

FFT Monthly Summary: August 2017

VANBRUGH GROUP PRACTICE
Code: G83021

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
83	38	10	9	9	2	3	0	0	148	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:	447						
Responses:	151						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	82	38	10	7	9	2	148
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	0	2	0	0	3
Total	83	38	10	9	9	2	151
Total (%)	55%	25%	7%	6%	6%	1%	100%

Summary Scores

 80%
  12%
  8%

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:

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

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

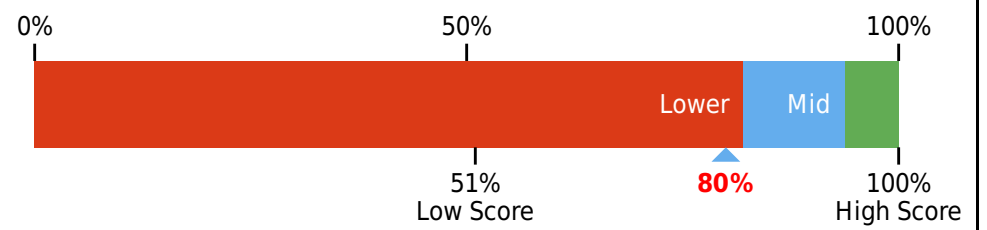
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

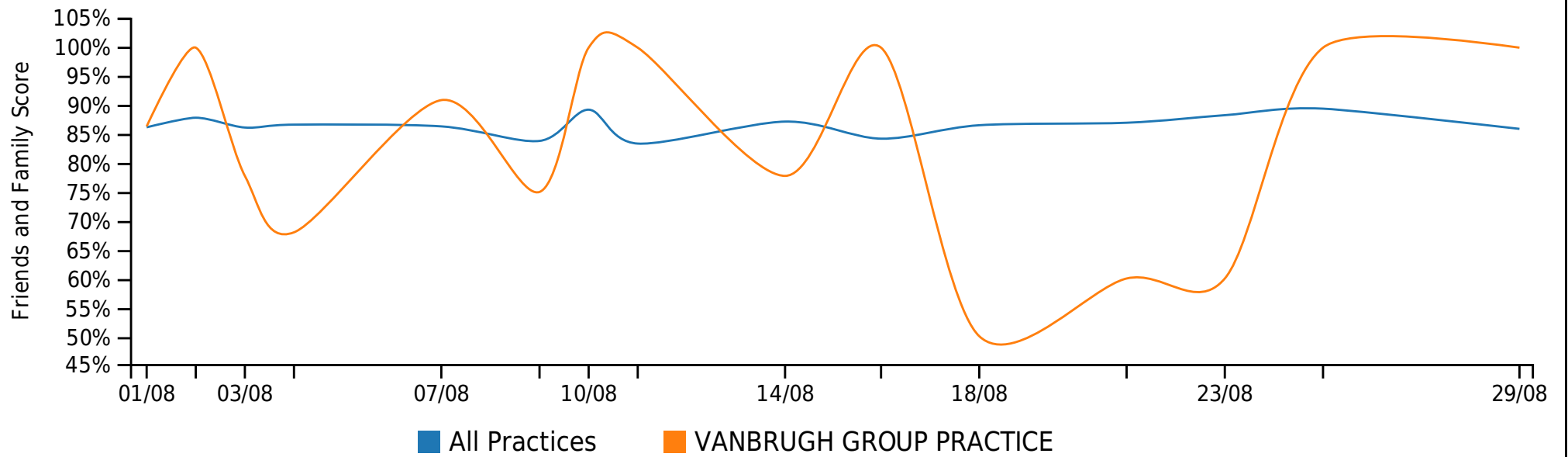
Practice Score: 'Recommended' Rank

Your Score: 80%
Percentile Rank: 20TH



- 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 20th percentile means your practice scored above 20% 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.

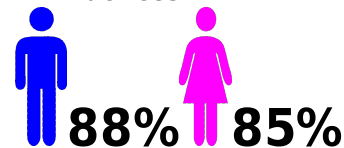
Practice Score: 'Recommended' Demographic Analysis

Age

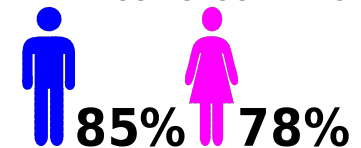
	< 25	25 - 65	65+
All Practices	79%	86%	91%
VANBRUGH GROUP PRACTICE	69%	78%	100%

