FFT Monthly Summary: December 2017

VANBRUGH GROUP PRACTICE Code: G83021



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
LLIUUI	FF1002	FF1003	FF100 4	FF1005	FF1000	FF1007	FF1006	FF1009	LLIOTO	LLIOII	LL1017
102	20		7		0	1	^		1.47	^	^
102	29) 3	/)	U	⊥	0	1 0	14/	0	U

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: 509

148 **Responses:**

•								
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	101	29	5	7	5	0	147	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload	1	0	0	0	0	0	1	
Total	102	29	5	7	5	0	148	
Total (%)	69%	20%	3%	5%	3%	0%	100%	

Summary Scores



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:

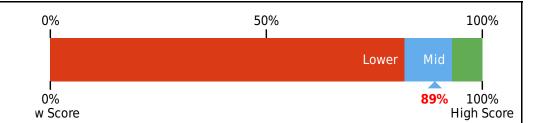
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 89%

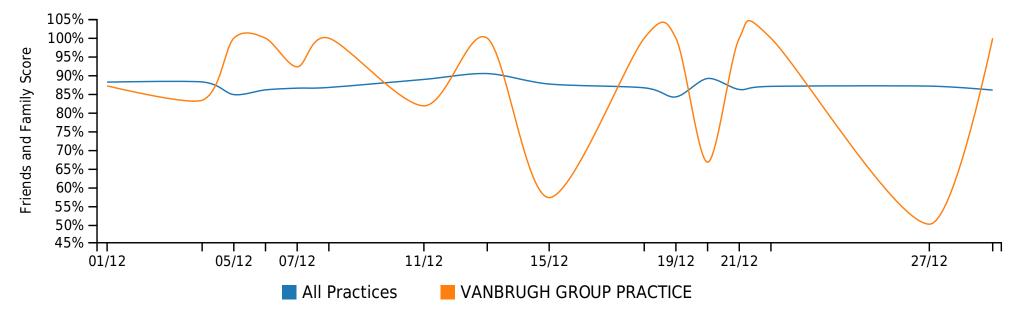
Percentile Rank: 55TH



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%	88%	92%
VANBRUGH GROUP PRACTICE	86%	88%	88%

Gender



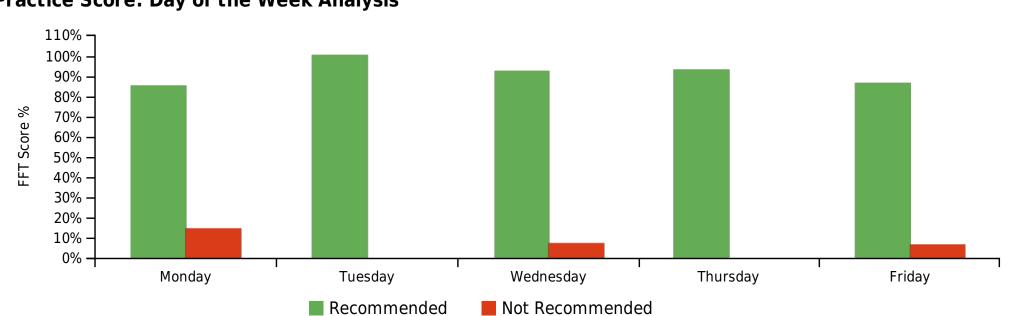




Notes: 1. Scores for current reporting month.

