

# FFT Monthly Summary: July 2018

VANBRUGH GROUP PRACTICE  
Code: G83021

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
93	40	1	3	7	2	0	0	0	146	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>469</b>							
<b>Responses:</b>	<b>146</b>							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	93	40	1	3	7	2	<b>146</b>	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
<b>Total</b>	<b>93</b>	<b>40</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>146</b>	
<b>Total (%)</b>	<b>64%</b>	<b>27%</b>	<b>1%</b>	<b>2%</b>	<b>5%</b>	<b>1%</b>	<b>100%</b>	

### Summary Scores

 91%
  7%
  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:

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

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

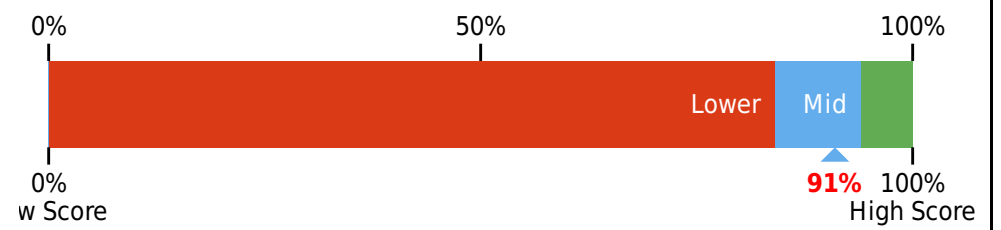
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

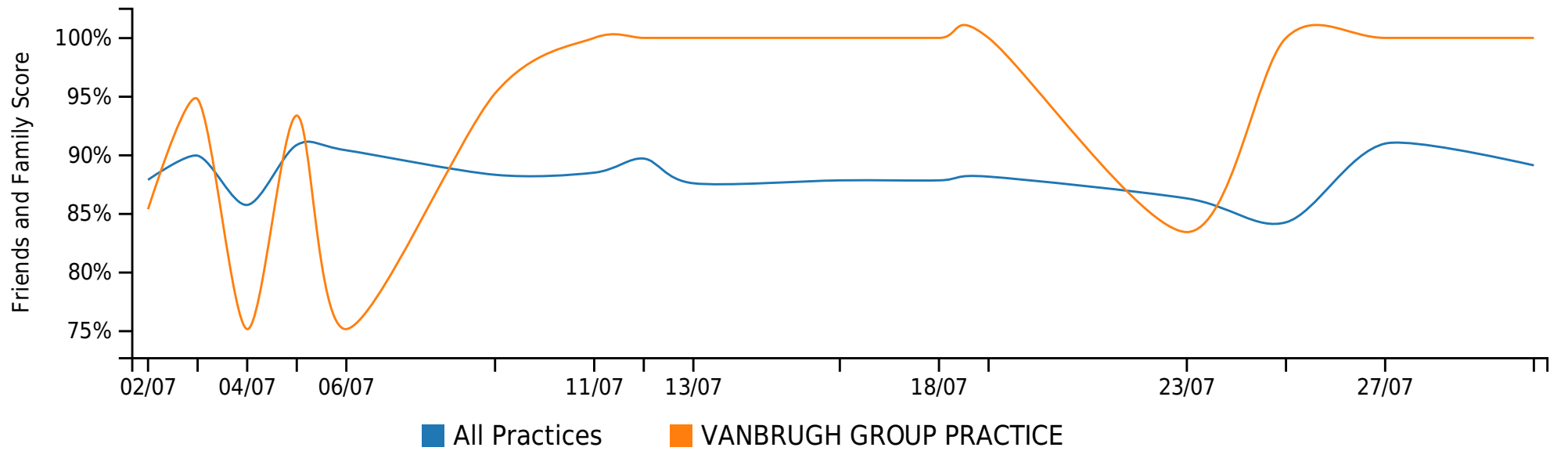
### Practice Score: 'Recommended' Rank

**Your Score:** 91%  
**Percentile Rank:** 65<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 65th percentile means your practice scored above 65% 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.

