

# FFT Monthly Summary: September 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	20	2	6	5	0	0	0	0	144	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: 518

Responses: 144

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	111	20	2	6	5	0	144
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	111	20	2	6	5	0	144
Total (%)	77%	14%	1%	4%	3%	0%	100%

Summary Scores

91%

8%

1%

## 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:91%

Percentile Rank:40TH

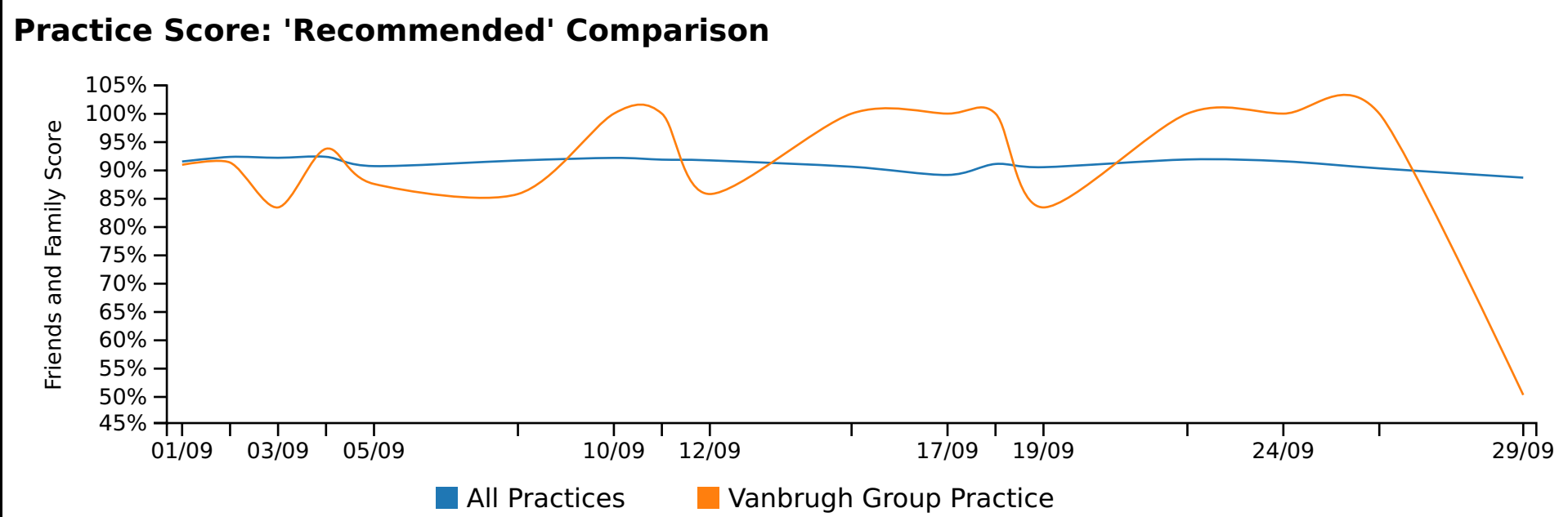
0%50%100%

0%100%

LowerMidHigh

ScoreScore

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.



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	87%	91%	93%
Vanbrugh Group Practice	100%	91%	89%

