

FFT Monthly Summary: May 2018

VANBRUGH GROUP PRACTICE
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
99	33	3	5	7	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	479						
Responses:	147						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	99	33	3	5	7	0	147
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	99	33	3	5	7	0	147
Total (%)	67%	22%	2%	3%	5%	0%	100%

Summary Scores

90%
 8%
 2%

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:

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

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

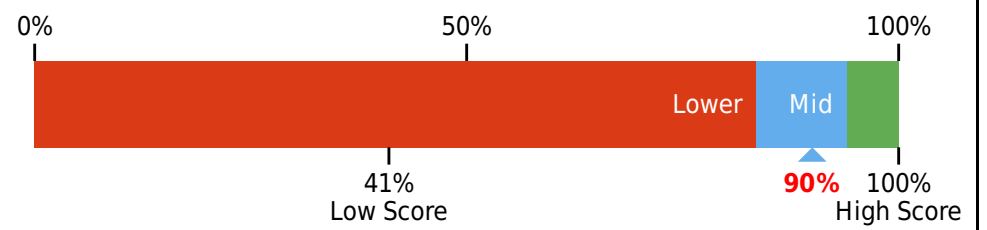
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

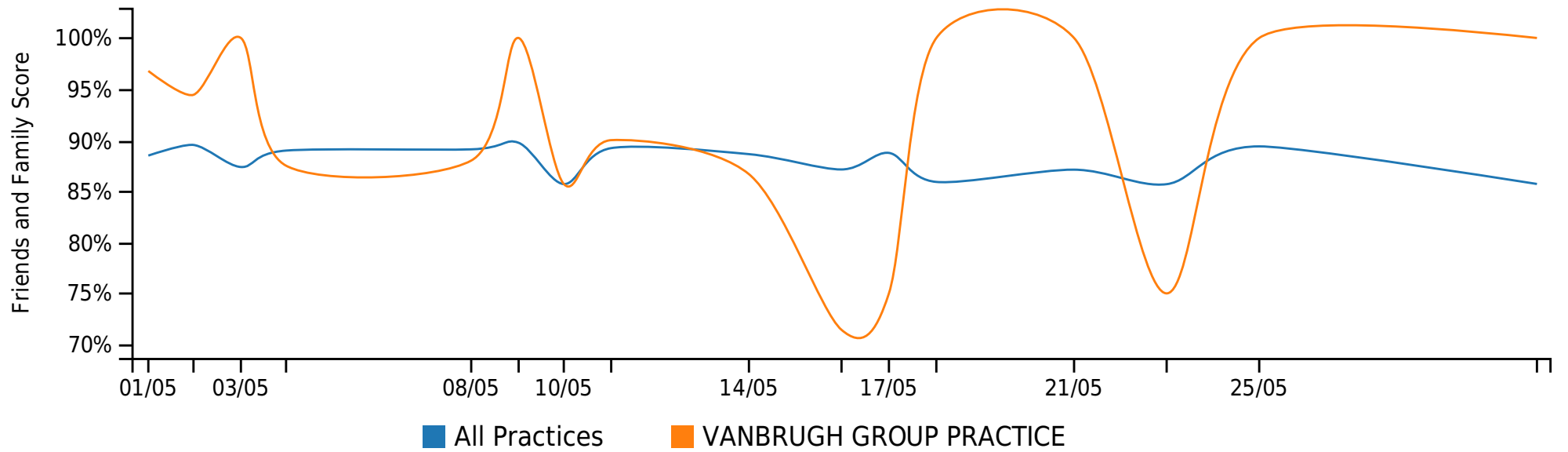
Practice Score: 'Recommended' Rank

Your Score: **90%**
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.

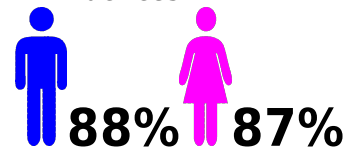
Practice Score: 'Recommended' Demographic Analysis

Age

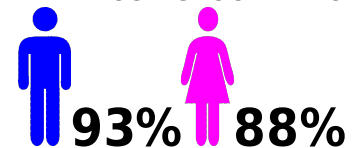
	< 25	25 - 65	65+
All Practices	81%	88%	92%
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Gender

