

FFT Monthly Summary: October 2017

VANBRUGH GROUP PRACTICE
Code: G83021

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
100	28	8	6	8	3	4	0	0	149	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:	470						
Responses:	153						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	97	28	7	6	8	3	149
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	3	0	1	0	0	0	4
Total	100	28	8	6	8	3	153
Total (%)	65%	18%	5%	4%	5%	2%	100%

Summary Scores

 84%
  9%
  7%

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:

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

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

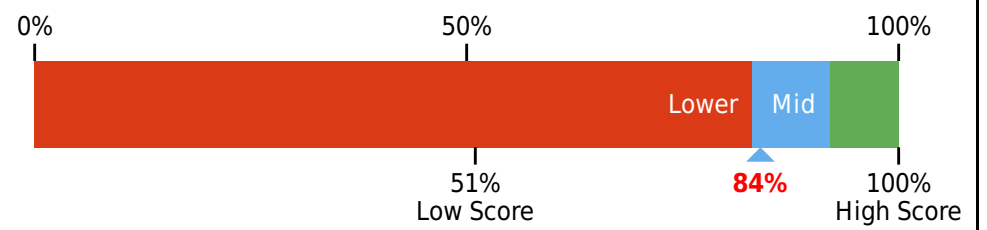
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

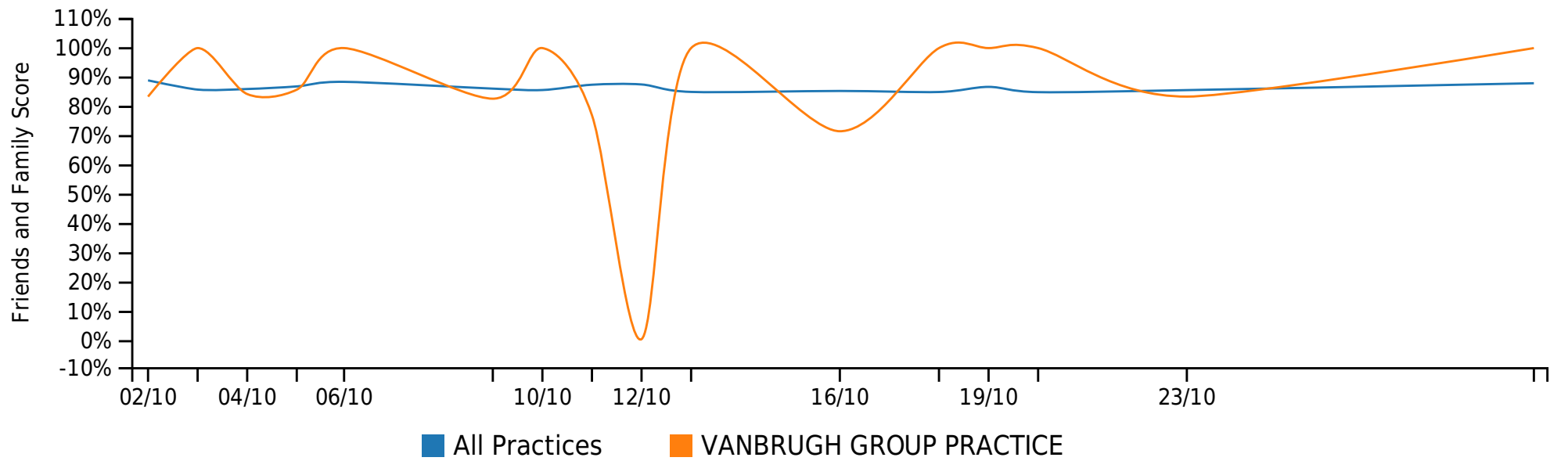
Practice Score: 'Recommended' Rank

Your Score: 84%
Percentile Rank: 30TH



- 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 30th percentile means your practice scored above 30% 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.