Gender

All Practices

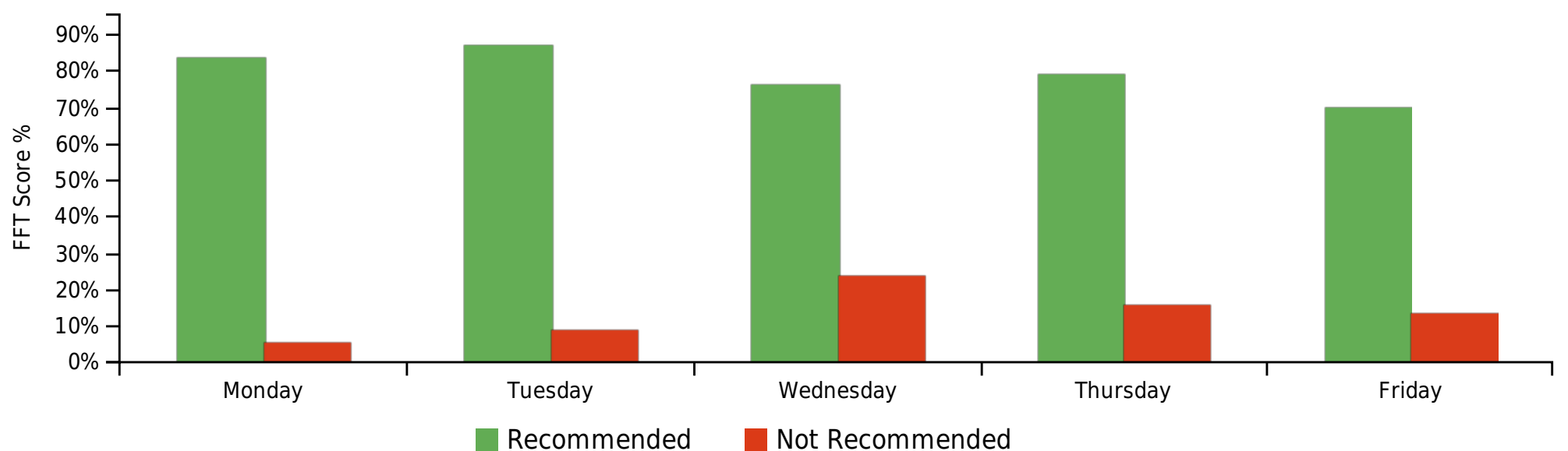


VANBRUGH GROUP PRACTICE



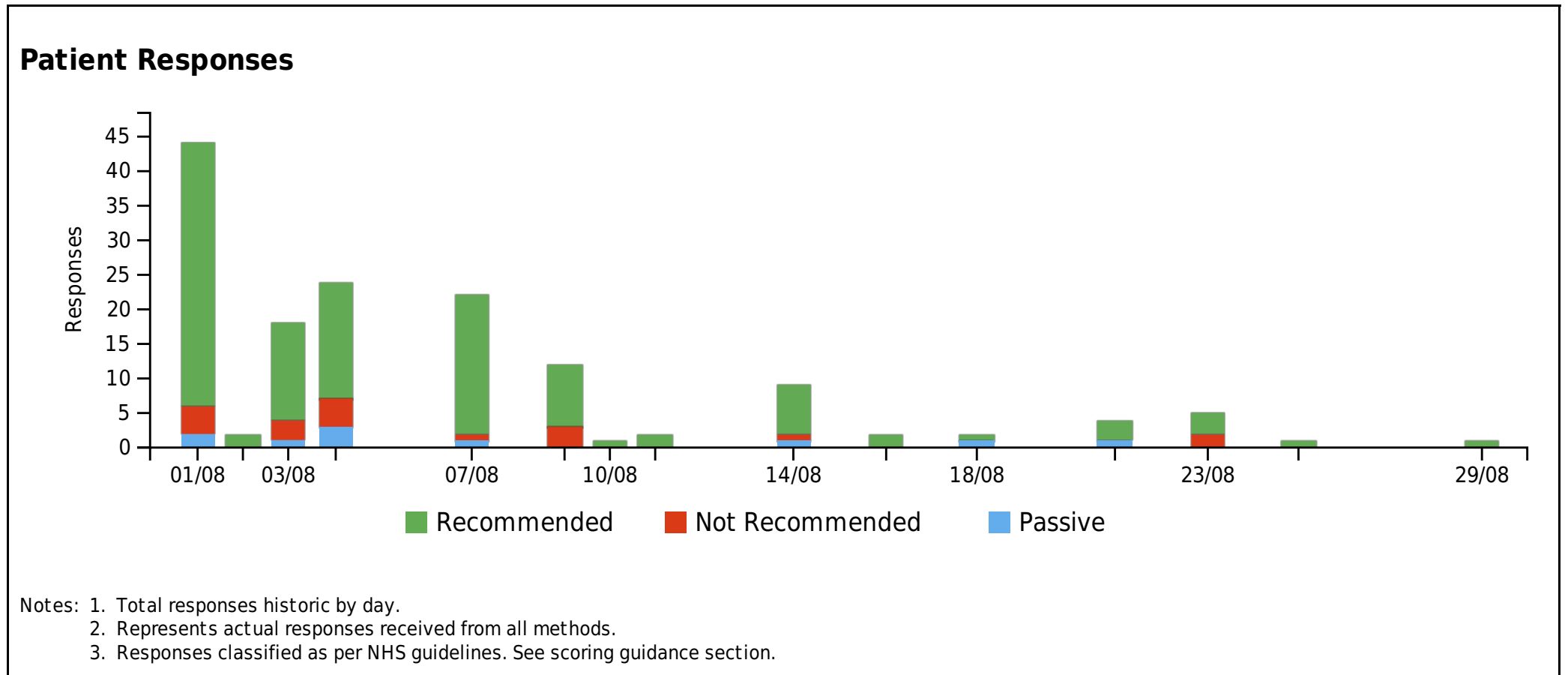
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓ I am happy with the doctors but would like a better appointment service
- ✓ *Vanbrugh practice has the best reception staff, doctors and Nurses (especially Dr Maryam Mownah and nurse Kate Irving)*
- ✓ Fast, courteous and efficient service
- ✓ *We as a family always find the gp surgery helpful and courteous*
- ✓ I have no complaints except the difficulty of getting through on the 'phone. The medical care is first rate.
- ✓ *Dr Mownah is incredibly attentive and knowledgeable. She always takes action and is highly compassionate. I fully trust that I am in good hands with Dr Mownah.*
- ✓ The service works. I got a reminder the day before and was seen on time. I have had difficulties getting through at times on the phone, but the service in the health centre was absolutely fine.
- ✓ *I have always found the service received to be excellent. Never feel hurried .*
- ✓ Sympathetic doctor
- ✓ *Doctors appointments are a bit rushed, always get the feeling that you've overstated your welcome if the conversation is longer than 4min.*
- ✓ It's often very hard to get through on the phone and appointments are usually running quite late. Other than that, the Doctors and other colleagues are all very friendly and kind.
- ✓ *The doctor was very polite and helpful.*
- ✓ Very patient and understanding doctor
- ✓ *Efficient, friendly service when at the centre. Doctors make me feel comfortable and receptionists are informed and helpful.*
- ✓ I have always been happy with the way I have been treated. I have been a patient of this practice since the N.H.S began.
- ✓ *Service is good but waiting time is ridiculous, it takes on average 30 to 35 minutes delay to be seen by a doctor. Nurse waiting time tends to be better, around 10 minutes.*
- ✓ Because I have had good service from Audrey who has been dealing with my post op surgery wound
- ✓ *Professional and friendly staff Clean and convenient environment*
- ✓ Kind doctors and always receive a good service, reception staff are nice
- ✓ *Very happy staff doctors were very appropriate*
- ✓ Professional competence
- ✓ *Very helpful and supportive.*

