

FFT Monthly Summary: July 2017

VANBRUGH GROUP PRACTICE
Code: G83021

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
61	24	3	5	2	2	0	0	0	97	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:	337						
Responses:	97						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	61	24	3	5	2	2	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	61	24	3	5	2	2	97
Total (%)	63%	25%	3%	5%	2%	2%	100%

Summary Scores

 88%
  7%
  5%

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:

$$\text{Recommended (\%)} = \frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

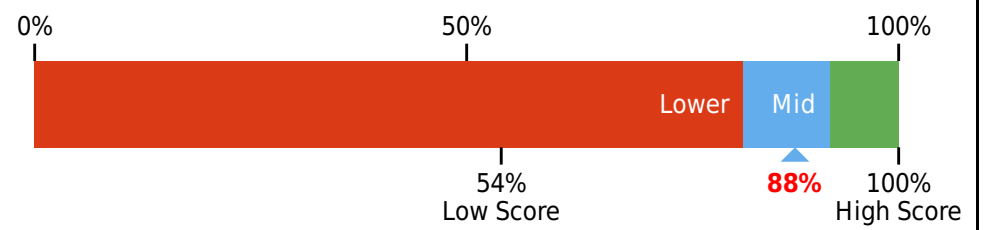
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

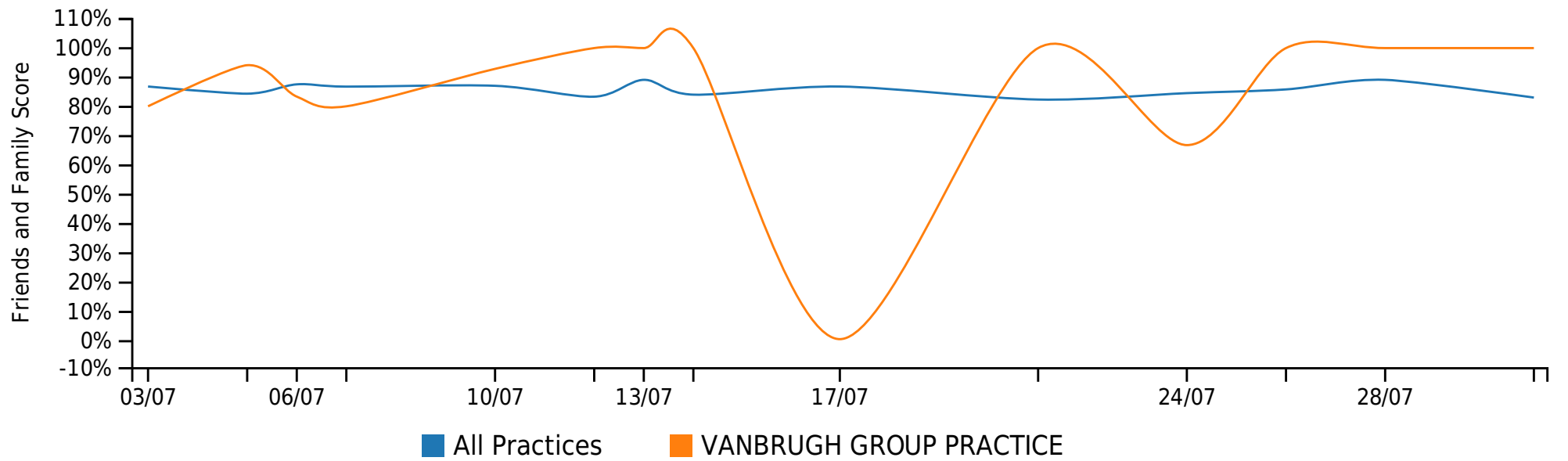
Practice Score: 'Recommended' Rank

Your Score: 88%
Percentile Rank: 55TH



- 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.