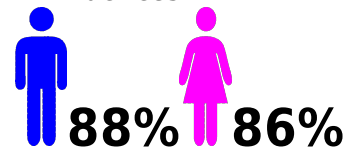
Practice Score: 'Recommended' Demographic Analysis

Age

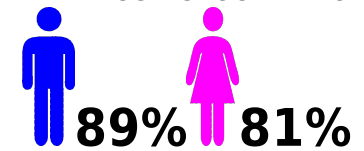
	< 25	25 - 65	65+
All Practices	80%	86%	92%
VANBRUGH GROUP PRACTICE	89%	84%	79%

Gender

All Practices

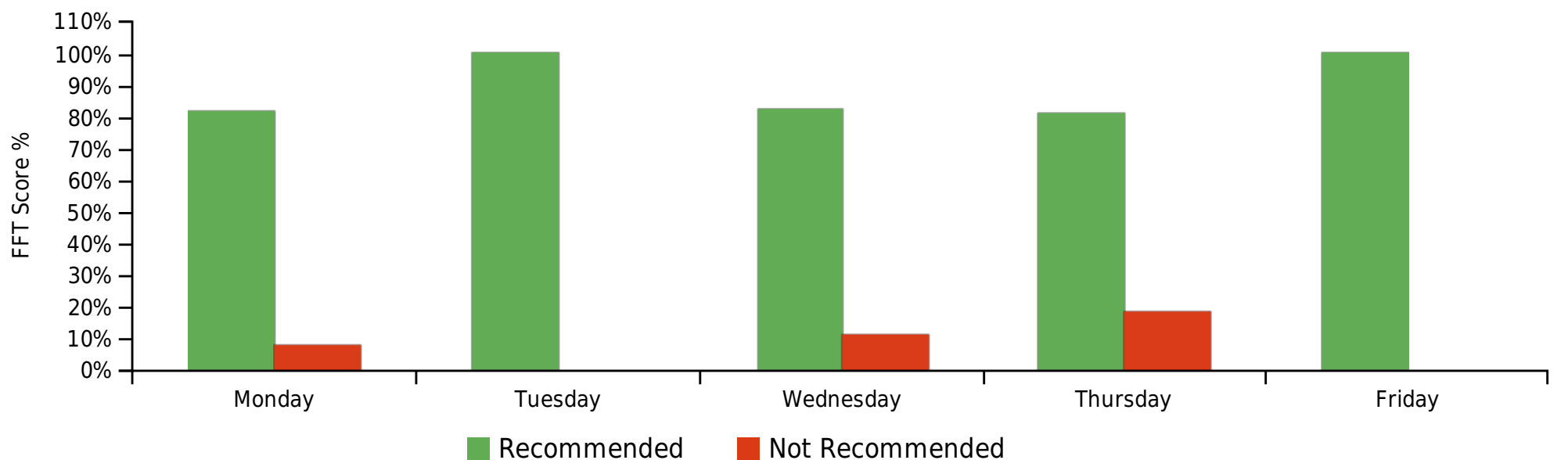