Not Recommended

- ✓ Impossible to get appointments
- ✓ *Appointment was 35minutes delayed*
- ✓ *Poor service, no online booking system for same-day appointments (must call and leave phone to ring for up to 10 minutes), long delays in writing referral letters, long delays in test results, grumpy staff, must physically pick up referral letter (will not email even if requested), doctors have limited knowledge. The only positive is that the building is new and relatively clean. Please consider my feedback and look at your Google reviews (a shocking 2.2/5 stars - unheard of) and improve your service.*
- ✓ *I've got 100 reasons*
- ✓ *The availability of appointment is very low particularly before 9 or after 5 for anyone who may be working. I was able to find an appointment a week later for an early morning. However, I arrived early and was seen 15mins later than my appointment. I was late for work as I was anticipating being seen on time and out wishing 20minutes.*
- ✓ *GP diagnostic quality and advice*
- ✓ *Your phlebotomist is extremely rude always keeps me waiting always leaves me with a massive bruise on my arm. Dread the experience. Surgeries never run to time. Making an appointment should be easier. However - doctors all lovely and no complaints about reception which is helpful.*
- ✓ *I can never get through on the telephone. Please speak to The Vale Medical Centre about their appointments system this is where I came from and they're very busy and also very organised. I have waited in the phone line for 45mins at the Vanbrugh practice it's been a nightmare for me*
- ✓ GPs are not up to date on NICE guidelines
- ✓ *Your group practice does not function as a health care provider. It is one of the worst organisations I have ever come across. Drs do not follow up on simple referrals*
- ✓ *The practise took my blood test, didn't process it and didn't tell me that the couldn't do it. It's delayed my referral for important tests that's need to be done by 3 months. Wasted my time and who knows where my blood is*
- ✓ *My appointment was at 11.40 and was seen at 12.40 an hour late the doctor did not apologise for the late appointment. The surgery is really going downhill*
- ✓ *Dr Cassidy has a communication manner not acceptable that is unfriendly*
- ✗ *No appointments available and the doctor was rude*

Passive

- ✓ *Typically have to wait 20-30 mins on hold on the phone to get through to someone and book an appointment. Treatment given was non-existent. Second advice somewhere else provided better advice and treatment*
- ✓ *More specialist services needed in diabetes*
- ✓ *The doctor was very thorough and pleasant but I would imagine most choose their doctor based on proximity*
- ✓ *First appointment of the day was a few mins late and the staff behind the desk were gossiping*
- ✓ *Booking an appointment over the phone is very frustrating and sometimes impossible.*
- ✓ *20 minute wait to get through to book an appointment. 20 minute wait to see the Doctor (for a 7.30am appointment). Good GPs though and helpful Reception - once you ate actually able to talk to any of them!*