

FFT Monthly Summary: September 2018

VANBRUGH GROUP PRACTICE
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
89	37	8	8	3	0	0	0	0	145	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:	489						
Responses:	145						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	89	37	8	8	3	0	145
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	89	37	8	8	3	0	145
Total (%)	61%	26%	6%	6%	2%	0%	100%

Summary Scores

87%
 8%
 5%

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:

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

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

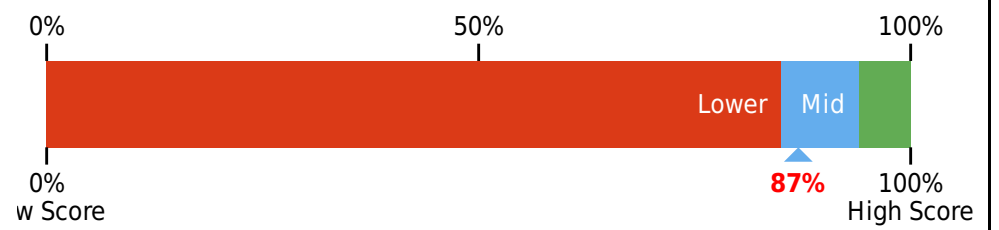
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

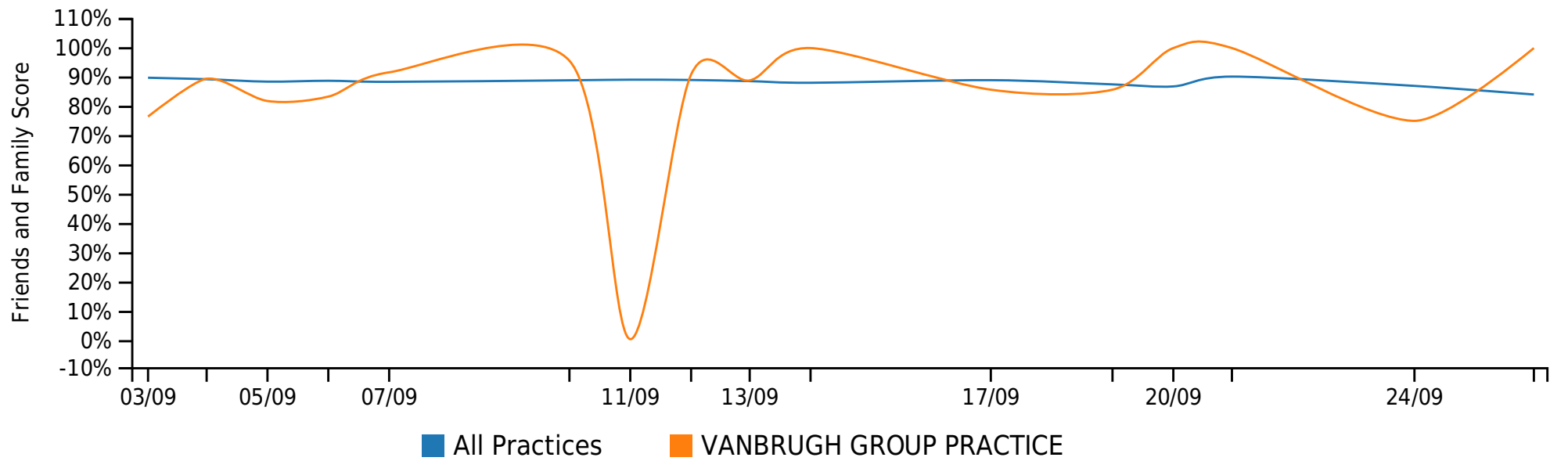
Practice Score: 'Recommended' Rank

Your Score: 87%
Percentile Rank: 35TH



- 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 35th percentile means your practice scored above 35% 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.

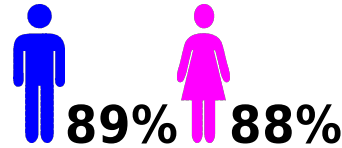
Practice Score: 'Recommended' Demographic Analysis

Age

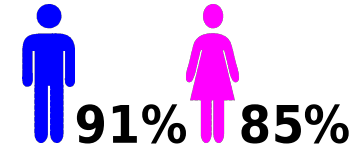
	< 25	25 - 65	65+
All Practices	82%	88%	92%
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Gender