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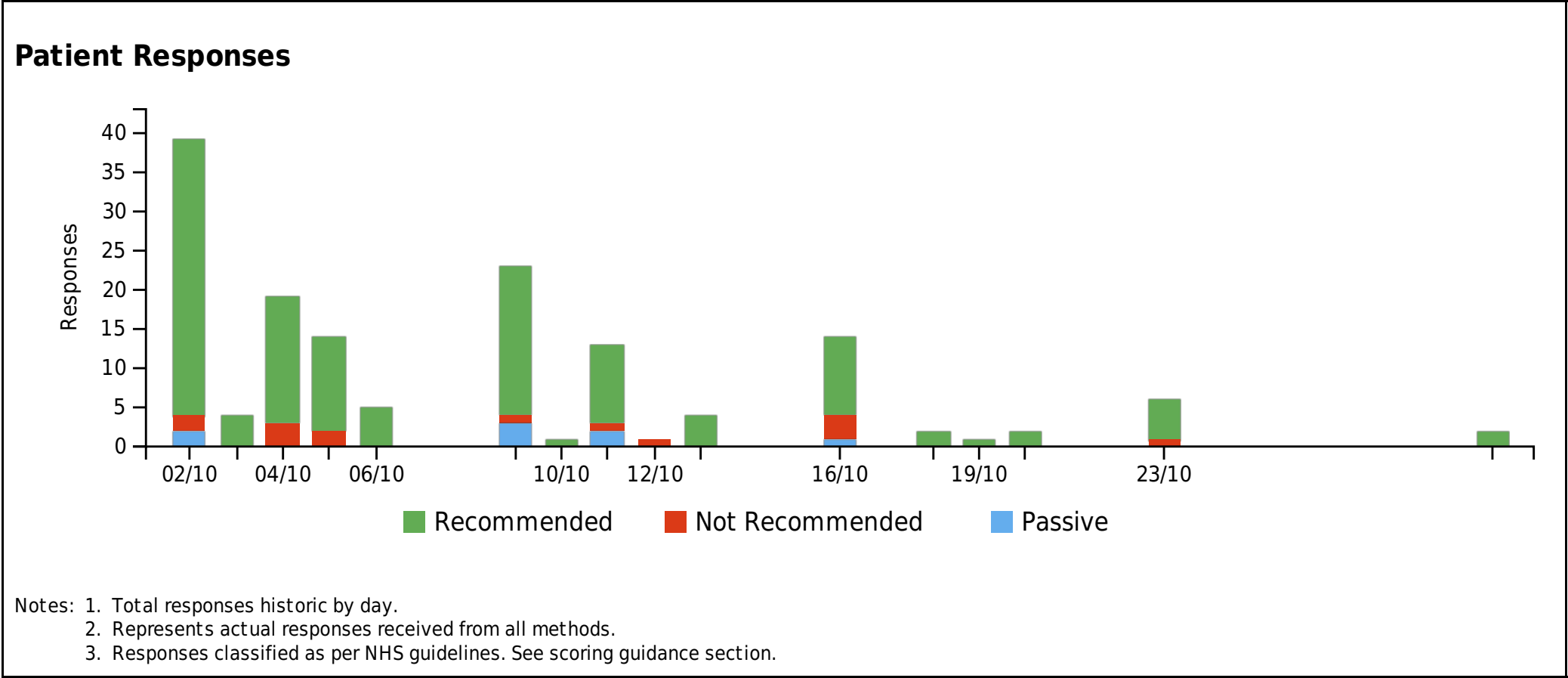
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



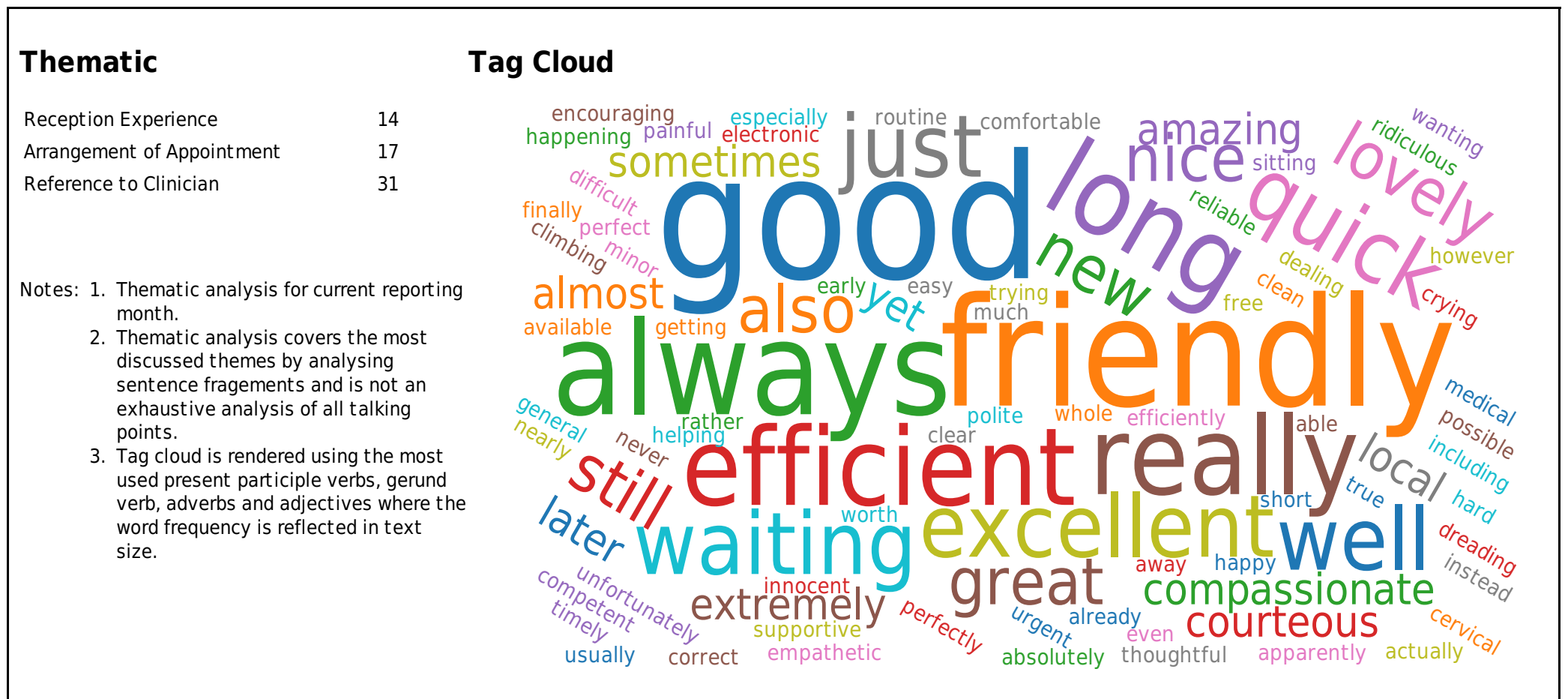
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4
Patient Response Analysis



