

# FFT Monthly Summary: October 2025



Vanbrugh Group Practice  
Code: G83021

## SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
115	21	5	1	3	0	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

Surveyed Patients: 560

Responses: 145

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	115	21	5	1	3	0	145
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	115	21	5	1	3	0	145
Total (%)	79%	14%	3%	1%	2%	0%	100%

Summary Scores

94%

3%

3%

## 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: 94%

Percentile Rank: 60TH

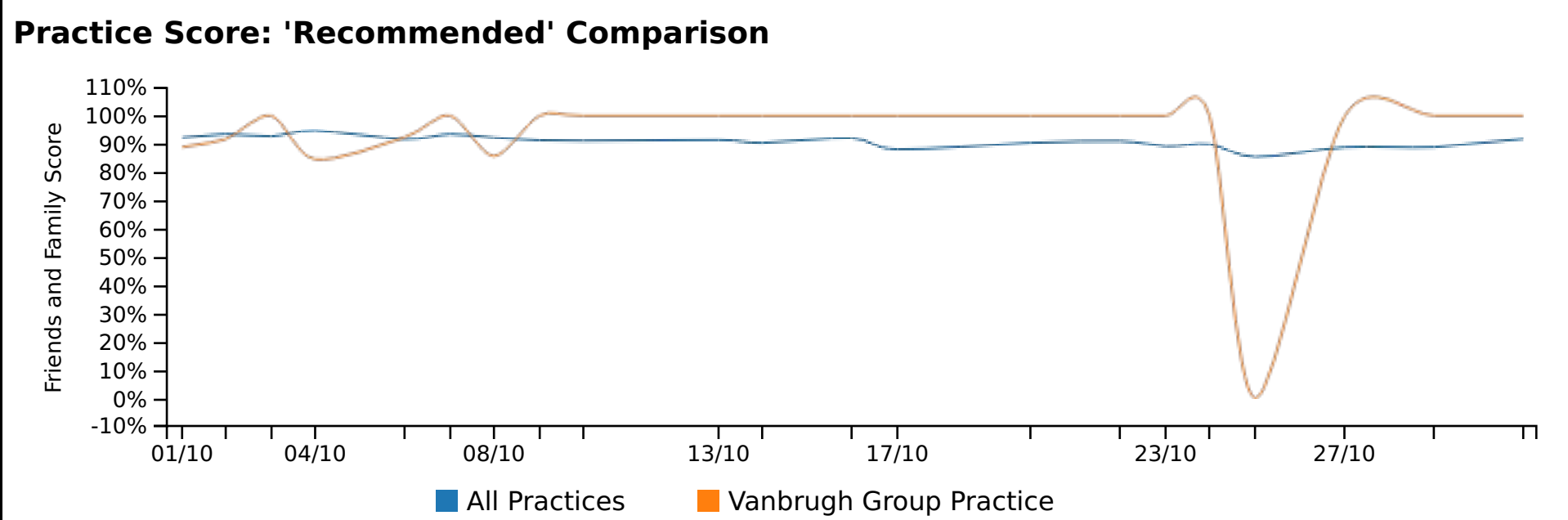
0%50%100%

0% Score

LowerMidHigh Score

94%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 60th percentile means your practice scored above 60% 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	86%	91%	94%
Vanbrugh Group Practice	100%	91%	98%

