### **FFT Monthly Summary: July 2017**

**VANBRUGH GROUP PRACTICE** Code: G83021

# transforming healthcare

### SECTION 1 **CQRS Reporting**

### **CQRS Reporting**

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	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:** 

	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**

**3** 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:

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

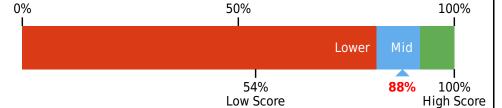
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

# **SECTION 3 Practice Scoring**

### Practice Score: 'Recommended' Rank

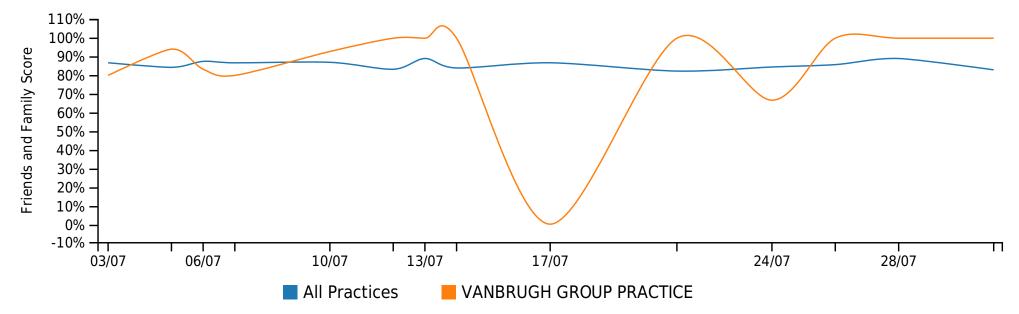
Your Score: 88%
Percentile Rank: 55TH



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	<b>65</b> +
All Practices	80%	86%	92%
VANBRUGH GROUP PRACTICE	86%	88%	86%

### Gender

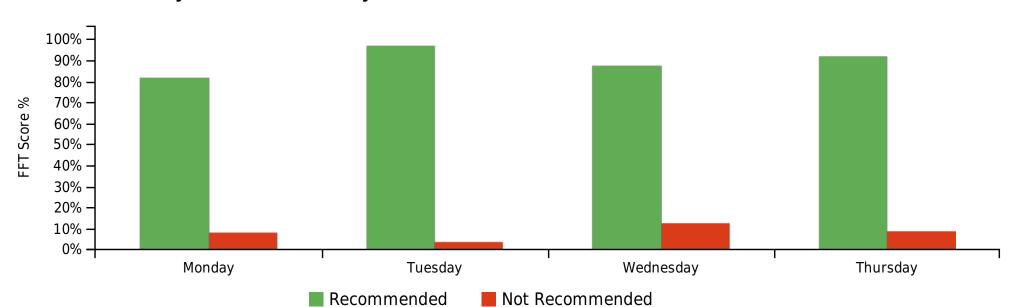




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

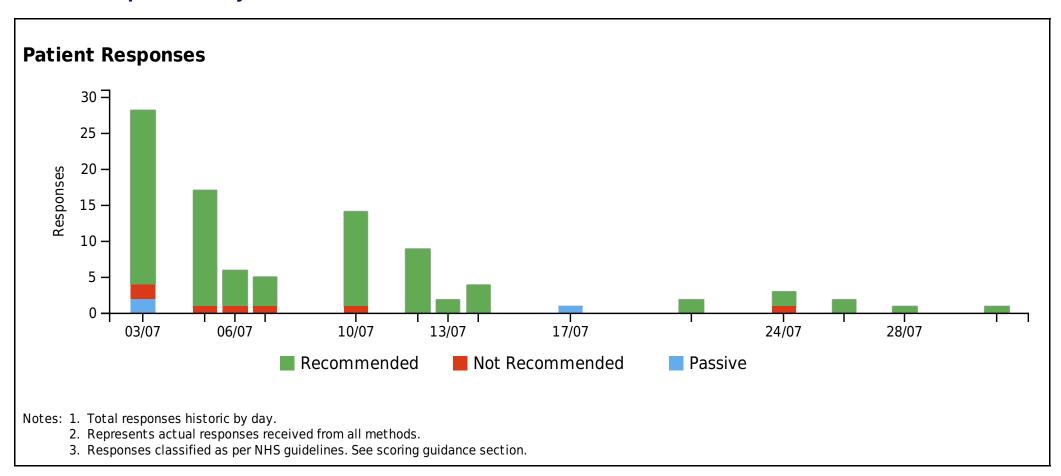
### **Practice Score: Day of the Week Analysis**