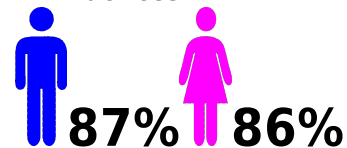
Practice Score: 'Recommended' Demographic Analysis

Age

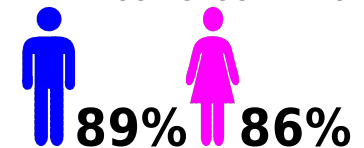
	< 25	25 - 65	65+
All Practices	80%	86%	92%
VANBRUGH GROUP PRACTICE	86%	88%	86%

Gender

All Practices

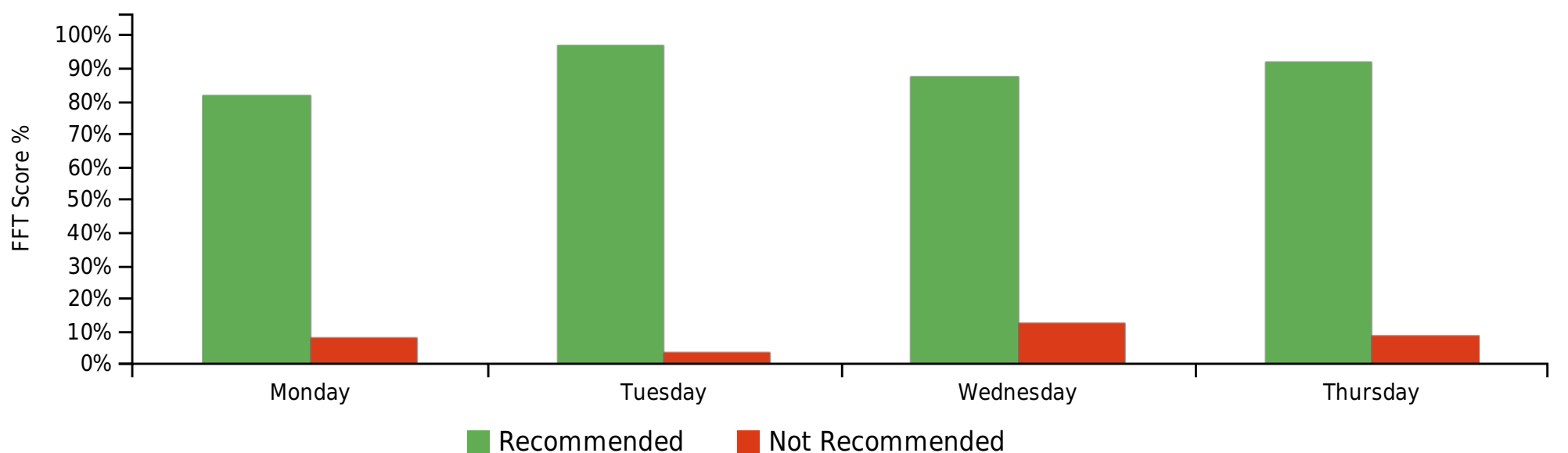


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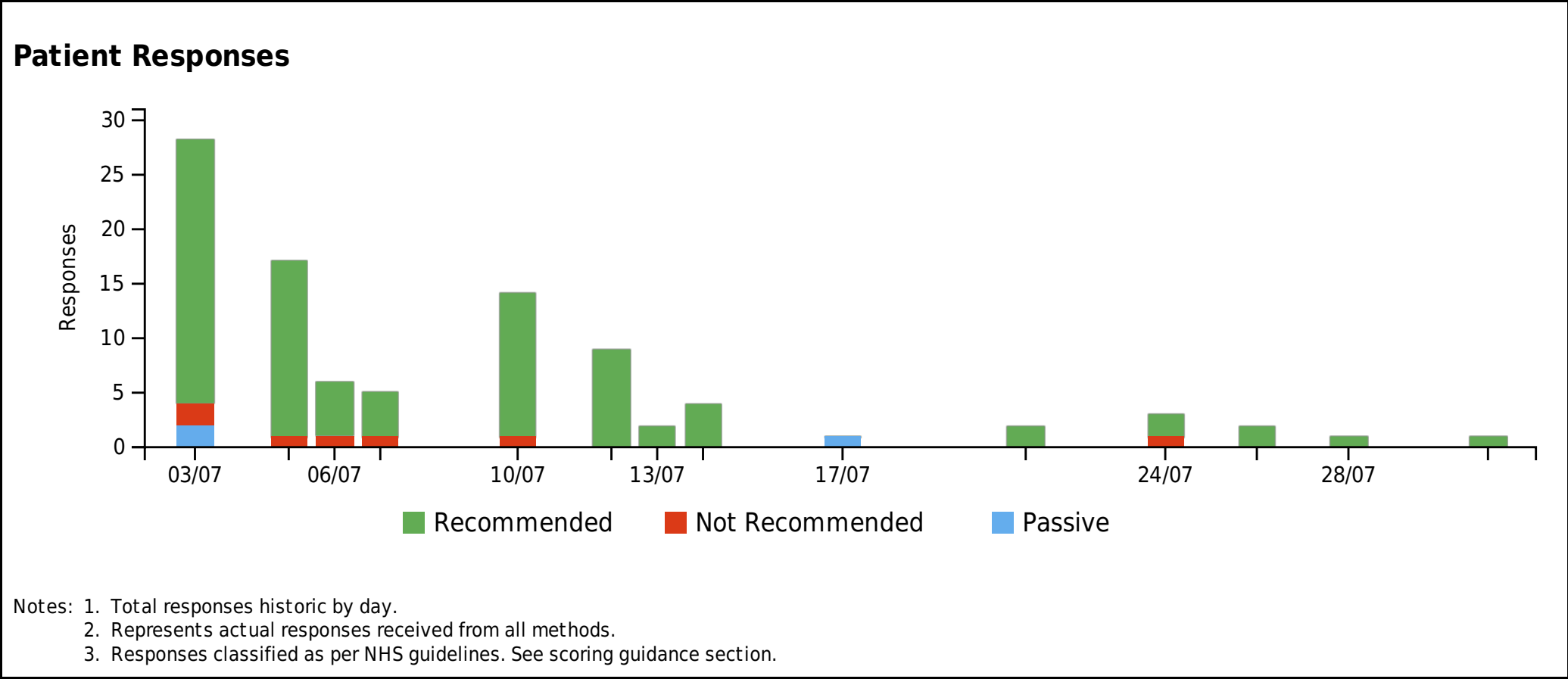
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



Not Recommended

- ✓ No consistency in the gp you want to see, waiting for days for an appointment, only this morning was told gp would ring between 8 to 11 and didn't ring until 12
- ✓ *Because i was eventually seen an hour after my appointment time! Also when I asked the receptionist what the delay was she was very unhelpful*
- ✓ Absolutely no continuity between care. No follow up. More interested in booking 10 min slots than understanding patients concerns. Poorly evaluated and diagnosed conditions. Web access to records is not transparent or complete.
- ✓ *It is shocking how doctors cannot spend more than 5 minutes with a patient specially when they are in a vulnerable situation*
- ✓ I left a note to the Doctor early last month with a request of prescription. A month later, no prescription still. Quite a very efficient surgery, would you say?
- ✓ *The clinical care with Dr crane was very good. However the administrative issues at this surgery are infuriating. You can never get through on the phone so I walk over and somehow the phones are not ringing your end, all is quiet in the waiting area and the receptions are mainly unfriendly and unhelpful apart from one. Given you have to go through them to get the clinical care they are rather important! Massive improvement focused on answering the phone and being friendly to people.*
- ✓ Long waiting times for appointments which you have plead with staff to get!

Passive

- ✓ The doctor was great but the wait times are horrific. It takes ages to be able to get an appointment that is convenient around work and then you have to wait a minimum of 15-20 mins after your appointment time to actually be called in. Every time I have visited this place I have had to wait. The worst is an hour. It may be handy to see a board with the next 5 people due in each room (like a departure board) and an estimated waiting time so you can judge if you can do something else while waiting (like work or a phone call) not to mention being able to tell your boss how late you are likely to be with photographic evidence.
- ✓ *Difficulty getting through on the appointment telephone line in the morning*