

# FFT Monthly Summary: March 2018

VANBRUGH GROUP PRACTICE  
Code: G83021

## SECTION 1 CQRS Reporting

### CQRS Reporting

| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 95     | 32     | 6      | 6      | 8      | 0      | 0      | 0      | 0      | 147    | 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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

| <b>Surveyed Patients:</b> | <b>437</b>       |            |                             |           |                    |            |             |  |
|---------------------------|------------------|------------|-----------------------------|-----------|--------------------|------------|-------------|--|
| <b>Responses:</b>         | <b>147</b>       |            |                             |           |                    |            |             |  |
|                           | Extremely Likely | Likely     | Neither Likely nor Unlikely | Unlikely  | Extremely Unlikely | Don't Know | Total       |  |
| SMS - Autopoll            | 95               | 32         | 6                           | 6         | 8                  | 0          | <b>147</b>  |  |
| SMS - User Initiated      |                  |            |                             |           |                    |            |             |  |
| Tablet/App                |                  |            |                             |           |                    |            |             |  |
| Web/E-mail                |                  |            |                             |           |                    |            |             |  |
| Manual Upload             |                  |            |                             |           |                    |            |             |  |
| <b>Total</b>              | <b>95</b>        | <b>32</b>  | <b>6</b>                    | <b>6</b>  | <b>8</b>           | <b>0</b>   | <b>147</b>  |  |
| <b>Total (%)</b>          | <b>65%</b>       | <b>22%</b> | <b>4%</b>                   | <b>4%</b> | <b>5%</b>          | <b>0%</b>  | <b>100%</b> |  |

### Summary Scores

 86%
  10%
  4%

## 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:

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

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

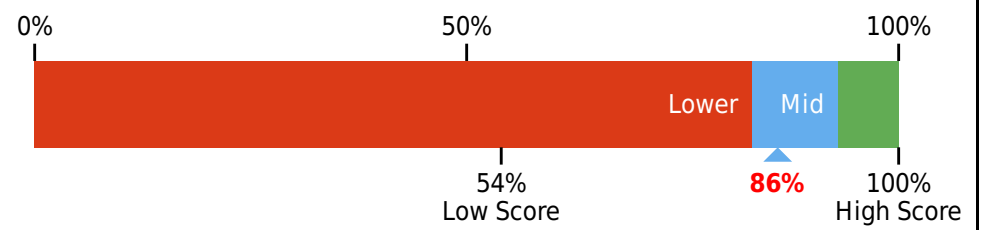
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

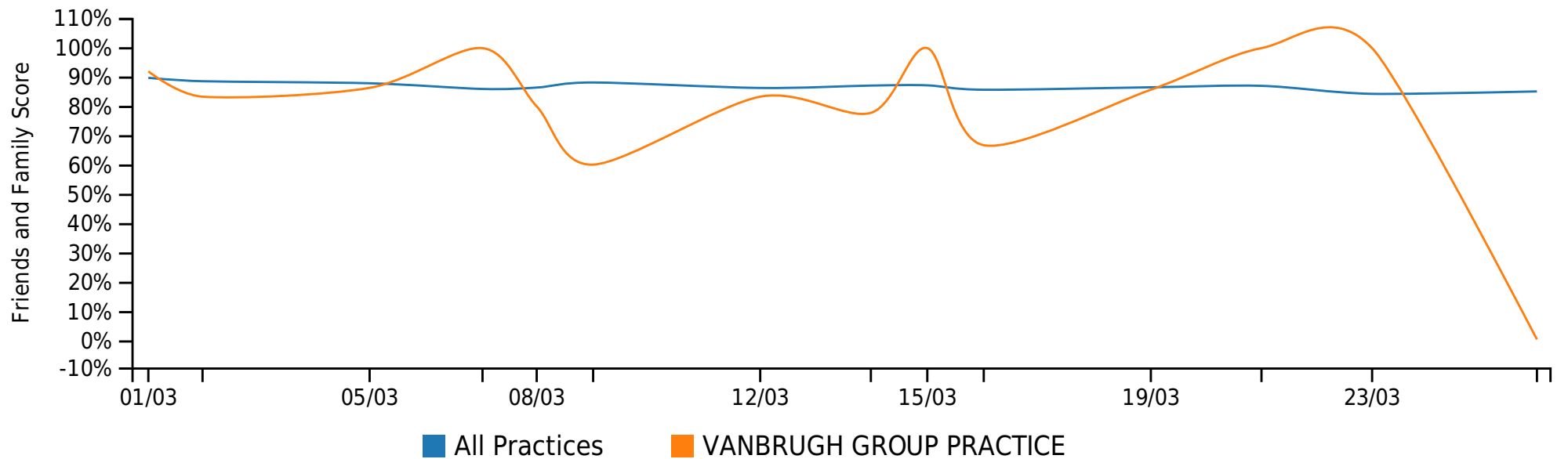
### Practice Score: 'Recommended' Rank

**Your Score:** 86%  
**Percentile Rank:** 40<sup>TH</sup>



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 40th percentile means your practice scored above 40% 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.