Gender

All Practices

92%

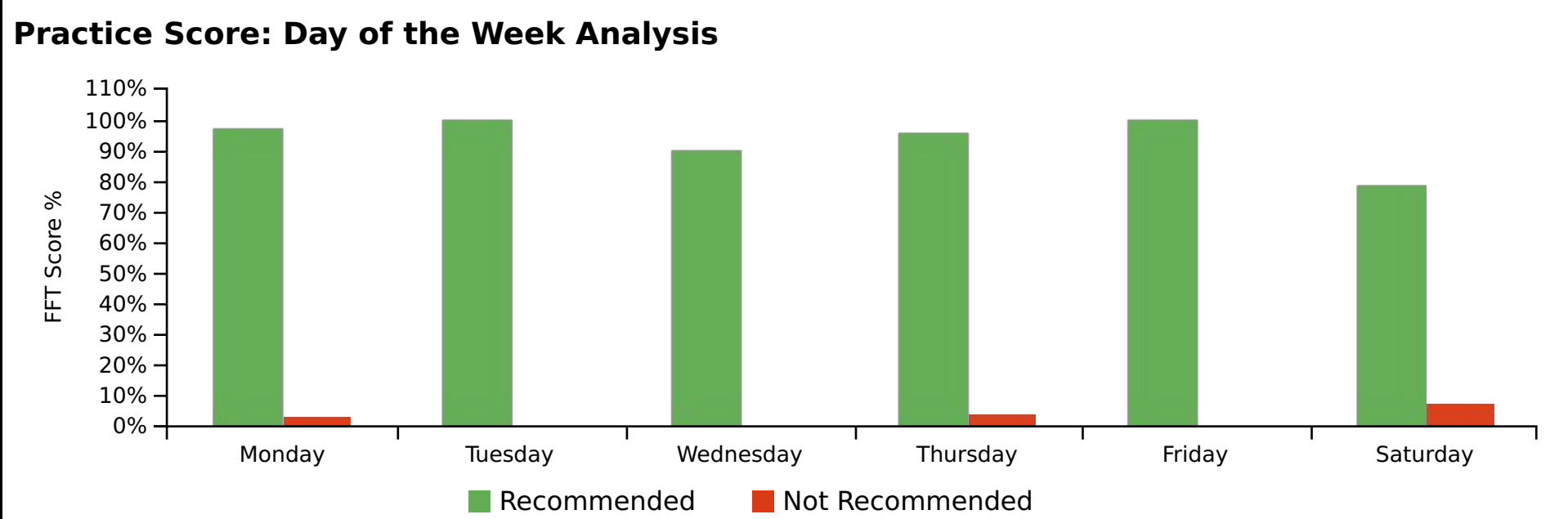
92%

Vanbrugh Group Practice

93%

94%

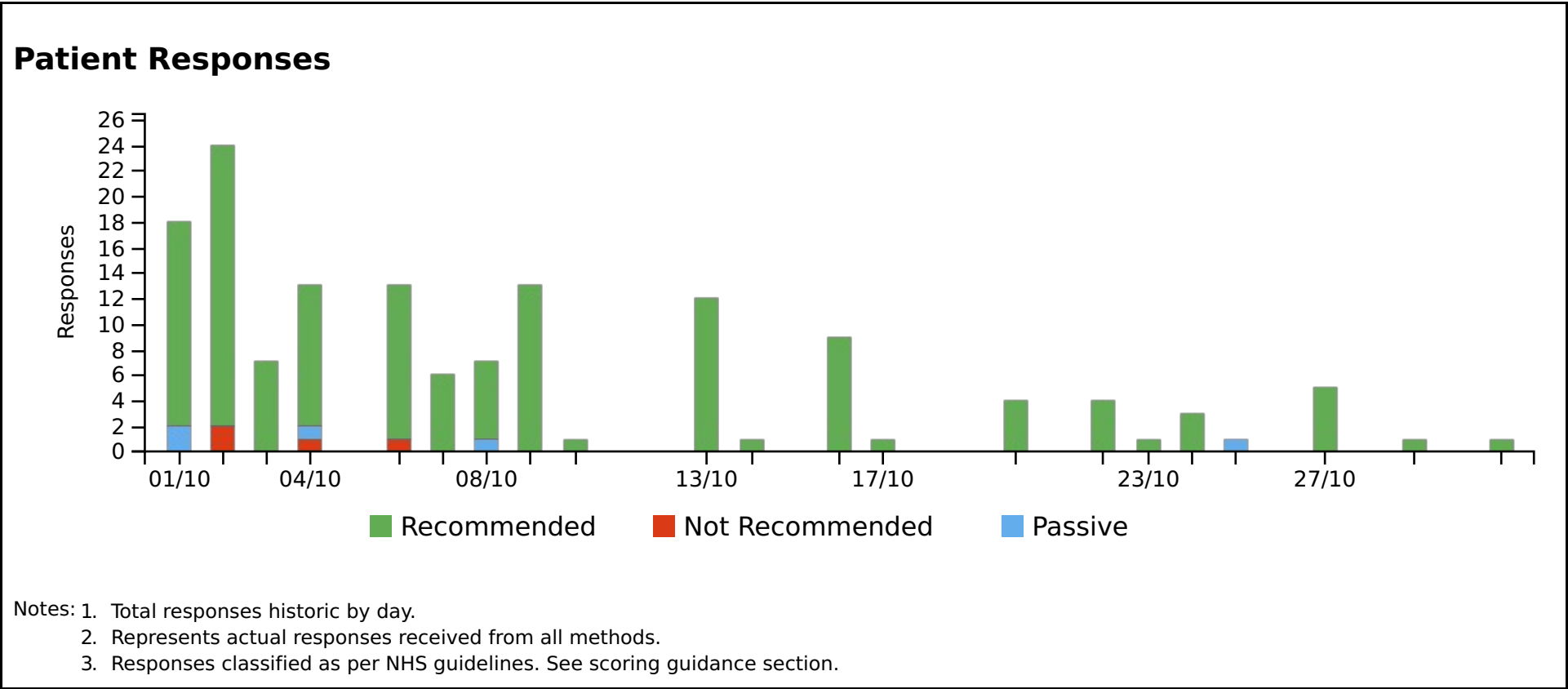
Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.