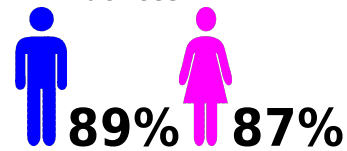
### Practice Score: 'Recommended' Demographic Analysis

#### Age

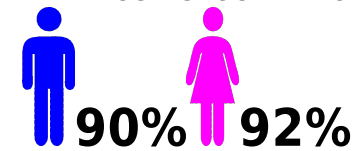
	< 25	25 - 65	65+
All Practices	80%	88%	92%
VANBRUGH GROUP PRACTICE	79%	92%	100%

#### Gender

##### All Practices

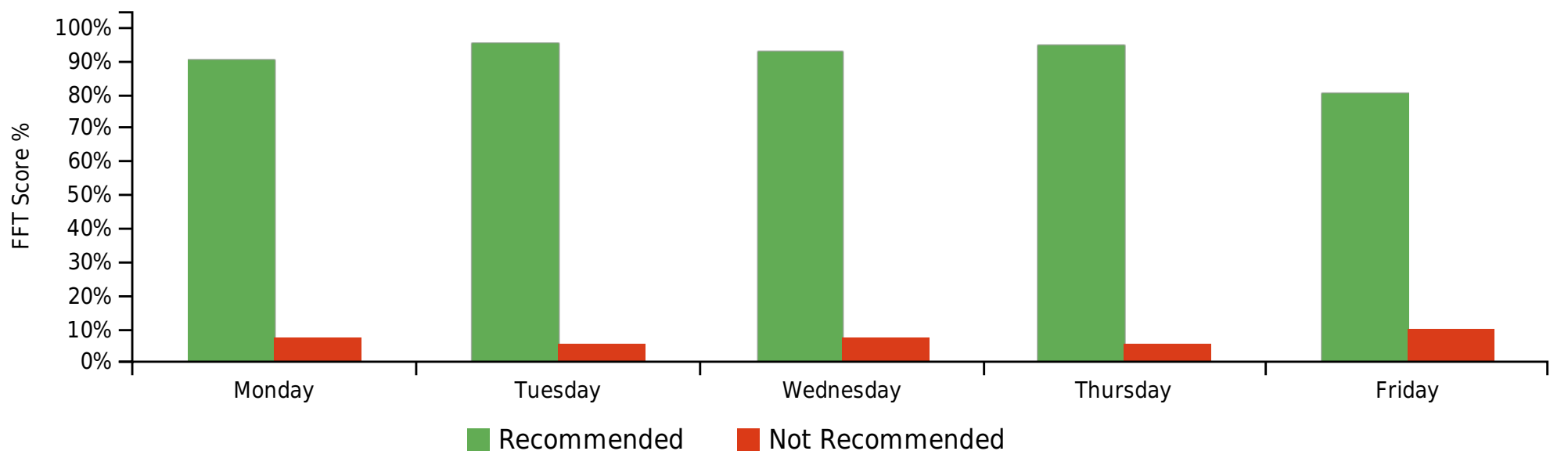


##### VANBRUGH GROUP PRACTICE



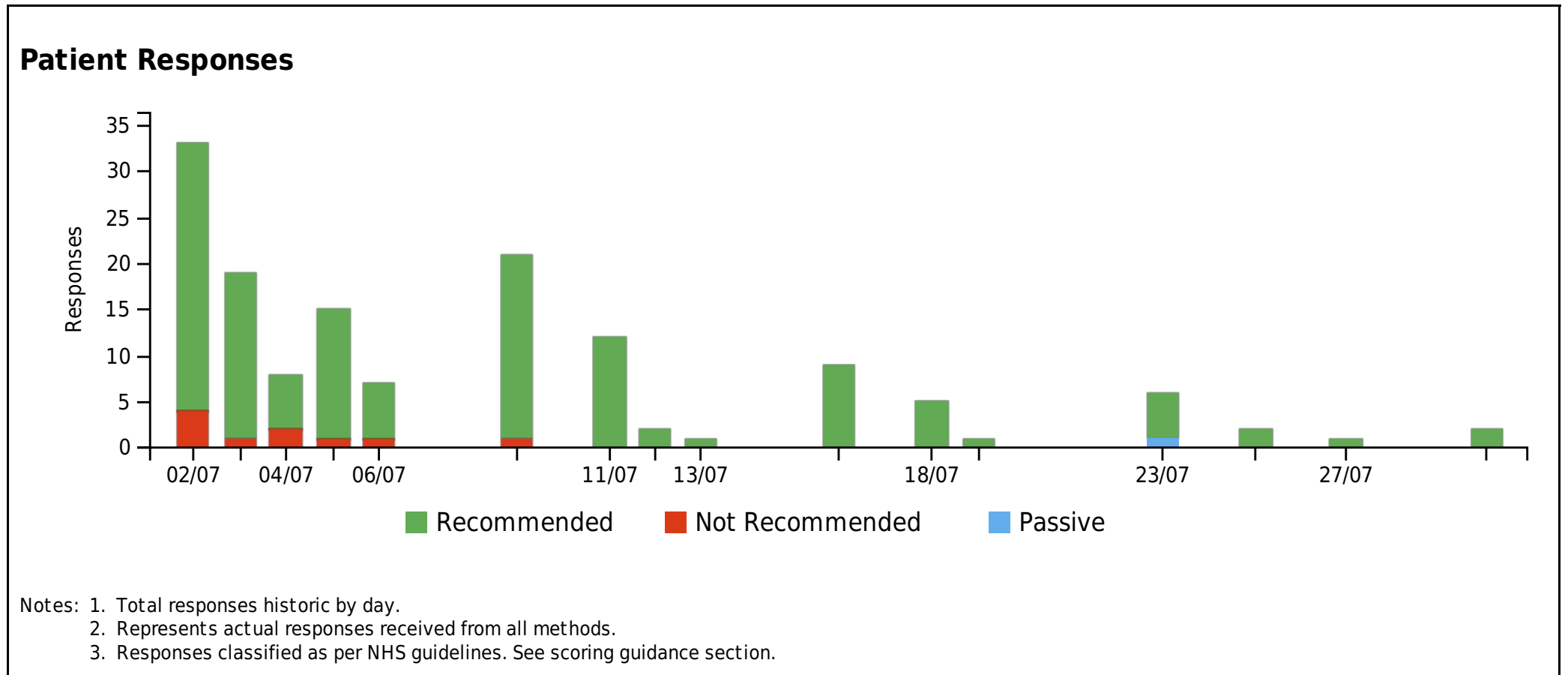
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: Day of the Week Analysis