Gender

All Practices

92%

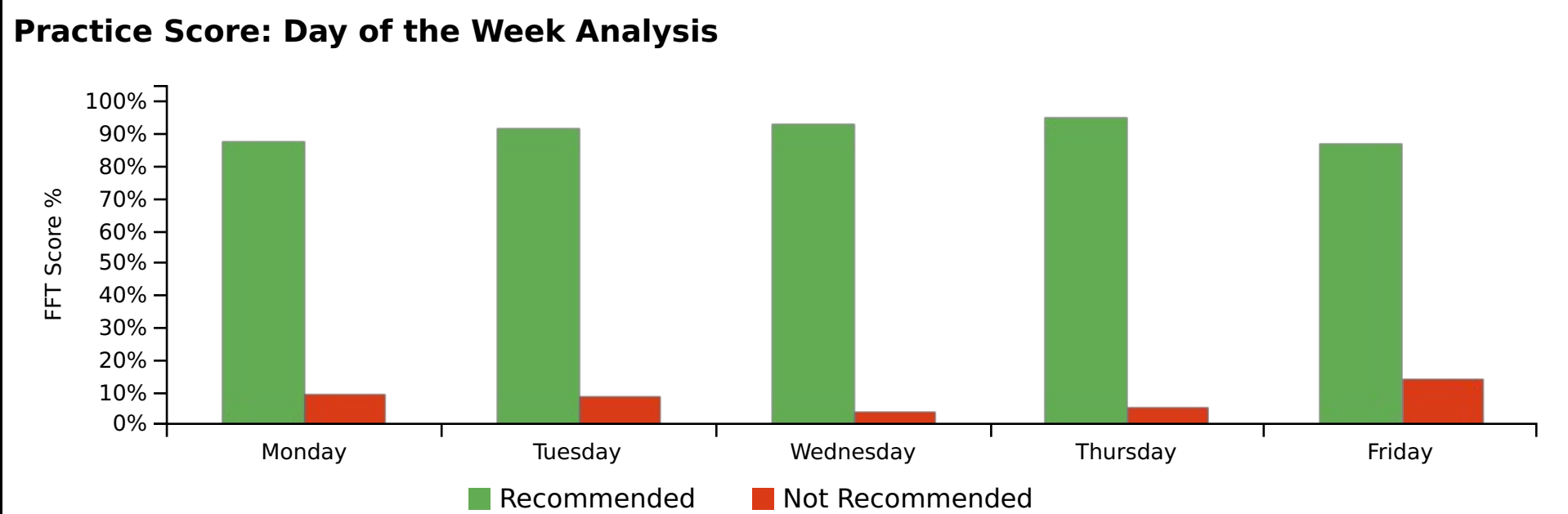
91%

Vanbrugh Group Practice

87%

94%

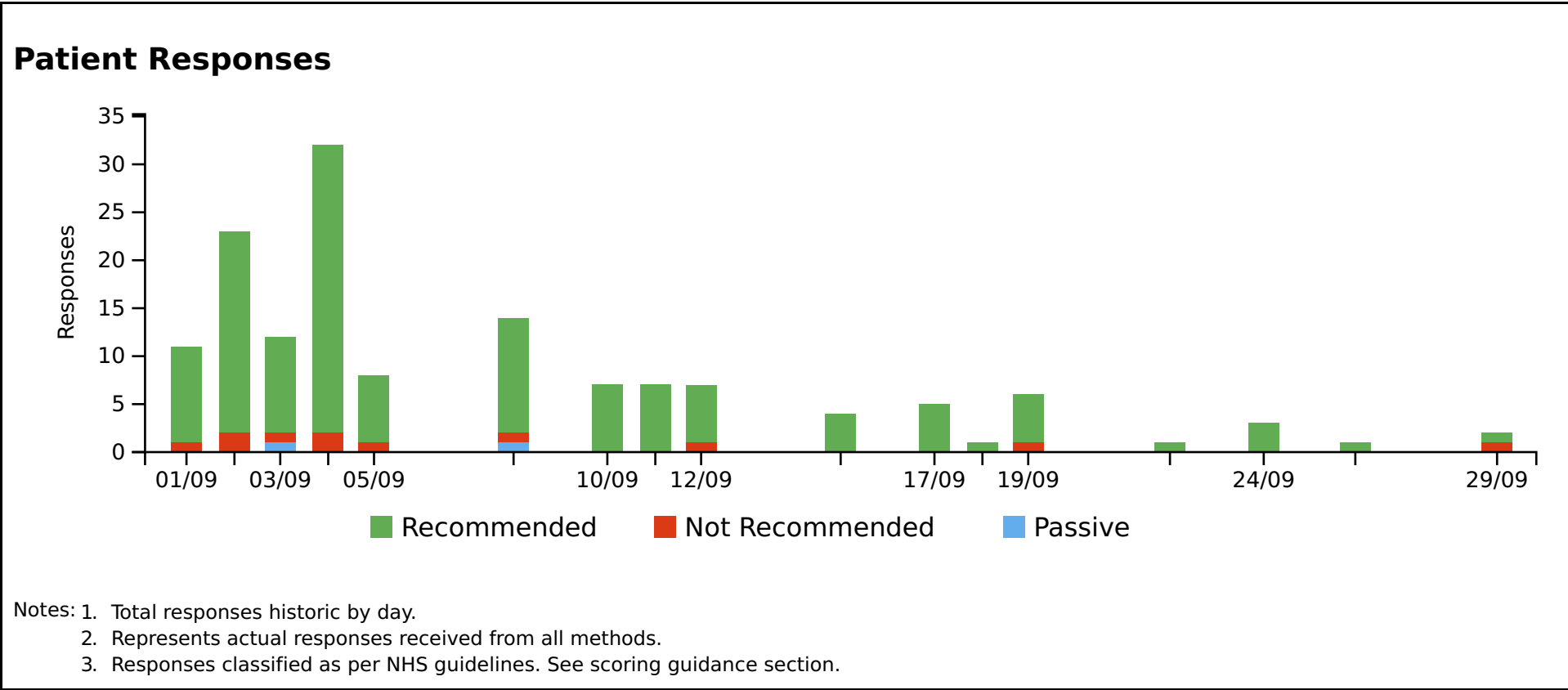
Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.