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

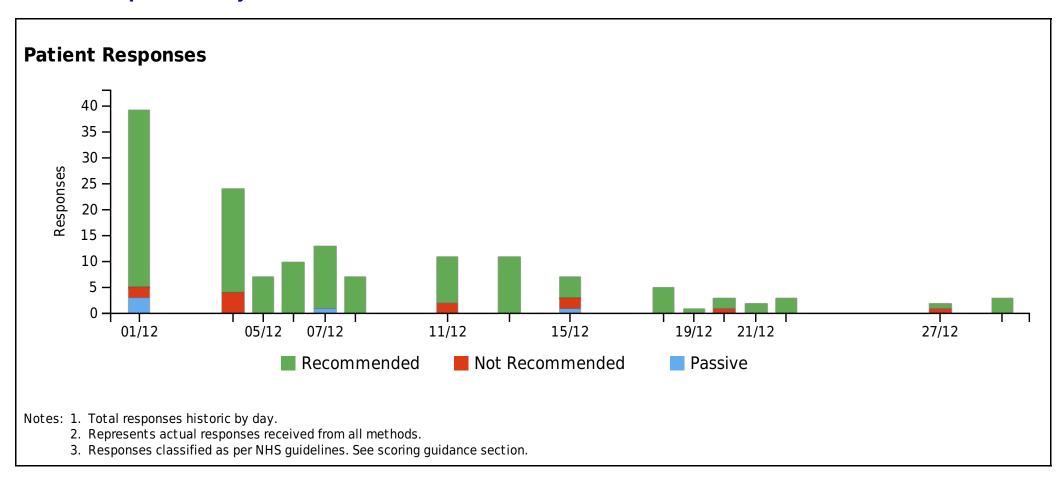
Practice Score: Day of the Week Analysis



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 Reception Experience 21

Arrangement of Appointment 14
Reference to Clinician 46

Notes: 1. Thematic analysis for current reporting

- 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.

pleasant honest Walting rapid charly pleasant honest Walting worth arranging curt walting pleasant ponest and ponest walting curt walting curt walting curt walting pleasant ponest walting curt walting curt walting pleasant ponest walting curt walting curt walting pleasant ponest walting curt walting curt walting pleasant pleasant walting curt walting curt walting pleasant pleasa

straight

competent

impossible

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

- ✓ Friendly and professional staff. Easy to book an appointment.
- ✓ Efficient friendly staff.
- ✓ Good service
- ✓ Very helpful & friendly
- ✓ Dr Sheppard is an outstanding GP and all the staff are proffessional helpful and very kind.
- ✓ They care!
- ✓ I've sent you an Orange Photo/Video Message. Go to https://orange.mms.ee.co.uk/orange/ Your message is valid for 7 days

Tag Cloud

- ✓ 1-got the appointment in 3 minutes over the phone. 2 -great service at the reception. 3 -the Doctor was very kind.
- ✓I am generally very happy with the practice. one improvement would be better communication when doctors are running late.
- ✓ Great doctors and staff but always at least 30 minuites late
- ✓ Excellent service from GP. It was worth the half hour lateness in being seen.
- ✓ Excellent female gp,s....
- ✓ Friendly and helpful staff. Satisfactory service
- ✓ All my consultation questions were answered and my son was referred to a paediatrician as needed.
- ✓ Happy with the service, courteous staff.
- ✓ The doctors and receptionists are not as condescending and obnoxious as most surgeries are renowned for being
- ✓ Friendly and good choices and explaining
- ✓ Excellent and caring G service
- ✓I had the feeling of honest care and willingness to help, rather than say something quick to get rid of me in 10 min.
- ✓ I received a call back from a doctor at 7pm this evening I wouldntnt expect that but really good service. e.
- ✓ Dr was quick and thorough
- ✓ The doctor and the receptionist are both polite to me and really supportive.
- ✓ GP was a good listener and she asked thorough questions
- ✓ Friendly staff and adequate doctors
- ✓ Good practice nurse , Pam , polite , friendly & competent
- ✓ Dr Cassidy is a wonderful doctor. She is empathetic professional and very lovely. The receptionists are great and always managed to find me appointments that work for me and my family. Great practice!

9rateful

- ✓1 extremely likely
- ✓ Excellent Dr and very quick to get blood tests and a review
- ✓ Everybody at the surgery couldn't be more helpful. I feel they are my friends
- ✓ Dr Cassidy is always helpful and professional. My entire family look forward to be seen by her.
- ✓ Good service, on time
- ✓ Mostly the GP's are good especially Dr Jaisun.
- ✓ Very clean. Staff very polite and courteous. Appointment are on time. Only been a couple of times there and think it's very well organised and run
- \checkmark When appt booked all runs in time. Dr Kudari is excellent.
- ✓ Excellent GPs
- ✓ Was seen on time and friendly consultation with doctor.
- ✓ Seems very efficient, staff always helpful and office very clean
- ✓ You have great staff who gives outstanding customer service well done
- ✓ Understanding and helpful xxxx
- ✓ The practice has always been very good and responsive
- ✓ Efficient and helpful people
- ✓ Cant fault service but waiting times can be an issue.
- ✓ The secretary yesterday fit me in for an emergency call with Dr Moore who arranged for me to see Dr Perks who is arranging a rapid visit to QE for testing in 2 weeks so very grateful to entire team there, thanks very much!
- ✓ Very efficient service + friendly and helpful staff

