### 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:

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:

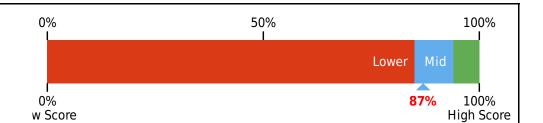
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

## **SECTION 3 Practice Scoring**

#### **Practice Score: 'Recommended' Rank**

Your Score: 87%

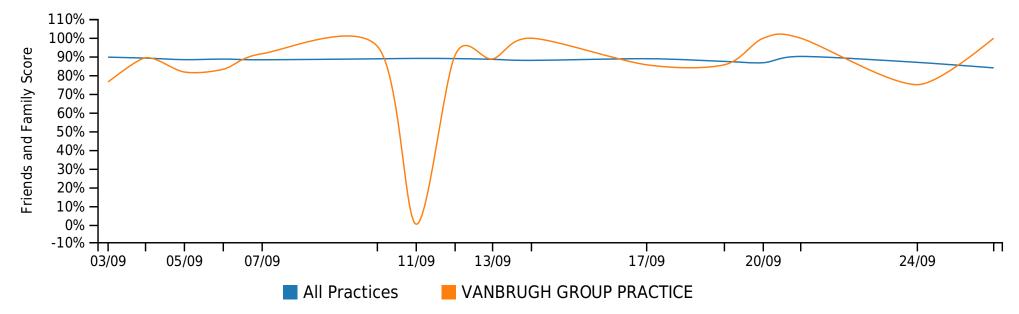
Percentile Rank: 35TH



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%
VANBRUGH GROUP PRACTICE	87%	85%	95%

## Gender



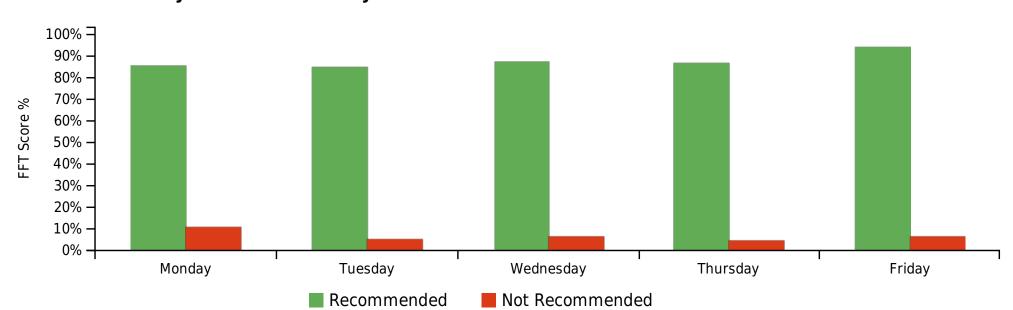


91% 85%

Notes: 1. Scores for current reporting month.

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

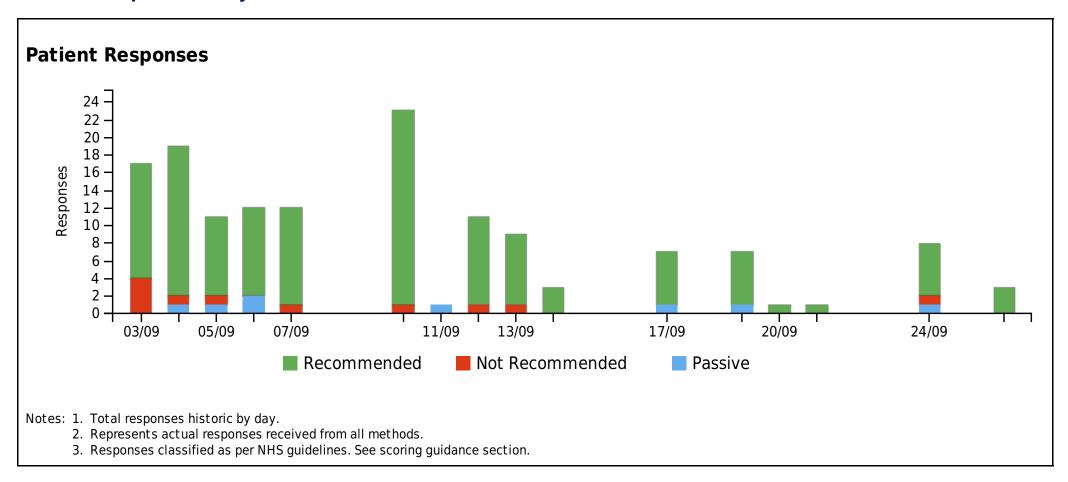
#### **Practice Score: Day of the Week Analysis**



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.