All Practices

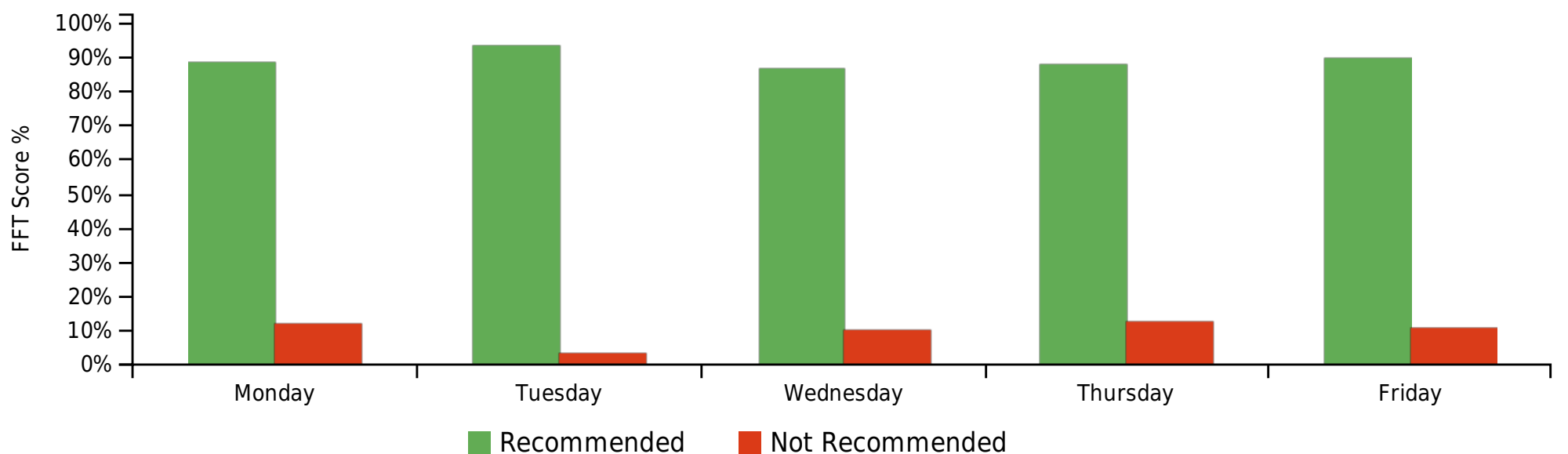


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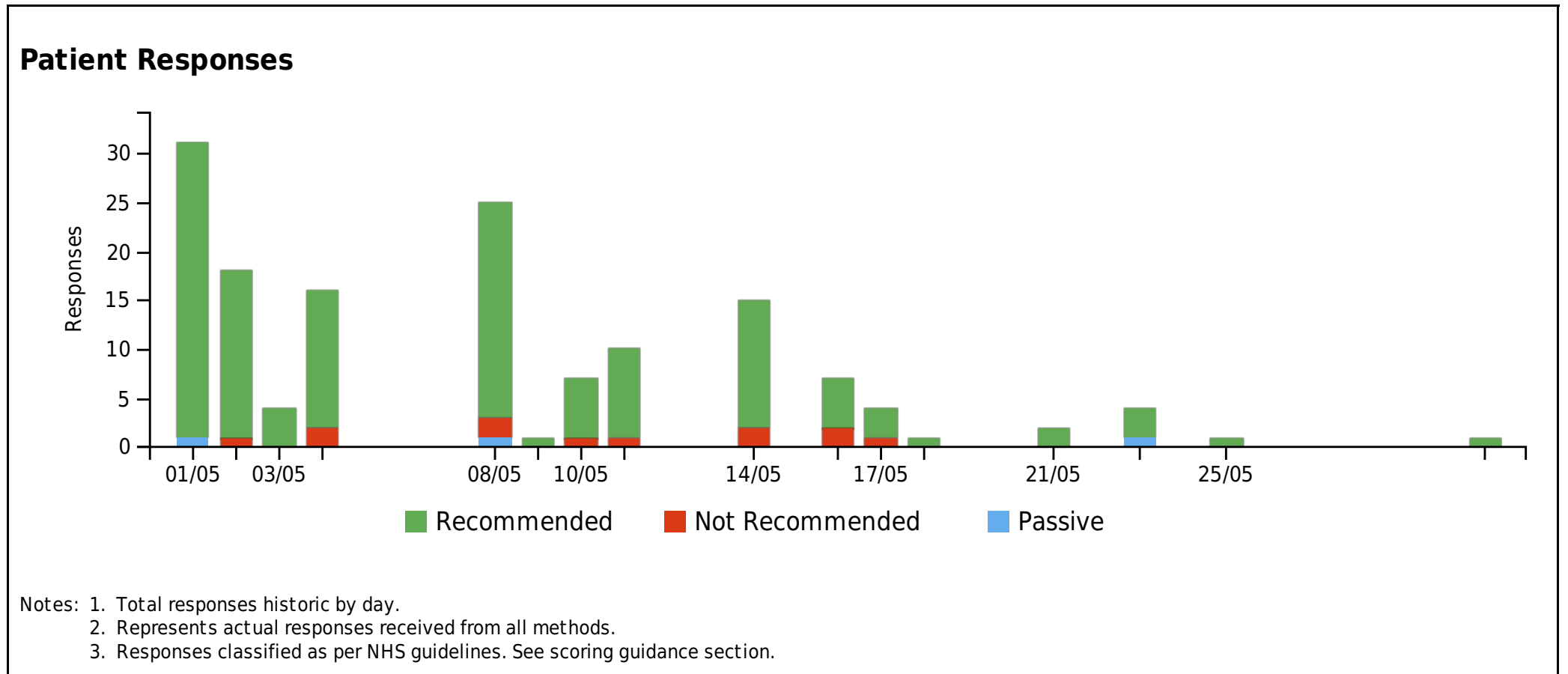
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓The nurse was excellent and spent time talking through my area of concern
- ✓Excellent service of Dr Shepherd
- ✓I phoned in the morning early and got an appointment the same day, that is good service
- ✓Trusted advice given by caring, interested medical professionals
- ✓The doctors are really nice and helpful
- ✓Good service
- ✓Good service
- ✓Good staff on reception always get a good service from which ever GP I see
- ✓Size of the practice. Number of staff. Easier to get appointments than other local GPs.
- ✓En general the staff is helpful and Dr. Anita always takes the time to explain concerns and she is very kind.
- ✓No waiting to see the doctor . She was friendly and helpful..
- ✓Polite efficient helpful
- ✓Fast self registration at reception. Loved the mood music - very calming Friendly manner of staff.
- ✓Quick service
- ✓Excellent attitude
- ✓All the staff are so helpful and doctors are sympathetic
- ✓Easy to book appointments. Courteous but to the point service.
- ✓We always receive an excellent service especially as my parents are elderly.
- ✓Some doctors are better than others.
- ✓Swift action from the Doctor who sent me to A and E
- ✓Dr Home has been really attentive and recognised my needs. She has explained why we were treating the way we were while making time to address my worries.
- ✓Reception good ! Waiting time not bad! Doctor pleasant & helpful !
- ✓Doctor Brown was very professional . Prompt service
- ✓Perfect answer
- ✗GP was great, I've waited a long time though on other occasions up to 45mins for my appointment when there were no other people in the waiting room. Reception team are fine. Not enough lines for calling up
- ✗Dr Brown was fantastic

