

FFT Monthly Summary: October 2018

VANBRUGH GROUP PRACTICE
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
96	42	9	7	3	1	9	0	0	149	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:	461						
Responses:	158						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	90	40	9	7	2	1	149
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	6	2	0	0	1	0	9
Total	96	42	9	7	3	1	158
Total (%)	61%	27%	6%	4%	2%	1%	100%

Summary Scores

87%
 6%
 7%

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:

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

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

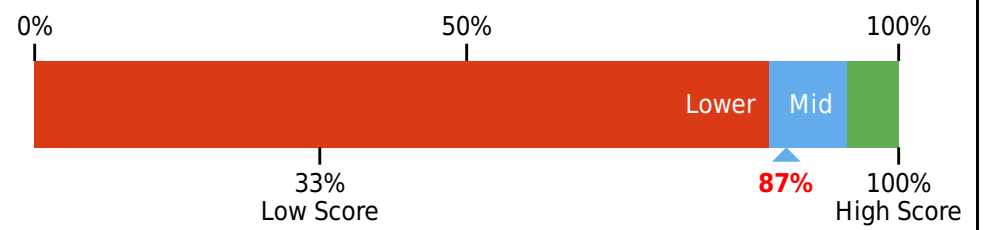
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

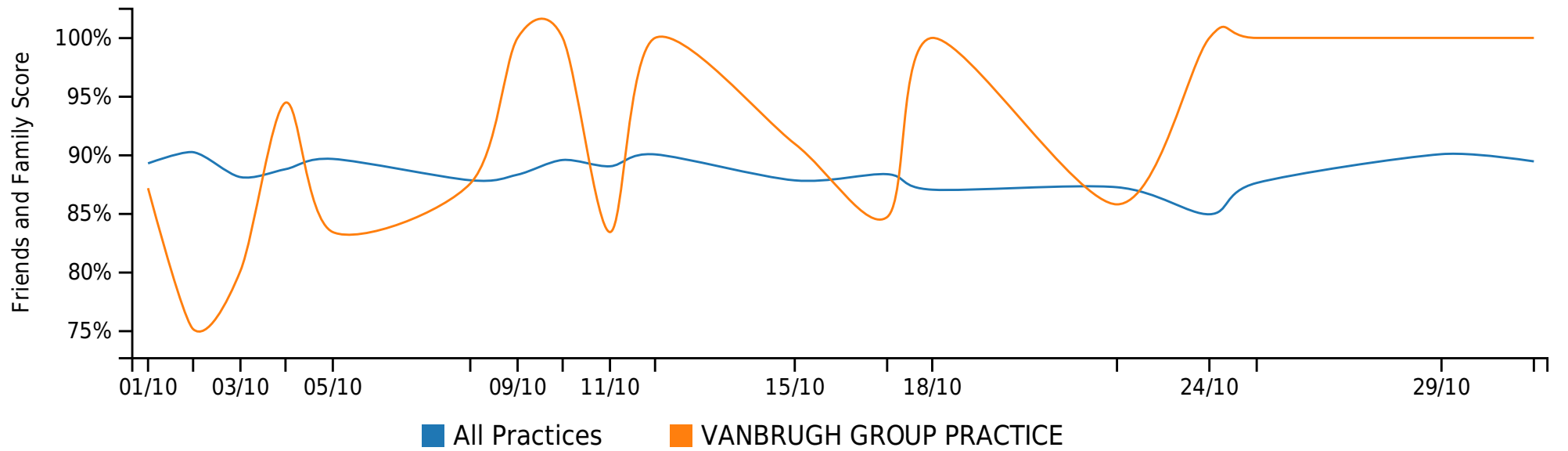
Practice Score: 'Recommended' Rank

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.

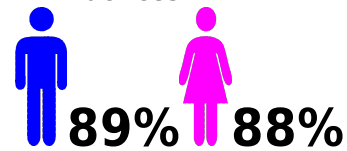
Practice Score: 'Recommended' Demographic Analysis

Age

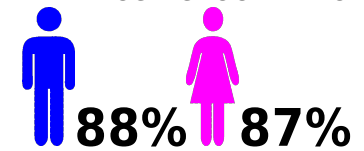
	< 25	25 - 65	65+
All Practices	83%	88%	92%
VANBRUGH GROUP PRACTICE	83%	88%	86%