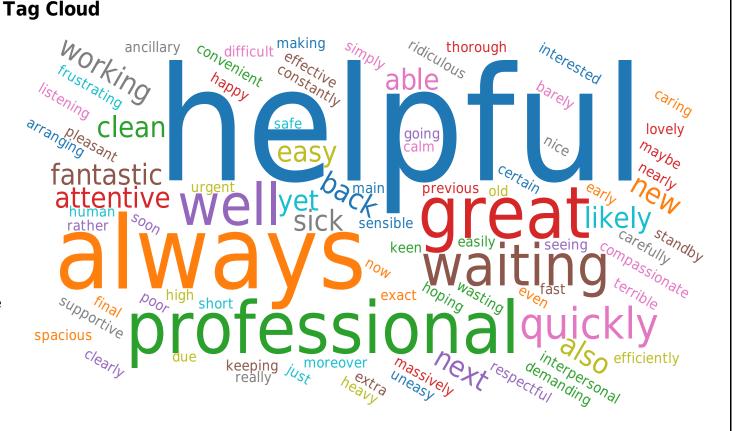
# **SECTION 4 Patient Response Analysis**



#### **Patient Free Text Comments: Summary**

# Thematic Reception Experience 12 Arrangement of Appointment 18 Reference to Clinician 39

- 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.
  - 3. 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.



#### **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

- ✓ Dr Mownah telephoned me promptly as promised
- ✓ It was my first experience in this GP an it was likely
- ✓I was listened to well and given a prescription
- √ Stop
- ✓ At least half an hour wait on each of my appointments.
- ✓ The efficient way we were called back and seeing by the doctor. The new system of "call back before appointment" works well. It means you may not have to@ve to visit the doctor if you can be fixed on the phone. That way, emergency cases can be seen.@seen.
- ✓ Because i have always been satisfied with the treatment given
- ✓ On this occasion- appointment availability.
- ✓ Dr Jaisun very patient and understanding.
- ✓ Pleasant environment and friendly good doctor
- ✓ Dr Cassidy was compassionate, understanding, listened carefully and could see that I needed an urgent referral and gave me a short term solution for relief
- ✓ Good, knowledgeable, friendly service.
- ✓ Clean well organised. Doctor attentive knowledge and sensible. All staff friendly and helpful
- ✓ BECAUSE I AM HAPPY WITH SERVICE I RECIEVE
- ✓ Good patient care but poor telephone service constantly engaged
- ✓ Doctor was friendly and explained
- ✓ Practice standards maintained to a high degree of professionalism. Moreover the GP I visit, Dr. David Sheppard is very kind, patient and understanding. O@ng. Other GPs in this practice I have seen are good too. This is the main reason. @son.
- ✓ Availability of Early appointment (pre work 7:00). Excellent doctor
- ✓ Dr Aqeel was fantastic. She handled my two queries and was able to provide me with a referral letter. She was very efficient.
- ✓ Mix and match patient to illness. So that patient is not fixed to one doctor for all ailments for all time. So less risk of being fixed with an unsympath@mpathetic doctor.@ctor.
- ✓ The surgery is in a convenient location, the reception staff and the doctor that I saw are professional and knowledgeable, and I felt valued as a patient.
- ✓ The doctor who saw me was very respectful, kind and effective.
- ✓ Good communication and listening skills
- ✓ I have always had fantastic care from the surgery
- ✓ Arranging appt was easy and Dr Shepherd was great. Phone system cut me off even though caller no 1 at 8am so a strike down for that.
- ✓ Doctors are helpful and friendly with good interpersonal skills
- ✓I always find all members of staff extremely helpful and supportive
- ✓ Efficiently
- ✓ The service was friendly and on time
- ✓ All at the practice are always very professional, there is just one thing that I am uneasy about and it's the call backs from a doctor. I feel more comfo@comfortable with a face to face appointment. @ent.
- ✓ The doctor was very kind and professional.
- ✓ Had run out of standby antibiotics. The surgery quickly arranged for me to receive them today. Thanks so much.
- ✓ Good nurse
- ✓ Kate (nurse) was very knowlegeable, friendly and put me at ease begore I got my travel vaccinations. The innjection barely hurt as she did it so quickly.@ckly. Thank you so much.@much.
- ✓ Really good care but appointment was 30 mins delayed and I was the 2nd appointment of the day due to computer issues in the room the nurse was in.
- ✓ Helpful and approachable staff, human GPs
- ✓ Staff always friendly and have been with the surgery for years
- ✓ Clean premises, friendly nurse but 25 minute wait for appointment.
- ✓ Easy making an appointment and being seen by the doctor promptly also the surgery has a spacious and comfortable waiting area.
- ✓ Got an appointment quickly and easily. Friendly reception and lovely nurse.
- $\checkmark$  staff are always friendly and helpful (sent with Balloons)
- ✓ Great staff

Great service today but I have only been to the surgery once so too soon to say extremely likely.

- ./
- ✓ 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 careing
- ✓ 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.
- XGood 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 can't 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