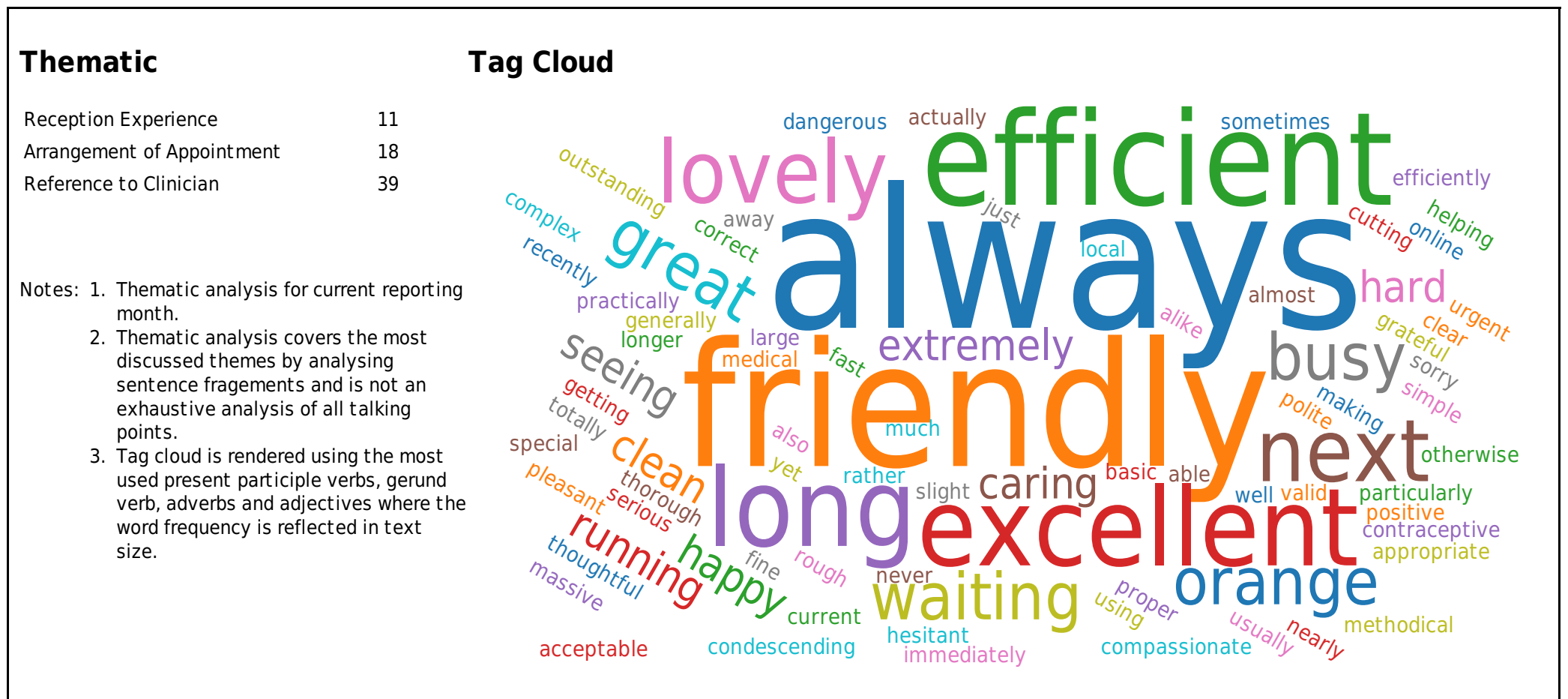
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.  
2. Score calculated as per NHS requirements. See scoring guidance section.

## SECTION 4 Patient Response Analysis



## 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

- ✓ Always have excellent care from all the doctors at the practice.
- ✓ Good access to services and appointments generally on time. Good prescription services.
- ✓ It's clean, I was received on time, and I was promised a referral to a specialist
- ✓ Staff are friendly and helpful and doctors are good
- ✓ Dr Cassidy really understands my daughter's condition very well
- ✓ Very good and polite treatment at the surgery.
- ✓ Doctor was helpful, didn't have to wait too long for my appointment
- ✓ Very good service provided by the practice.
- ✓ The doctors can be hit and miss, but I particularly like Dr Susanne's ability to listen without cutting you off and then doing a proper check. She was ef@as efficient and thorough@rough
- ✓ Because i am happy with the services provided at vanbrugh.
- ✓ Everything was fine, receptionist was helpful doctor had time to listen to me.
- ✓ Good GP
- ✓ Sign inn at the reception for my appointment. On time to call inn by the doctor. Doctor clarissa was really helpful.Good services
- ✓ Always seems to be running on time, check in is simple and the GP today made me feel totally at ease
- ✓ Everyone was extremely friendly and helpful.
- ✓ Kate Irving, always outstanding!
- ✓ Local, good service from the GP. My only concern is I can't get my online access to work.
- ✓ The civility and kindness shown by all the attendant staff.
- ✓ Positive attitudes by nurses and doctors. Sensitivity especially by Dr Cassidy and Kate. Fast referrals for serious issues.