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

- ✓ Services offered. For example local blood tests and minor procedures
- ✓ Professional, efficient and doctor gave clear way of dealing with the issue including a "plan B"
- ✓ I was given care at a very professional level.
- ✓ I have been a long time with the surgery from a child and as my parents also we have always been happy with the service from Doctors and all other departments of the surgery sometimes it's a problem getting appointments but it's what it is understand that the way it is if I had my way I would rather keep away but unfortunately that's not possible
- ✓ Pleasant and helpful
- ✓ Customer service!
- ✓ Attendance and treatment were very quick
- ✓ It would be perfect if it didn't take so long to get an appointment.
- ✓ Punctual
- ✓ The much improved environment
- ✓ Look I only came for flu jab and four hours later I am still flu free. So you must be worth a good score.
- ✓ Good service, friendly GP who saw me as an urgent appointment today.
- ✓ Had a whole list of things I needed sorted and got them all done in just 2 appointments
- ✓ Very prompt, friendly and professional service from Dr Patel
- ✓ Always a reliable service with helpful people.
- ✓ I hadn't seen a doctor for almost 40yrs but when I did u have cared for me perfectly thank u
- ✓ Nice friendly environment compassionate competent service
- ✓ My appointment was on time, I only phoned this morning and I got my flu jab, thanks
- ✓ I am always treated with kindness and respect by my doctor, the nurses and receptionists.
- ✓ It did what it was supposed to. I was seen on time and given efficiently but courteously treatment.
- ✓ Very friendly and helpful doctor. I really felt comfortable with her. I will endeavour to book with Clarissa again
- ✓ It went smoothly though later than my appointment time.
- ✓ Quick, local, efficient and pleasant nurse
- ✓ Polite professional organised on time
- ✓ I find the service very efficient and all the team helpful, courteous and professional.
- ✓ DOCTOR VERY GOOD AND SEEN ON TIME
- ✓ Skills and knowledge of Audrey the nurse
- ✓ Excellent and courteous service
- ✓ All my friends & family already have 'long term' doctors i.e. they won't change
- ✓ Surgery is nice and clean and staff are helpful
- ✓ Joyce is a credit to the practice and shows empathy to my health issues in a kind way
- ✓ I was given an appointment when I needed for me or my baby, even in the same day
- ✓ Helpful receptionist
- ✓ A good practice
- ✓ Treatment has been amazing. I marked down from 1 as I think you could improve your call handling system.
- ✓ Visit was easy and quick to arrange. Appointment on time and efficient. This and previous visit were just for vaccinations
- ✓ my amazing doctor
- ✓ Pleasant helpful staff
- ✓ Over the years I have been with you I have been treated well.
- ✓ Helpful staff
- ✓ All staff are friendly and professional and put you at ease
- ✓ My doctor has been very supportive in helping with my medical health and available very early in morning.
- ✓ Electronic booking system timely appointment
- ✓ Great service when booking appointment