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**



### **Patient Free Text Comments: Summary**

### Thematic Tag Cloud

Reception Experience 9
Arrangement of Appointment 10
Reference to Clinician 31

Notes: 1. Thematic analysis for current reporting month.

- Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points.
- 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

- ✓ My appointment was easily made and I saw the practioner on time.
- ✓ Depends on location of patient for recommendation
- ✓ Dr Cassidy is a top doc
- ✓ I never have a problem getting a appointment, not always with my chosen doctor but there is always lots of other doctors available. Friendly staff, clean and modern surgery
- ✓ The doctor was very friendly and informative
- ✓ Reception staff is helpful a d friendly .
- ✓ Excellent nursing care and advice
- ✓ Dr Crane very reassuring and helpful
- ✓ Relatively Easy to get an appointment and the GP who I did see was very helpful and understanding
- ✓ I needed the help from a doctor today and I received it.
- $\checkmark$  The doctor was excellent in providing information reassurance and onward referral
- ✓ High quality of GPS and nurse practitioner.
- ✓ Able to get emergency appointment when really needed and good support from GP
- ✓ I received good advice and was contacted promptly.
- ✓ Excellenty staff
- ✓ Doctors are very professional, understanding and helpful. Phone lines take a long time to get through on however which is why I didn't give a score of "extremely likely" to recommend the practice to a friend.
- ✓ Always helpful
- ✓ Everyone I come only contact with is friendly and helpful. However I would welcome quicker response to phone calls.
- ✓I was seen the same day, Dr Cassidy was sympathetic and did immediate referral for physiotherapy
- ✓ Dear are thorough, friendly reception team, easy to check in on arrival, new clean building in gd location,
- ✓ Efficient
- ✓ Because my appt was on time and the nurse was very nice and pleasant
- ✓I got urgent appointments for me and my baby when I needed them
- ✓ Dr Home was really helpful
- ✓ The doctors and nurses take time to listen to me and then explain what the issue and the treatment will be. They empathise and do not try to get you out of the surgery as soon as possible. Dr Crane has been particularly amazing. Kate and Audrey have been amazing too. Thank you to all of them!!
- ✓ Lovely and helpful dr
- ✓ The doctor was very nice and polite
- ✓ Doctors listen and don't dismiss my concerns.
- ✓ Always a good experience
- ✓ The doctor was very helpful reassuring
- ✓ Great staff at reception and doctors/nurses are very friendly
- ✓ Everyone I came in contact with there were very nice and helpful
- ✓ Gave a 2 because I don't really know anyone in the area to recommend ✓ Very good service I would recommend it to all family and friends
- ✓ My interactions with staff, both doctor and reception were extremely helpful and polite
- ✓ The Doctors I have seen have been polite and have let you finished what you are saying before asking you a question.
- ✓ Dr Mownah and the receptionists
- ✓ Very punctual polite and business like
- ✓I have overall experienced a good service
- ✓ The Doctors are excellent but access to the Bldg's awkward: Lobby hazard-ous when wet & Disabled Access is obstructed by proximity 2 parking cobble-stones door entry has NO button 2 press frm outside 2 open (wheel-chair users don't get close enuf 2 break electric beam)!
- ✓ Friendly on time
- XBoth Dr Mownah and Dr Moore have been superb in their care and treatment of me. I'm most grateful.
- **X** Professionalism

#### **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