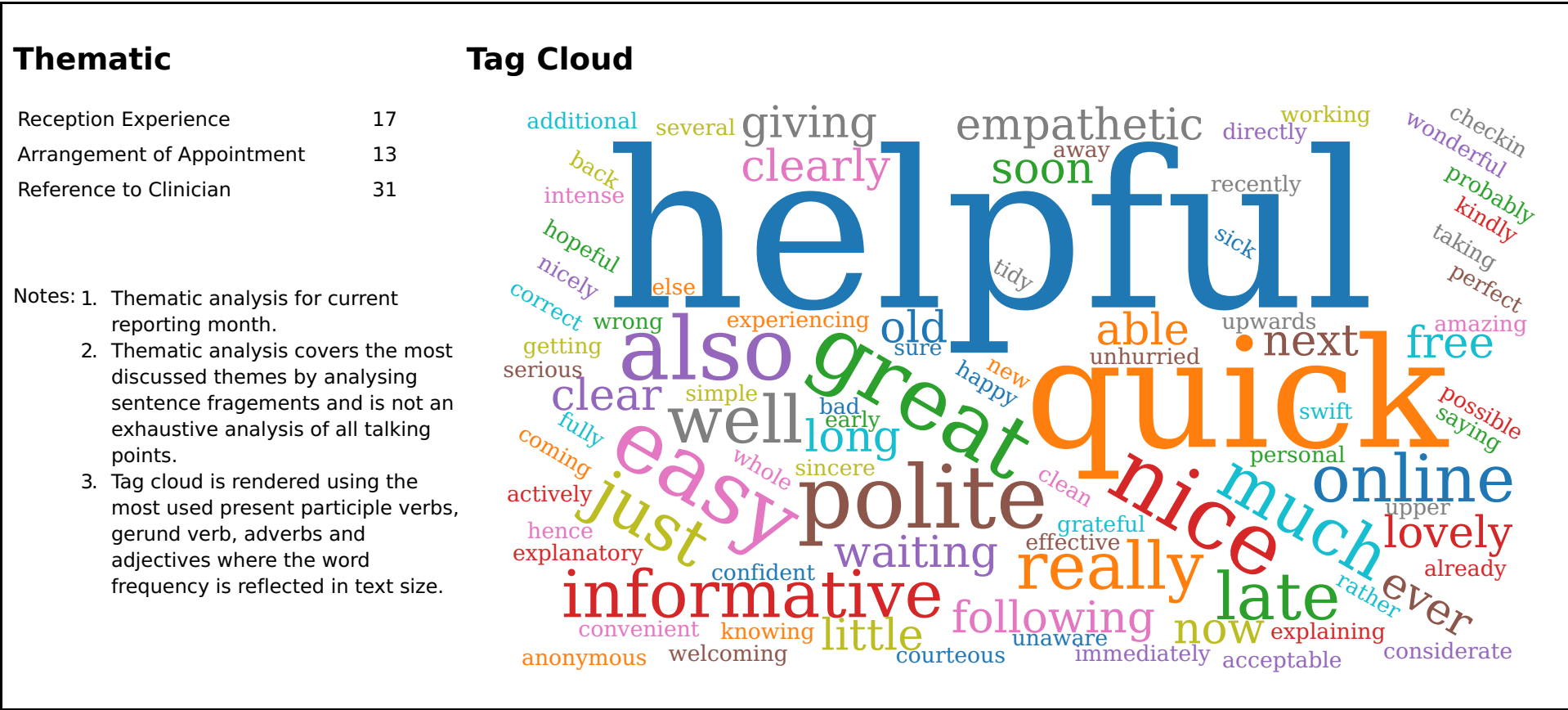
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.  
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4