- ✓ Not kept waiting, able to get an appointment on the same day. Nice doctor
- ✓ *Lovely doctor quick service*
- ✓ Good receptionist service on the phone
- ✓ *Inr appt: seen on time & all my needs resolved.*
- ✓ I came for a cervical smear which I was absolutely dreading because of previous extremely painful experiences. Sister Kate Irving could not have been any better so encouraging and empathetic.
- ✓ *Dr Patel has an excellent patient centered approach felt very listened to - thank you*
- ✓ Efficiency, organised very lovely staff-doctors, nurses and reception
- ✓ *Excellent midwife*
- ✓ The doctors are all great - listen well and are thoughtful and helpful. Receptionists are also really friendly and helpful
- ✓ *Good service. Seen the same day*
- ✓ The facilities and the helpful staff.
- ✓ *Well explained the treatment*
- ✓ Very helpful and friendly staff
- ✓ *Every time I attended the surgery I have been looked after well however I am relatively new patient.*
- ✓ Appointment was reasonably punctual and nurse was very professional and reassuring
- ✓ *Nurse was lovely but lacked access to the correct size dressing whiwhich apparently you dont have any in stock. So instead of one wound nd application I have three and look like a patchwork quilt. t.*
- ✓ today we saw dr moore and she was very kind compassionate and helpful
- ✓ *Excellent doctors*
- ✓ Everyone seems really helpful and the doctors i have met are great!
- ✓ *Prompt service*
- ✓ My appointment was on short notice and Dr Pirc was extremely helpful.
- ✓ *The nurse really made me feel at ease today, she had good people skill and new how to make me feel less anxious*
- ✗ Everyone are very helpful

Not Recommended

- ✓ *The telephone never gets answered! Some of the staff are dismissive.*
- ✓ *40 minute delay just for flu jab! There are always delays. 40 min wait for the mass in out flu clinic is ridiculous.*
- ✓ *An hour and half wait for my children to have there flu jab is not what I needed. Joyce then kept us waiting in her room while she sent an email to a doctor. In the meantime my children were crying and wanting there dinner. Also climbing all over the bed which was very frustrating for me to try and entertain them while she sat there typing!!*
- ✓ *Always a long waiting time among other things*
- ✓ *It's very hard to book an appointment with my GP and I can only have 1 problem per appointment for 10 minutes. The wait when I arrive on time is usually 30 minutes or more. Yet when I finally see the GP I feel very rushed. And I feel like I diagnosed myself. Or I get the feeling what is happening to me is being brushed off. I would not put another innocent person through that situation.*
- ✓ *I had an appointment for a flu jab at 10.33am this morning. I am still sitting in your waiting area at 10.50am. One of you receptionists noticed I was still there and checked my appointment time, it wasn't 10.33 it was 10.55. I was at your practice at 20.15.*
- ✓ *Staff at reception unhelpful and almost always in a mood... avoiding eye contact, seems like you bother them when actually attended, misinformation provided in regards to the blood test process... just general overall unwelcoming approach.*
- ✗ *No confidence that GP has expertise in condition or knowledge of patient nor wishes to*

Passive

- ✓ *Takes a very very very long time to get through to the surgery on the phone, sometimes nearly an hour*
- ✓ *Most of the doctors don't care about the patients that walk through their door*
- ✓ *Difficult to get a routine appointment to see a doctor but good doctors at the practice*
- ✓ *Trying to book appointments is a very frustrating experience. Can you not consider a system which is more helpful and efficient and which advises the wait time and queue position ? This is especially true of the same day appointments*
- ✓ *It's impossible to get an appointment*