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

Theme	Frequency
Reception Experience	18
Arrangement of Appointment	14
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

- ✓ Polite + informed nurse carried out my appointment. Felt at ease.
- ✓ *I was treated respectfully and all my issues were addressed with appropriate resolution, next steps and supporting material. I felt assured that the treatment need was identified and I was referred to specialists.*
- ✓ Mine was one of the first appointments of the day, along with about 5 others. There was a technical issue with the entrance doors, there were some IT issues as well, and a fire alarm test was going on, but the staff were excellent throughout - communicating very well and providing good service to patients in person and on the phone. I was very satisfied with my appointment.
- ✓ *Because the staff were helpful and the doctors was great*
- ✓ The doctor took time to listen to my concerns regarding the changes to my son's skin, they check the skin thoroughly and made us feel at ease. It was a reassuring experience. Only negative was when we were waiting to check in the receptionist allowed 2 people to cut in front of me which happens often but that delayed us checking in which I highlighted to them
- ✓ *Doctor communicated well, explained how to alleviate the issue clearly*
- ✓ The duty doctor responded quickly to my request and reassured me. She also helped me to navigate the system. Later the GP was very thorough during my consultation, listened patiently to my questions, and produced a good plan of action
- ✓ *Kate is lovely, and very skilled at giving these injections.*
- ✓ Easy to book, appointment was on time and the nurse was extremely pleasant and professional and was happy to take questions.
- ✓ *Excellent doctor*
- ✓ My appointment was swift and on time. The Doctor was helpful, understanding, compassionate, professional and efficient.
- ✓ *I've always had great treatment*
- ✓ The appt was totally on time, the nurse was very pleasant and really informative about the vaccinations I had. So all excellent.
- ✓ *Everybody is kind and helpful and very understanding.*
- ✓ Really friendly service and when an appointment was cancelled I managed to get a new one immediately
- ✓ *Because the response to my call was very quick and efficient.*
- ✓ Because you asked for it
- ✓ *Efficient, effective and very nice people*
- ✓ Yes - because I received excellent and timely service.
- ✓ *I was treated well and on time*
- ✓ The service is brilliant from the receptionist to the Doctors I saw Dr McFarlane who always listens to me and explains in detail. What ever I need she gives me if I need it. She is a kind Doctor.
- ✓ *Doctor Vijay is one of the best doctors I have encountered. He listens to my problem, shows compassion and empathy, and, above all, performs a thorough examination and advises on the next step.*
- ✓ Seen promptly, listened carefully to our concerns, and addressed our questions, and we left with confidence in the diagnosis and treatment.
- ✓ *The doctor took time to listen to my concerns.*
- ✓ The treatment I received was good and I did not feel patronised
- ✓ *They're always very warm and polite*
- ✓ Doctor gave very useful information and answered all my questions clearly.
- ✓ *1 very good*
- ✓ Doctor was interested in me and new something that I suffer from without saying too much
- ✓ *Apology for being kept waiting, Pleasant manner, clear explanation, clear forward plan.*
- ✓ Always go that extra mile to help..Thank you x
- ✓ *Excellent service from doctors.*
- ✓ Friendly, kind phlebotomist, I was seen early. I used the ladies' loo, which was sparkling clean!! I always have a good experience at the practice: the GPs are lovely and the receptionists unfailingly helpful and patient.
- ✓ *Because I felt very well looked after, time was taken to cover all relevant matters and the advice and explanations given were comprehensive*
- ✓ the doctor listened and asked sensible questions
- ✓ *It can be difficult to see the same GP and therefore to have continuity if there is an ongoing issue.*
- ✓ Because anytime I called I always have an appointment whether on the phone or face to face. Both doctors and receptionist are very welcoming and helpful.
- ✓ *Everything went well*
- ✓ The interview seemed to go well. Hope the results do too.
- ✓ *Prompt attention. Quick and friendly.*
- ✓ Very helpful staff and doctors