All Practices

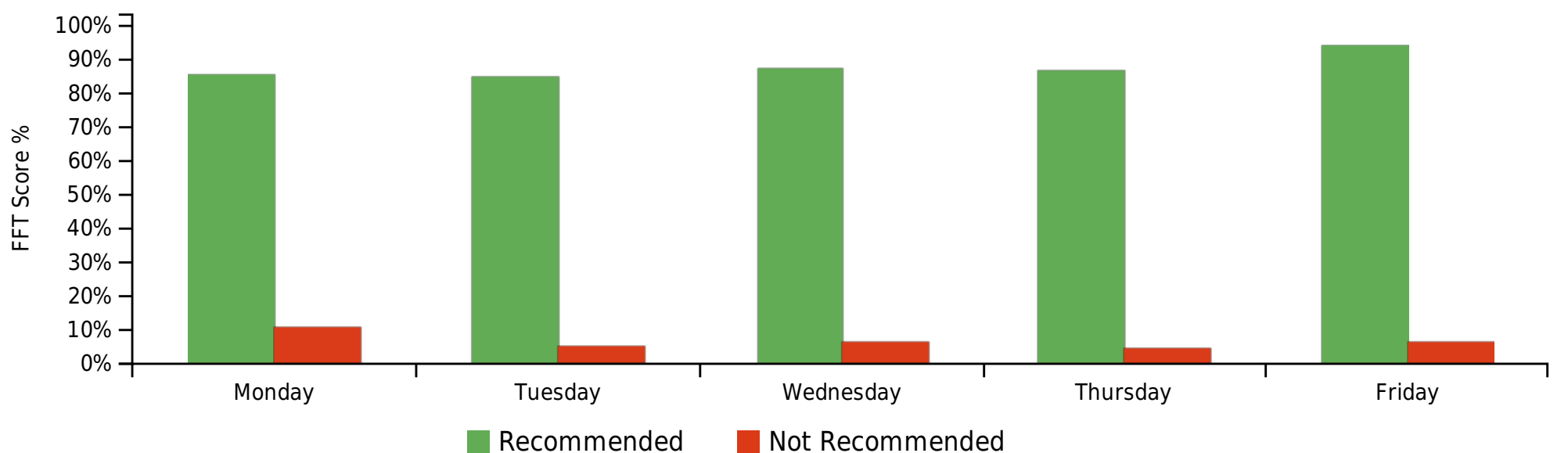


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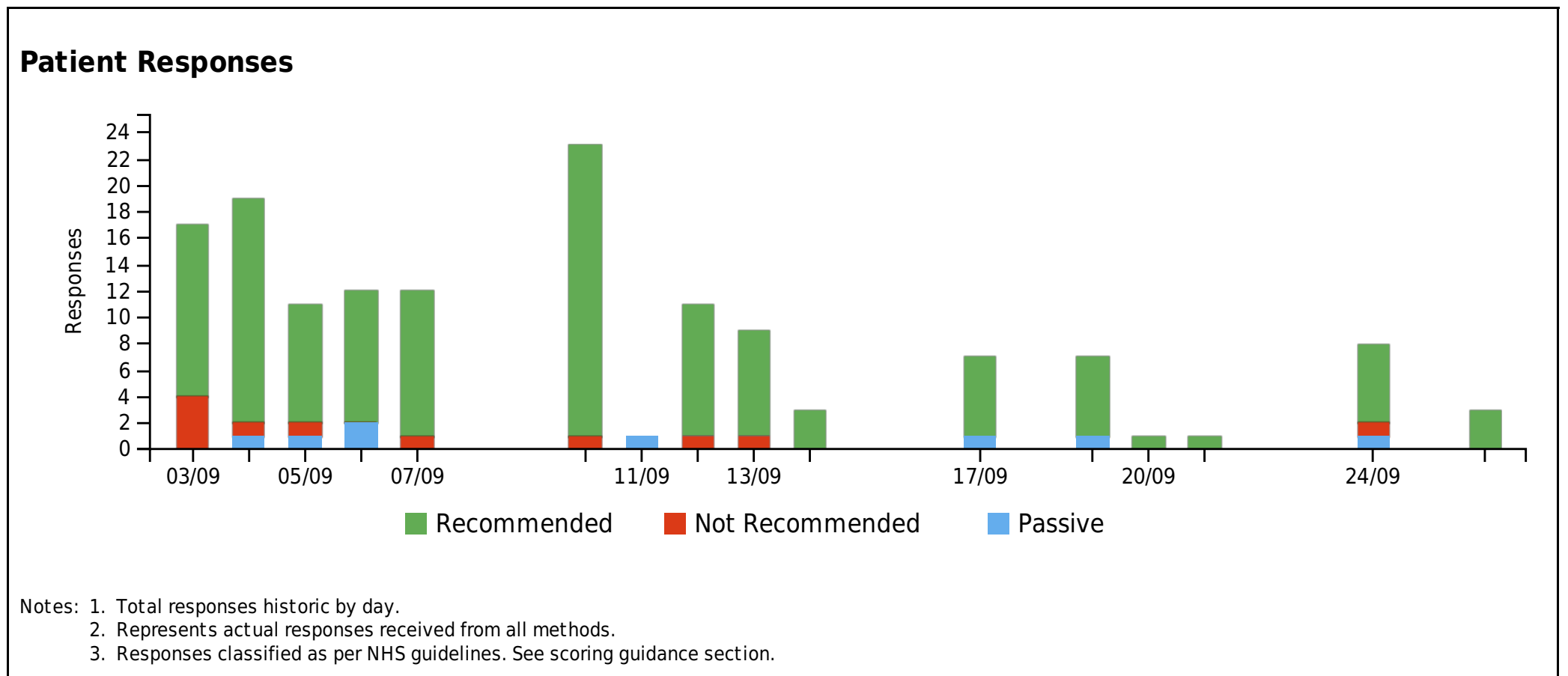
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 put me at ease before my smear test
- ✓My questions are answered promptly.
- ✓Fast and courteous service
- ✓Calm professionalism
- ✓I received a good service this morning
- ✓Your Ancillary staff are approachable and helpful as they can be given the heavy demands on the appointment system
- ✓The doctor I saw was very helpful and understanding with my needs. Very professional and safe environment.
- ✓excellent service & doctors
- ✓Convenience to my location
- ✓You have all ways been helpful and caring
- ✓Punctuality and helpfulness of all the disciplines in the Centre.
- ✓The nurses at this GP practice are excellent.
- ✓Efficient and friendly xxx
- ✓Efficient, helpful, professional practice
- ✓All the doctors I've seen are interested in my problems , caring ,and keen to keep me well!
- ✓Been helpful to me
- ✓Helpful service
- ✓Excellent customer service and empathy
- ✓Doctor was prompt and the advice was thorough
- ✓Quality of service
- ✓Great GP! Very attentive, great care
- ✓I have always found both staff and Doctors kind and courteous !
- ✓It is extremely difficult to get a same day or next day appointment.
- ✗Good location and friendly staff