- ✓ Appointment on time. Large waiting room with kids table and baby change. Nurse was lovely and friendly. I would have liked to have been able to feed my b@ my baby immediately after her jabs to comfort her but was asked to leave the room and go to the waiting room which was a slight disappointment but I do under@understand the nurse had another appointment waiting. @ing.
- ✓ Lovely caring nurse
- ✓ Always had excellent help advice and support from the practice especially when my Husband died will always be grateful to everyone
- ✓ Efficient and compassionate
- ✓ Doctors allways gd
- ✓ Good service, thoughtful gp, seemed to really care. Clean facilities
- ✓ It is a lovely atmosphere in the surgery most of the doctors are pleasant
- ✓ I like the doctor I saw and think she gives good advice
- ✓ Some doctors give special attention to the patients, do care of their health and do listen to them, which is great! At others you may not feel this
- ✓ Good doctors
- ✓ Ease of booking
- ✓ Location good but appointments are usually really delayed and it's very hard to get an appointment on the day or without having to wait until the next week
- ✓ Appointments are always delayed for up to 30 minutes
- ✓ Happy with the service I get.
- ✓ Dr Cassidy was very helpful and caring during my appointment today. Provided me with the right guidance and advice. Thank you
- ✓ Extremely helpful and good attitude from GP.
- ✓ Because Dr Mownah is so professional and helpful
- ✓ Friendly efficient service
- ✓ Great service and kind, understanding doctors.
- ✓ My GP is great - timeliness of appts seems to have got much better recently
- ✓ Very efficient and friendly
- ✓ Friendly and excellent service
- ✓ I got an appointment when I needed it
- ✓ Good and understanding doctors