- ✓ *GP was excellent, Sarah Griffiths, phlebotomist I think that was Monika though called me late was good, physio didn't take me as I was 10+ min late even though it took me ages trying to check in - receptionist was inconsiderate - if they're late we need to adapt, if we are late, no consideration.*
- ✓ *Because of having a physio therapist at the GP clinic is so important and he was very helpful*
- ✓ *Helpful, kind and understanding doctor and receptionists.*
- ✓ *Prompt appointment and helpful GP*
- ✓ *On time, care*
- ✓ *Pleasant staff, reassuring doctor.*
- ✓ *Gp listened to my concerns regarding my brother and put forward solid positive resolutions to his health issues and future needs .*
- ✓ *The staff were efficient.*
- ✓ *the surgery seems well run in an emergency one will get face to face prompt treatment staff both medical and administrative are always pleasant and competent OK one will not get to see a particular person quickly but that matters little if the person sitting opposite you knows what they are doing and they do hope complacency never slips in sure it will not*
- ✓ *The nurse was amazing, very kind and sweet, she made my kids very comfortable when they were receiving their injections.*
- ✓ *From the receptionists to the drs and nurses, everyone is polite, efficient and makes you feel at ease. Thank you!*
- ✓ *Very comprehensive and personal service*
- ✓ *Quickly seen and friendly staff*
- ✓ *I felt listened to. I was not rushed and I didn't feel disrespected in anyway*
- ✓ *I've had no issues recently. Everyone has been attentive and thorough. From reception staff to doctor.*
- ✓ *Was quick*
- ✓ *Very professional doctor asked open questions to find out what the problem is.*
- ✓ *Appointment was on time, nurse was polite and friendly and efficient.*
- ✓ *Thorough, understanding, listening, informative, knowledgeable sharing of helpful information*
- ✓ *Dr Sheppard listened and engaged well. Took no notes during the appointment - I trusted that would happen after I left the room. Agreed a sensible way forward*
- ✓ *The person dealing with my appointment was friendly and helpful*
- ✓ *The nurse was polite and efficient.*
- ✓ *Seen quickly. Dr helpful and thorough*
- ✓ *The Doctor was Professional, Efficient and he reassured me.*
- ✓ *Very professional and friendly service*
- ✓ *Helpful*
- ✓ *No waiting time at all, and the blood nurse was very good.*
- ✓ *I was seen today by a physiotherapist, Mr Gaurav Ravat. His manner was empathetic and encouraging and he was thorough when discussing my problem and explained everything clearly so I felt reassured. My appointments with different members of the medical staff at Vanbrugh Practice, as well as contact with the Reception staff, has been consistently good. Thank you!*
- ✓ *I appreciated the doctor's time & consideration to my questions*
- ✓ *All my issues were dealt with.*
- ✓ *Didn't have to wait too long for consultation, and problem was understood, diagnosed, and treatment prescribed*
- ✓ *I came to surgery twice for blood test. First time I had no form so had to leave and second time I was told my appt was on the phone not in person so left again. I did get phone call later so that was good.*
- ✓ *It is my gp, and when I need a service, I find*
- ✓ *Both the nurses I saw were very helpful and friendly*
- ✓ *Good, caring doctor telephone appointment*
- ✓ *Fast and efficient service once a call had been made. Doctor professional and efficient at job and options explained.*
- ✓ *Everyone was very helpful and friendly and the appointment was on time*
- ✓ *Dr McFarland read through my records and then gave me a choice of options going forward. Receptionist also go far beyond helpful thank you so much.*
- ✓ *Dr Shepperd was very professional, listened to my concerns ref my health issues, took my concerns seriously and has sent me for some tests to identify possible cause. Thank you.*
- ✓ *Reception and the GP very helpful indeed*
- ✓ *Efficient*
- ✗ *Generally good support and service but occasionally timekeeping and communication can be a bit haphazard*

## Not Recommended

- ✓ *I have a very serious infection which when it flares up causes amongst many other things extreme tiredness and urinary incontinence. A urine sample was sent off for analysis and with the result I was given antibiotics. But they only work for a short time and then it flares up again and I am soaked with urine and blood and stinging. The doctor has given me a sample pot and told me the next time it happens to fill it and take it to the surgery for analysis but she knows what the infection is and when I asked to be referred to an infection specialist as I have read that it may take more than one type of antibiotic to control it she refused. I can't go anywhere as it could flare up at anytime as it has done on three occasions and is very embarrassing.*
- ✓ *I was recommended to administrator a prescription medication without being given a prescription for said medication. It was also a treatment that was not appropriate for the medical issue, and I was not able to provide a response to express this. A subsequent visit to my pharmacy diagnosed my issue as shingles, not, as the doctor suspected, eczema, and medicated appropriately.*
- ✓ *I was told I'd have a phone call today, I am in agony and in need of antibiotics, and I've not had a phone call. This service has been very poor.*
- ✓ *I was seen on time and Christine was friendly and professional*
- ✓ *doctor not helpful was quite disgusted really*
- ✓ *Needed emergency Dr to answer 5min question. No one - phone or person- available until NEXT day .*
- ✓ *Difficult, but I will try:-I didn't know the doctor I saw.She probably didn't have time to look at any of my notes/history.When I mentioned that I wanted to discuss two problems she said I could only do one thing and which was the most painful problem- if I had two things to discuss I would need two appointments.Even if the swelling on my knee had been painful the treatment ( draining fluid) couldn't be done at the surgery and I would have to go to a hospital.The growth on my back which she did eventually look at was not urgent and the removal was classed as cosmetic and could not be done on the NHS- there was no help given as to how or where I could get this procedure done.My general feeling was that I have wasted my time.This is the first time that I have had any thing like this at this practise- bit sad really.*

## Passive

- ✓ *Because the doctors I'm treated by are never the same and they generally give poor advice by not reading my medical history.*