Not Recommended

- ✓Doctor didn't really listen to me, I had to say many times the same thing and she was discouraging me of getting advice from a special doctor.
- ✓Rude doctor, didn't listen to needs, it's hard to get an appointment
- ✓Friendly, helpful receptionists good dr clean surgery.
- ✓My husband was unwell we visited the surgery he should have been given tablets we only found this out when we had to go back as he got worse he was very @very ill and the doctor said she thought the antibiotics would have worked actually the Doctor forgot to give us the prescription but it was on the system to @m to say he had them @them
- ✓Dr was dismissive
- ✓I found the nurse very disinterested, not especially knowledgeable or caring/kind, the clinic was running late and no apology was offered by the nurse, t@se, the two receptionists giggled to each other when I walked in, i could hear openly a confidential conversation by the reception staff. Facilities are first@first class.@lass.
- ✓The waiting time is too long and the GP don't prescribe anymore!
- ✗It is virtually impossible to get through on the phone. This morning I finally got an answer at 08.50, only to receive an automated message saying that t@hat the surgery was closed and saying it was open from 8am. I was phoning to cancel an appointment at short notice that could have been used by someone else. @lse. It was too late to cancel on the myGP app. My last repeat prescription was missing my asthma inhalers with no explanation. Overall service is poor and th@nd the surgery seems to be struggling since it moved to the greenwich centre. It used to be so much better at the old Vanbrugh Hill site. @ite.

Passive

- ✓I have found increasingly that there is no sense of engagement particularly in the waiting room, with the practice as a community service and hub . The m@The messages relayed are instructions of how to access services. There are no paintings etc which would perhaps bring a sense of calm or interest to the somet@sometimes long wait to see a doctor. (I waited nearly 40 minutes) whoever designed the waiting area and reception area didn't ask themselves about what work@ works as a welcoming environment. A change of culture is perhaps needed?@eded?
- ✗The doctors tone when providing me with information left me feeling like I was doing something wrong in requesting repeat prescriptions for a medical is@al issue that I have had for some time. I am sure that he was merely trying to provide me with what he believed to be the best advice however the way he gave @gave it was in a very harsh manner which made me not want to stay to find out more information/alternative treatments. But the surgery is very clean and my ap@my appointment was on time which was great @reat