- ✓ 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
- ✓ The doctors are good and always help me
- ✓ Helpful but long wait times on the phone
- ✓ The GP listened, gave me clear actions and next steps and was proactive in helping me
- ✓ I was given all the answers I needed
- ✓ I find it hard to get appointments
- ✓ I get excellent care from my GP and the practice is very efficient for booking appointments, handling other queries etc.
- ✓ Seen nearly always on time and the GP I see is excellent.
- ✓ Efficient a ring helpful service.
- ✓ Friendly staff
- ✓ Lovely service and doctors
- ✓ The procedure was done promptly and efficiently.
- ✓ I was seen on time
- ✓ Ease of appointment booking and helpfulness of staff
- ✓ Ber
- ✓ Never too busy to help, from doctor to receptionist alike
- ✓ Because of Dr Maryam Mownah who in my opinion is the best doctor of the Vanbrugh Group
- ✓ Good service
- ✓ We have been part of the surgery for a long time and the staff are friendly and helpful.
- ✓ Methodical professional advice in relation to complex issues. Patience and support.
- ✓ It is a good but busy surgery, so sometimes you wait a while for an appointment xx
- ✓ Dr Parker.
- ✓ Good service. Phone answered promptly. Emergency appointment when needed. Surgery running in time. Trust.
- ✓ Always good service, get seen the same day if it's an emergency. Have to wait long time for an appointment if it's not urgent but otherwise really good doctors

### Not Recommended

- ✓ Reception staff ignored patients, condescending Dr.
- ✓ Allow patients to book the appointments released each morning using the app rather than making everyone phone which takes too long. Some of the GPs could/could have better bedside manner. @ner.
- ✓ Getting an appointment as at when required is practically impossible and some doctors almost hurry a patient out of the office.
- ✓ No longer offering basic contraceptive services!
- ✓ Service, cleanliness and friendliness are all good
- ✓ I find the reception staff helpful and really like Dr. Mownah
- ✓ I don't think the current booking system is acceptable. It seems the only way to get a same day appointment is to have a sort of triage call with a doctor. I think that is a MASSIVE waste of the doctors time. That's time that should be spent actually seeing patients. If you must triage, then hire a nurse @urse to answer the phones. And it is also impossible to book a next day appointment. The only advance appointments are a week or more away. That is not providing appropriate care. These difficulties and delays cause people to be hesitant in seeing their doctor, and that is really a dangerous mindset to put people on.

### Passive

- ✓ Sorry, misread, should have said 1!