Not Recommended

- ✓I had a blood test appointment that needed to be done on a certain date and the nurse was sick, which you only told me once I tuned up and you didn't hav@t have a doctor who could step in. So I have to wait another month for the test. @est.
- ✓We came for a meningitis jab for my daughter who is about to go to university. You had run out of vaccines. And you made us wait 30 minutes to tell us th@us that you had run out of them. We are now having to rebook to have the jab, hoping that you have it in stock by then. My previous visit was also a disaster @ster as it was rescheduled (at your instigation) but had not in reality been rebooked. You did not apologise for this problem and it was only because I rang i@ang in to check that I found out what had happened. @ned.
- ✓Terrible appointment system. Ridiculous you can only phone on the day for an appointment . Can spend half an hour on the phone in a que only for the line@ line to then hang you up or be told you have to do the same again the next day@t day
- ✓I cant afford to wait 50 minutes to see a nurse for 5 mins. I have too much work with exact demanding deadlines to deal with such delays in my life. May@. Maybe Set some times first thing that arent going to get delayed for working people.or text me about the delay@delay
- ✓Impersonable doctor
- ✓Waiting 3 weeks for an appointment for it then to be cancelled, than having to wait another 2 weeks for a new one.

Passive

- ✓I had an appointment because the specialist asked for a final test and at the appointment I was told the test was. It needed, wasting my time and the GP@he GP's time. @ime.
- ✓The surgery is massively oversubscribed
- ✓The Dr was very nice but I had to wait 40 mins for my appointment with my 3 week old baby. 3 other mothers with children were in the queue before me, all@, all had been kept waiting. It seemed like there was only 2 Drs working? Not the Dr fault but very frustrating with a sick infant.@fant.
- ✓Kept waiting in reception for nearly 1 hour for appointment with no mention of delays. The lady with 4.10 seen on time, the gentleman at 4.30 seen on tim@n time, yet my 4.20 appointment wasn't seen until 5.10Appreciate things can be delayed but why not communicate this rather than keeping people sat there wit@e with no information, there were 3 staff on reception yet not one of them is able so simply communicate a hold up? @ up?
- ✓Check history of this visit please
- ✓I had to wait two weeks to get an appointment. So clearly you have no capacity for extra patients