Patient Response Analysis



SECTION 5
Patient Free Text Comments: Summary



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

- ✓Great experience. I was listened to and well looked after. Very happy with services
- ✓Friendly professional staff and no waiting
- ✓Good service and explanation of next steps following my operation
- ✓Professional, efficient and empathetic doctor. Made me feel listened to and respected.
- ✓Efficient and nice staff
- ✓Good availability of appointments and kind staff
- ✓Impressed with the speed of a physio appointment being available and with the treatment offered. The pain I have been experiencing is debilitating and I am now hopeful for a resolution, following the physio appointment. The physiotherapist was patient and thorough during my examination and in explaining my diagnosis, options and exercise to be followed. The physiotherapist also noticed another issue with my gait and has made a further appointment to address this. Thorough and professional. Thank you!
- ✓I received an appointment immediately and the physiotherapist gave good advice and instructions. The appointment was unhurried and allowed time for questionsVanburgh surgery provides the best and the whole staff from reception upwards are helpful and understanding to whatever need I may have. My sincere and grateful thanks
- ✓I was satisfied with the outcome
- ✓Always just so polite
- ✓The timing was perfect, the hospital was clean and tidy, the doctor explained my condition in an easy and simple way
- ✓Good service
- ✓My GP, inspires trust. She listens fully and supports her suggestions with her expert opinion.
- ✓Good
- ✓Quick service, friendly and helpful nurse
- ✓Great professional staff and always with a smile.
- ✓Appt on time. Confident with advice and follow up. Prompt follow up appt.
- ✓Very good communication
- ✓The doctor was very thronger explained everything to me made me feel much better knowing what was wrong with me.
- ✓It is self explanatory
- ✓I was able to book my appointment easilly and then when this morning I couldn't make it I was able to cancel it easilly p
- ✓Quick and efficient
- ✓Could make appointment online, was seen on time, everyone was friendly but efficient.
- ✓booked on line, given flu jab as soon as I arrived very efficient
- ✓Efficient and professional
- ✓Everything was wonderful.
- ✓I got an appointment straight away for my flu vaccine. And went straight into my appointment as soon as I arrived. Staff are lovely and friendly too.
- ✓Becasue he is very good have a lot of experience he prescribed medicine for me I feel much better with it before our GP was in Manchester he was not good at all
- ✓Your GP have been amazing recently on getting the test I need some asap and always so helpful
- ✓Swift and courteous
- ✓I was seen promptly and the nurse was very friendly
- ✓Dr was friendly and professional
- ✓Because I felt the receptionist was very good and sorted out the problem we had as logging in machine didn't log me in and I waited a long time but she sorted it all out
- ✓Reception staff were helpful. The Physio therapist was friendly, welcoming and very clear in his questioning and explanation.
- ✓The practice offered me appointment on Saturday, which is really convenient taking into account I'm working Monday to Friday, the practitioner was professional and responsive.
- ✓Very good service?
- ✓Because most of the doctors and staff are very good and very professional
- ✓I don't know
- ✓Quick Friendly and Professional
- ✓I gave that that answer because the physio therapist that I saw very caring and helped me with the correct exercises to do to eliminate my pain,also felt my hips to see where the pain was .How ever I was disappointed to find that a form I needed to be signed by a doctor that I handed in on Friday had not been dealt with.Had been given to a particular doctor who had gone sick thought somebody else could have signed it.Now it will probably be another weeks delay!