Gender

All Practices

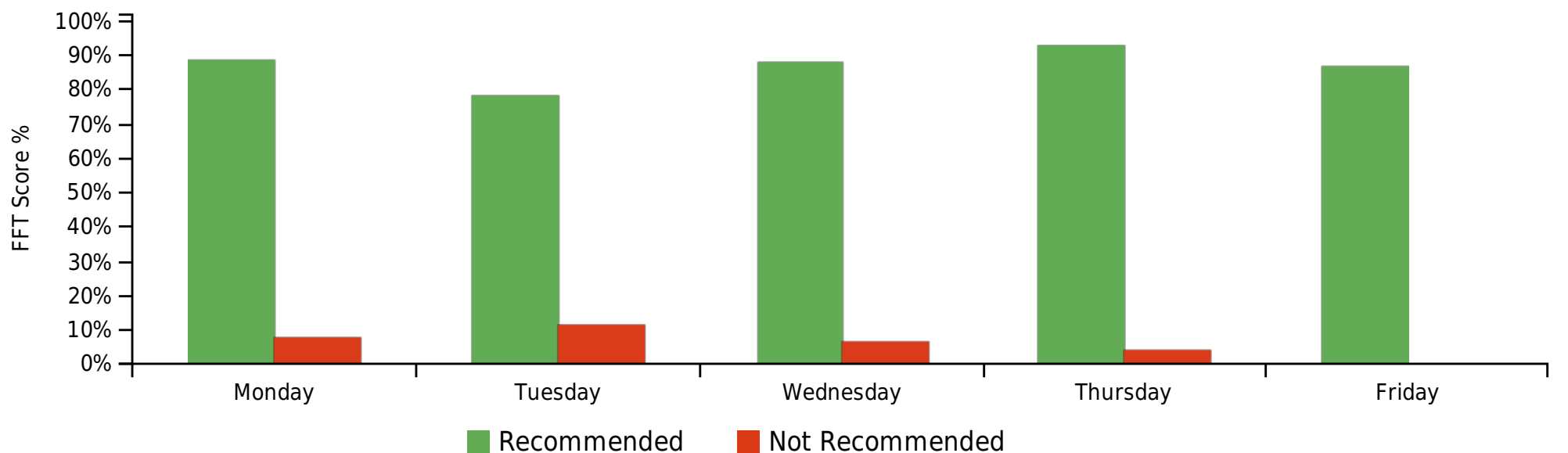


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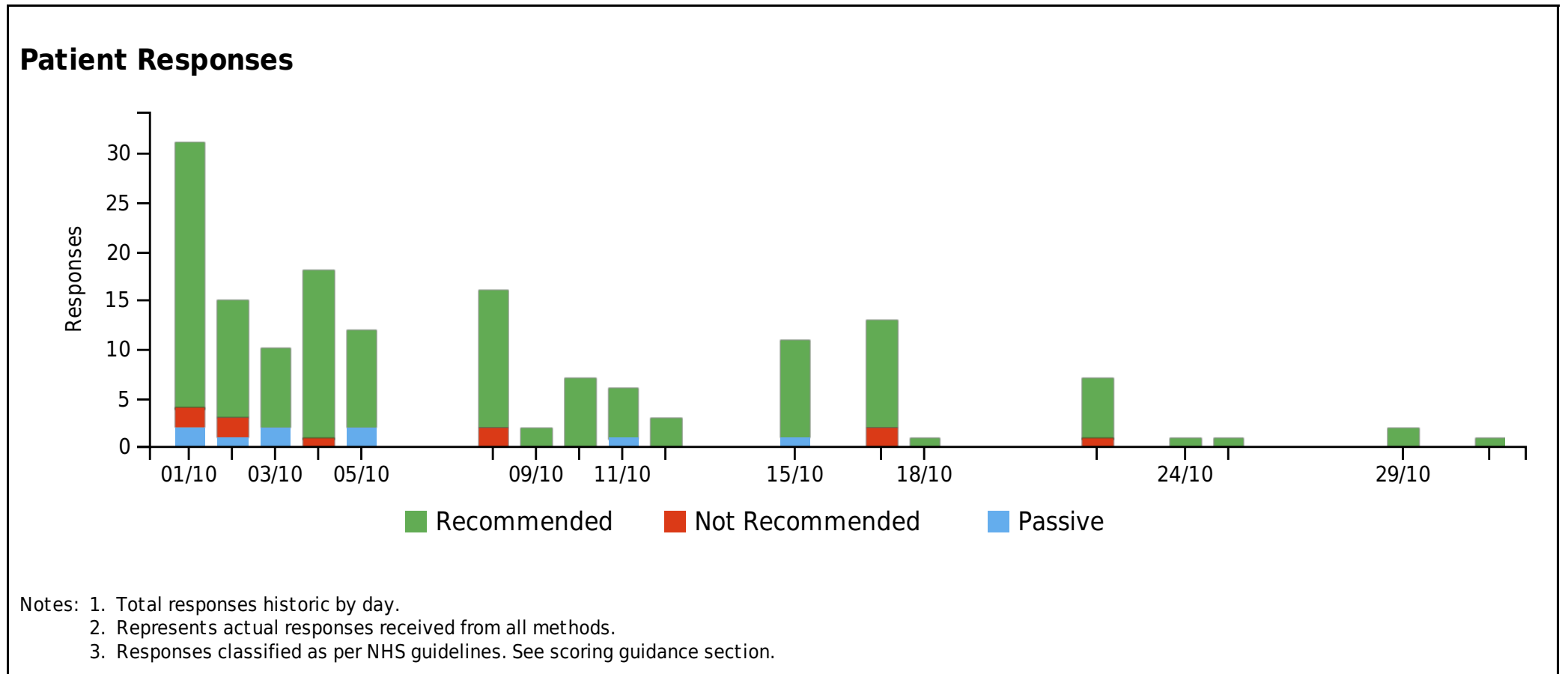
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓ Professional consultant
- ✓ Poor timekeeping by Dr who saw me 30+ minutes after my allotted time
- ✓ Sympathetic and knowledgeable nurse practitioner. Made me feel comfortable and also spoke about wider issues that may be impacting me not just doing a smear test.
- ✓ Very good service
- ✓ I arrived 7 minutes before my appointment. When I booked in on screen. My name came up I went straight into having my flu jab.
- ✓ Appt availability. Good doctors
- ✓ All of the doctors, nurses and staff at the practice are very professional, friendly, and genuinely excellent.
- ✓ My appointment was on time and the professional I saw was very lovely!
- ✓ I achieved what I needed. Job done.
- ✓ the volume of patients
- ✓ Quick, efficient, helpful service
- ✓ I was listened to and my treatment fully explained, all with enormous empathy. I couldn't wish for better care.
- ✓ Doctor I had today was very helpful and understanding
- ✓ its just the best always get appointments when I need it
- ✓ always get a quick appointment I don't have to wait for weeks
- ✓ Dr Aqueel was a star . Super smart and competent my ent referral letter on the spot all within the appointment
- ✓ the service was good
- ✓ This is an excellent GP Practice booking appointments is easy and the staff are polite. My GP DR Kudari he has been a constant support and treats me as an individual Thanks you to all
- ✓ Receptionist was very helpful setting up as a new patient
- ✓ Dr Sheppard is a very caring DOCTOR. He is very helpful and human. Please keep employing drs like him
- ✓ To me I think the doctors are always available and the time for us to make an appointment is great
- ✓ Kind and sympathetic staff.
- ✓ I like the bookings at 7am and the staff are friendly and helpful
- ✓ The Services are always good. Once you have an appointment.
- ✓ Good and quick service
- ✓ As always, a very helpful receptionist.
- ✓ Would be 1 if easier to get an appointment
- ✓ The GP/Nurse taking my blood sample has always been great, professional and caring.