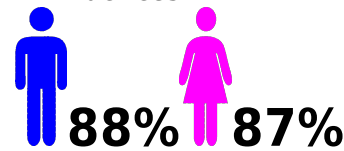
### Practice Score: 'Recommended' Demographic Analysis

#### Age

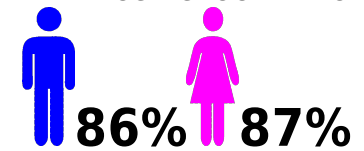
|                         | < 25 | 25 - 65 | 65+ |
|-------------------------|------|---------|-----|
| All Practices           | 80%  | 87%     | 92% |
| VANBRUGH GROUP PRACTICE | 79%  | 87%     | 95% |

#### Gender

##### All Practices

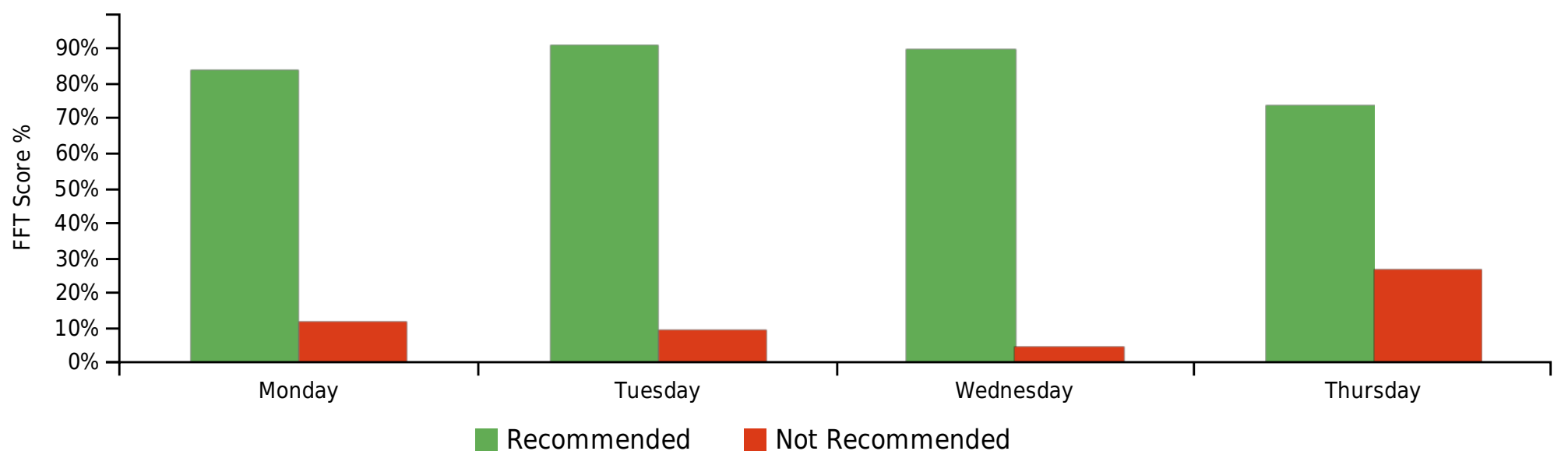


##### VANBRUGH GROUP PRACTICE



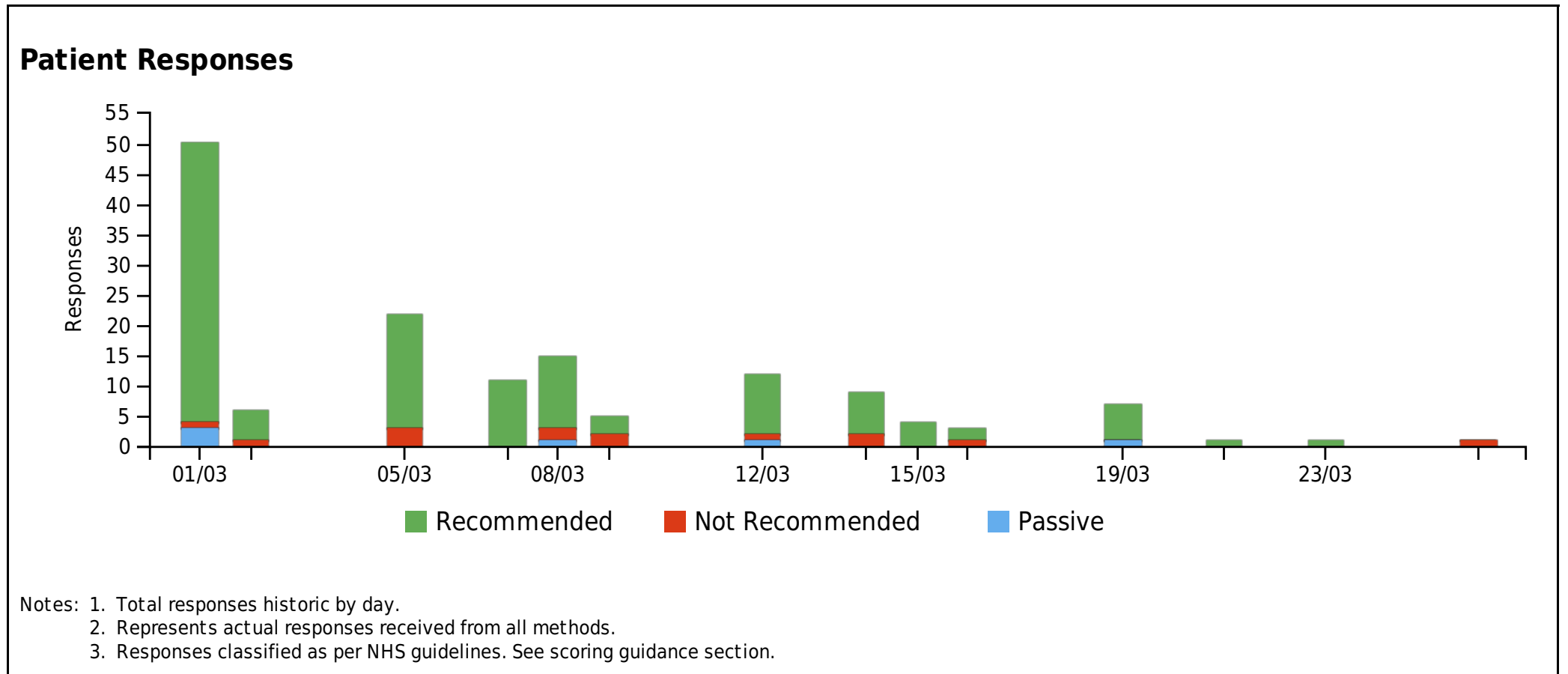
Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### 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





- ✓ Efficient, helpful staff.
- ✓ Very friendly staff making patients feel at ease during test that most find stressful.
- ✓ Good quality care from Dr Mownah
- ✓ Clean, professional, polite
- ✓ My doctor was kind and attentive. She took the time to listen and asked appropriate questions.
- ✓ I'm always impressed with Dr. Monah.
- ✓ Doctor took time to discuss things properly
- ✓ The nurse I saw today was so nice & extra helpful, it made my visit so pleasant!
- ✓ Friendly & helpful.
- ✓ Good service.
- ✓ Professional, caring, unrushed
- ✓ Ease of booking appointment and location
- ✓ I've had to move doctors and your practice are so helpful
- ✓ Very good service professionally run practice minimal waiting time and a pleasant experience all round
- ✓ Good and compassionate service
- ✓ Less waiting time, good service, receptionists could be a bit friendlier I would say...
- ✓ Pleasant staff. Appointment on time and efficient
- ✓ appointment availability, helpful staff, approachable doctors, side range of services
- ✓ Very efficient and friendly doctors and nurses.
- ✓ Clarity on what said and next steps.
- ✓ Reception assistants and my doctor were very helpful
- ✓ Professional & knowledgeable doctors, convenient service.
- ✓ I received all the information I asked for thank you.
- ✓ The GP was really friendly and took me seriously. She was thorough