- ✓ Very helpful
- ✓ I have been with the surgery for 20 odd years and all the doctor's and staff are friendly and courteous. Thank you.
- ✓ No waiting time
- ✓ Good when you do see someone, but hard to get an appointment and often running late.
- ✓ Staff efficient and pleasant. Can get appointments easily and my first answer is a genuine sentiment. I always see Dr Parker and I A
- ✓ When you get past switchboard and you see your doctor everything goes great
- ✓ Good service and really friendly, caring and helpful doctors. However there aren't many options for phone appointments and it's difficult to get online access.
- ✓ The nurse Joyce was brilliant and she took her time to give me an advise me. She is friendly and professional.
- ✓ Well run practice, I'm able to get appointments quite easily. Gees are always helpful and understanding
- ✓ Helpful staff and good GP
- ✓ As I stated .Always had prompt treatment and referrals to Hospital of choice when needed
- ✓ Dr Hannah Homes was very informative, asked many questions to try ty to establish the possible cause, was helpful and patient with a veryery genuine kind and polite manner. One of my previous experiencesces, with another Dr, at the practice, who was impatient, curt and rudrude, left me quite cross. So I was very relieved and happy with todtodays experience. e.
- ✓ Punctuality, kindness, professionalism and state of art appliances. Today I had a blood test and provided results within minutes. I would like to mention that Ms Audrey Johnson was extremely competent and showed genuine and dedicated care to patients. My partner and I could not ask for a better healthcare service close by. Thank you. ✓ Efficient
- ✓ Phone answered straight away (an improvement), reception helpful, Dr helpful and all on time
- ✓ Grear service and amicable
- ✓ Gp listened and answered clearly all my concerns
- ✓ Dr was very thorough
- ✓ We were seen on time. The doctor was attentive, courteous and helpful and the surgery was clean and tidy
- ✓ Punctual. Very efficient, professional and sympathetic doctor
- ✓ Professional, caring and reassuring staff and service
- ✓ lovely people very good gps always listens especially Dr Mownah
- ✓ The doctor listen to me and the parson on the dest was very nice to me so that why thanks
- ✓ Quality of attention and care given to me.
- ✓ Doctors are friendly and listen
- ✓ Receptionist fitted me in the same day. Doctor was very caring of my problem

Not Recommended

- ✓ L have been waiting for see the doctor for 45min what is this no one same to know anything just ask me to wait
- ✓ Its extremely difficult to get an appointment. Appointments are ei either at ridiculously early times of the morning or you have to waitait a long time.me.
- ✓ Double misdiagnosis and doctors mistakes
- ✓ Simple request wasn't followed meaning have to go through process again to resolve situation
- ✓ A dreadful experience, traumatic for me and wasting time that could be spent on other appointments. If that's typical no wonder every appointment is running so late. And when the patient knows far far more about her particular situation AND about the more general picture but the medical operative argues AGAINST HIS/HER SELF patience wains. An appalling experience. No more here but if you'd like me to come in personally and explain I'd be happy to do so.
- ✓ Very little advice given on two phone chats before appointment which meant i have experienced more discomfort than necessary. And GP's interactions have felt quite cold and impersonal.

Passive

- ✓ Because I was left waiting for a very long time over 20 minutes if I was that late I would not have been seen but eventually when I was called in the doctor did her job I do not always agree on medical students being in the room and just being asked on entry you should be told when making appointment
- ✓ Getting an appointment or seeing a doctor is practically impossible unless you get past the gestapo!!
- XHad to wait about 45 mins after appointment time. Pleasant doctor but discovered a lack of prescribing knowledge when I attended cardio rehab later in day.