Not Recommended

- ✓ waiting to long to be seen
- ✓ The doctor wasn't engaging and I felt that the doctor was looking me up and down. I didn't feel that the doctor was interesting in what I was saying at all
- ✓ Dr Cassidy does not listen to her patients and cares very little overall. She is dismissive. We've had similar experiences with a couple of other doctors at the surgery, they should care more. (The nurses are lovely and very caring)
- ✓ change for same day appointments to telephone service 2/3 weeks wait for an appointment with patient doctor no consultation with patients about change in service
- ✗ Lack of organisation, poor communication, no walk in service
- ✗ A number of problems and issues over last few years - 1) not being taken seriously for vestibular migraine - no treatment plan in place or support given over last 6 years - left with very disabling symptoms and long term chronic issues 2) despite seeing neurologist at queens square and a recommendation for acupuncture/migraine clinic still no referral and it's been months! Not satisfactory. 3) other requests such as referral for smear test and menopause clinic have not been followed through despite a number of requests. 4) tmj treatment - despite knowing I had tmj from outset and telling the doctor it took over a year to get diagnosed and then had to go private as waiting lists long and poor quality consultants on nhs who insisted it was eustachian tube disorder or infection. There is also a clear association with vestibular migraine & tmj. I could go on - the gps need to listen to patients more, not treat us as a one size fits all. Not a happy patient unfortunately.

Passive

- ✓ Appointment was good and relatively on time. However as a person who suffers from anxiety and depression there needs to be an easier way to be seen in an emergency. I rang for a apt to be told they don't give apts anymore but a doctor will call. One of my anxieties is the use of telephone. I feel like people think I'm making my illness up if I try to explain on the phone. If they see me it's obvious I need help. I guess what I am saying is that care is good when you eventually get an appointment. Perhaps a dedicated depression / anxiety surgery.
- ✓ The wait today for a flu jab was one hour and ten minutes.
- ✓ The first appointment I had at the surgery was brilliant. The second was awful. Over an hour behind on the flu clinic all for a two minute appointment
- ✓ I came in for a blood test this morning. No blood form prepared. Had to either wait or rebook appt for test after conversation with doctor by phone. No apology for inconvenience. Usually a good service.
- ✓ The online booking service is good and the clinic is new and clean. However several of the GPs I have seen do not have a great bedside manner and have come across grumpy rude and disinterested.