- ✓ Friendly nurse
- ✓ *The doctor was professional*
- ✓ I was seen on time. I was given good advice.
- ✓ *Because my English is not good, you helped me arrange a Cantonese translator so that I could clearly understand what the examination was done today. The doctor was very friendly.*
- ✓ Excellent Nurse, and excellent Doctor.
- ✓ *All the all the reception staffs are kindly and nicely, doctor is professional, helpful and friendly. Explain all the details about my problems and giving the best advice step by step. Thanks all of Vanbrugh teams.*
- ✓ Service was good and effective
- ✓ *Was seen promptly and was offered an additional vaccine, which I was unaware I was entitled to.*
- ✓ The service was good
- ✓ *Quick, efficient*
- ✓ Because I find them responsive
- ✓ *Anonymous survey*
- ✓ Dr Sheppard always has time for me and just listens
- ✓ *Because it was sorted quick and without feeling any pain on the blood test.*
- ✓ Clear advice and advice and follow up action.
- ✓ *Very polite receptionist who took time to arrange an appointment for me, also the nurse that gave me the shingles jab was very polite friendly and professional*
- ✓ Friendly, efficient and informative
- ✓ *Quick in and out ( although they running late )*
- ✓ Satisfied with treatment of the and explanation
- ✓ *The doctor was very empathetic - asked good questions and listened actively to my symptoms*
- ✓ Efficient check in, nurse was helpful and considerate.
- ✓ *Always friendly and helpful staff and the doctors are always very informative on what medications they are giving.*
- ✓ Comfortable environment. My appointment was a half hour late but that was not a problem for me. My blood test results were good and clearly explained by Dr Shepherd, who prescribed an ongoing course of statins and explained that I would have to have another blood test next July.
- ✓ *Nice doctor, listened well. Wants to help and has referred me. Lovely reception staff.*
- ✓ Usually very good but notes as to the type of blood test had not been passed to the nurse carrying out the test. Caused a delay with my appointment and uncertainty, nothing too serious and was told I'd receive notice if test carried out was not sufficient. Hence only a good review and not very good ?
- ✓ *The doctor explained good about my condition*
- ✓ The reception is very helpful when the self-checkin in not available and the doctor is also nice as well.
- ✓ *Very good service*
- ✓ Very professional and caring doctor
- ✓ *A quick and pain-free smear test conducted by an experienced and reassuring clinician - much more comfortable than previous times.*
- ✓ I was seen and given my flu vaccine a few minutes after I arrived
- ✓ *Cause he was polite and listened*
- ✓ Smooth and efficient
- ✓ *Saw Dr Parker who in my opinion is the best dr there , always has time for the patient and cares about them*
- ✓ I only spent 10 minutes in the medical centre for my flu jab. Which is the shortest time I have ever spent there.
- ✓ *Went in for flu jab, easy to book online with range of times available, easy to check in at surgery and then processed through relatively quickly*
- ✓ Easy appointment process and very pleasant reception and vaccination people.
- ✓ *Very prompt*
- ✓ I had a blood test, which I hate. The nurse was great, chatting to me to take my mind off it whilst extracting my blood almost pain free
- ✓ *Minimal wait time professional nice staff*
- ✓ I felt more listened to by a doctor than I have for several years
- ✓ *The practitioner , I think her name was Faudriya , was really helpful and informative. The smear test is a really uncomfortable procedure and she made me feel a lot more comfortable about it and patiently answered my questions and gave me other helpful info. Rather than a bad start to the week, it was a good start to the week.*
- ✗ Showed empathy

**Not Recommended**

- ✓ No thank you. I've already discussed this directly with reception.
- ✓ *I was a little late to my blood test appointment because I was stuck in traffic which is not something I would know beforehand. I couldn't give my blood to be tested and this was particularly disappointing as I usually arrive early so a little consideration this time would have been great.*
- ✗ No diagnosis for repeat intense upper and lower back pain, only treatment offered is link to online exercises, dismissed a 40 above issues as expected in old age.

**Passive**

- ✓ 1. My daughter's details has been transferred to VGP however when we came for the appointment found out she wasn't in the system. I had to wait and rebook for another appointment with GP and wait for another week. 2. When I called on Monday asked to reschedule the appointment from Wednesday to Friday as I checked my daughters name is in the system I asked please make sure the Wednesday's appointment is deleted. The adviser assured she will, but she didn't. That means someone who needed the appointment on Wednesday and potentially could have it had to wait. This caused the long waiting list.3. I transferred myself from New Eltham Surgery earlier, however I received a call saying you can't find the NHS number and you transferred only me and left my daughter with an old GP, I don't know if that's possible to do for a 10yo girl... which I think is not acceptable. Thank you
- ✗ *I can only compare your service with Hong Kong and Sydney where we resided before coming to U.K. Could be a bit personal , but just based on my own experience !*