps on my eyes for a few weeks I didn't know what it was until the doctor said it was styes*
- ✓Quick appointment given. Appointment was on time. Friendly staff
- ✓*Do tor was very helpful and considerate*
- ✓Great service, good communication and friendly staff

- ✓ *Doctor Kari was very kind, thorough and reassuring! Extremely professional. Great doctor.*
- ✓ Kind approachable considerate.
- ✓ *Friendly, smooth running service*
- ✓ Helpful receptionist and got a cancellation appointment. The doctor was pleasant and thorough.
- ✓ *Quick*
- ✓ Convenient appointment time, seen on time, friendly and helpful clinician who gave good advice and treatment
- ✓ *Friendly receptionist, skilled phlebotomy Absolute lovely practice to go to.*
- ✓ Excellent treatment
- ✓ *The service given by all the staff is top notch*
- ✓ I find your staff friendly and helpful and doctors who listen and are caring.
- ✓ *Seen promptly and had an excellent consultation, thorough examination concise instructions.*
- ✓ The doctor was very kind and really listened to my concerns
- ✓ *Very helpful staff*
- ✓ I was seen promptly, the loos were very clean and the lady that took my blood test made polite small talk and made me feel comfortable. All round a quick and easy experience.
- ✓ *Very efficient service today. Ahead of time!*
- ✓ Doctors were patience in listening to her patients. Staff is polite and efficient in handling requests.
- ✓ *Dr Ali was very kind and supportive*
- ✓ So professional, polite and pro-active staff. Amazing practice!
- ✓ *My symptoms could have been a sign of something else which wasn't considered.*
- ✓ Always helpful. Best GP surgery
- ✓ *Really helpful receptionists and always friendly nurses/clinicians*
- ✓ Friendly doctor
- ✓ *Easy to reach on the phone, in person or telephone appointments ilable in a very reasonable time frame. Admin and medical staff ommodating and understanding, the doctors always listen and takesed or fobbed off. All in all very good level of care especiallonsidering how many people they see daily*
- ✓ vijay the physio assessor was very explicit with what I need to do
- ✓ *The nurse that I saw was very approachable, knowledgeable and took her time answering all my queries.*
- ✓ It can be difficult to get appointments. I was dissuaded from asking for any blood tests, despite having been consistently ill over most of the winter (unlike any other year), suggesting that my immune system is not functioning properly. Immunisations for my son are always very well done and staff is friendly and professional.
- ✓ *Very satisfied with the consultation.*
- ✓ Because am satisfied with the service rendered to me
- ✓ *Friendly, supportive, well-informed, professional attitude of Dr Vivekanandaraja.*
- ✓ Appointment was for 9am but didn't get seen until around 9.20. Good service when seen.
- ✓ *Reception So Helpful. Doctor Exceptional, Given Time To Explain Problem And Issue/ Concerns Dealt With In Depth With Follow Ups Arranged And Left Feeling Re Assured.*
- ✓ It was very good
- ✓ *Easy to book in advance, relatively short wait time, health problem addressed with the doctor.*
- ✓ The whole practice is fantastic- each time I visited or called or whoever I saw it has been great. Everyone is very responsive and quick to help you , reception staff is very good , the waiting room is clean and my doctor, dr McFarlane is excellent - always professional, competent and above all caring .
- ✓ *Faustina looked after me with care and sympathy. She did a good job*
- ✓ Faustina Kyei-Dompim was the best nurse I have ever had an interaction with! She was friendly and chatty and made me feel relaxed and at ease.
- ✓ *My p*
- ✓ Dr listened well
- ✓ *Because the staff are very helpful and polite*
- ✓ It was easy to book an appointment at suitable time. The doctor was professional and respectful
- ✓ *Because when I have gone to get a appointment it's always will in the week or so and the doctor has always listened to me and has sorted out the right corse of treatment*
- ✓ Short waiting time and clearly explained how I should control the symptoms
- ✓ *Found service very user friendly was lucky enough to get a same day appointment gp very thorough and I believe she did her best to help me. The surgery has a very calming environment and the reception staff were all very friendly and polite to patients*
- ✓ Great service

Not Recommended

- ✓ 1) Unprofessional behaviour from receptionist staff. Im at shockock
- ✓ *Reception is amazing, doctors I had before were great, always helped with all requests and concerns I had. This time I felt that my doctor just wanted to get it over with, my appointment was max 3minutes and I left in complete shock of unprofessionalism and carelessness. I understand it is a busy job, but to be treated like that is very poor.*
- ✓ Viewed as an inconvenience, unheard and unsupported within the session. My lived experience was not validated.
- ✓ *Gp rushed to a hurried diagnosis of elimination without eliminating any other options felt patronised as a woman with mental health issues making up syml*
- ✓ (1) I waited over one hour to be seen by a nurse to get a repeat pill prescription
- ✓ *The doctor made a decision after I submitted an online consultation without speaking to me or checking if I'm symptomatic, instead assumed based on a prior consultation.*
- ✓ Change your numbering system! 5 should be very good!!

Passive

- ✓ Mostly good. Excellent staff on reception and ancillary staff also. But the problem with part time doctors is that they don't have enough time to deal with the multi morbidities of their patients. The DH says it wants for every patient to have a lead doctor, but this is difficult where an appointment can take two or more weeks to result due to part time availability of my usual GP. If urgent as when I had a lower urinary infection with blood twice I could not get an appointment urgent or not so I went tothe Urgent Care centre at Guy's.
- ✓ *Staff are not hugely friendly and availability of appointments is not great GPs are 50:50 - either very good or unhelpful. Nothing in-between*