- ✗ Quick service

### Not Recommended

- ✓ I asked twice to a different receptionist a print copy of my blood results. Because they couldn't find it in the computer they didn't want to look around. I came back and asked again for second time. Until I suggested to look around and she found it. @ it.
- ✓ I waited nearly 30 minutes on the phone then told to call back at 12, even after calling back and putting my son on the emergency call back list, I didn't get a call back. @back.
- ✓ Very prompt appointment timing and helpful staff
- ✓ Appointment was at 1 30. I arrived at 1 15 when the surgery was empty at 2 45 I was told the doctor was with a patient who had a double appointment. There was another double appointment booked before me so I would not have seen the doctor until 2 15. I asked why was my appointment booked for 1 30! @1 30!
- ✓ Reception staff are rude and have attitudes
- ✓ Not friendly staff, waiting for a long time despite my appointment..
- ✓ Dr Suzanne Cassidy she's been very rude to me for the second time
- ✓ Long wait for phone calls to be answered. A couple of occasions where I have waited 20 minutes to be seen by a doctor. Wanting an emergency appointment but doctor not called me until late evening @ening
- ✓ It's always extremely hard to get an appointment

### Passive

- ✓ Long waiting times for appointments- 2 weeks! No Saturday or weekend appointments!
- ✓ Some unsatisfactory experiences, some good
- ✓ I've been unable to call the practise. I asked for a smear test on on the app and it turns out you need a nurse for that. Fortunately the doc was kind to do it. However I specified this in my appointment. My appointments are always delayed. d.
- ✗ I was expecting a call back in early February from Dr Shepherd (after he had chatted to a colleague about my raised serum levels) to let me know whether I needed further blood tests or whether we were monitoring the situation for now. @now.