

FFT Monthly Summary: November 2018

VANBRUGH GROUP PRACTICE
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
86	40	7	5	3	2	2	0	0	141	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:	537						
Responses:	143						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	85	39	7	5	3	2	141
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	1	0	0	0	0	2
Total	86	40	7	5	3	2	143
Total (%)	60%	28%	5%	3%	2%	1%	100%

Summary Scores

88%
 6%
 6%

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:

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

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

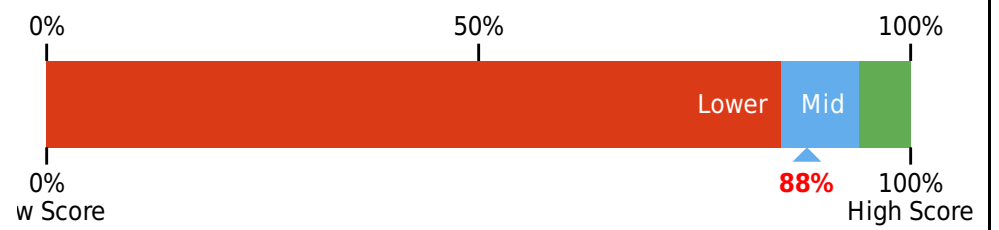
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

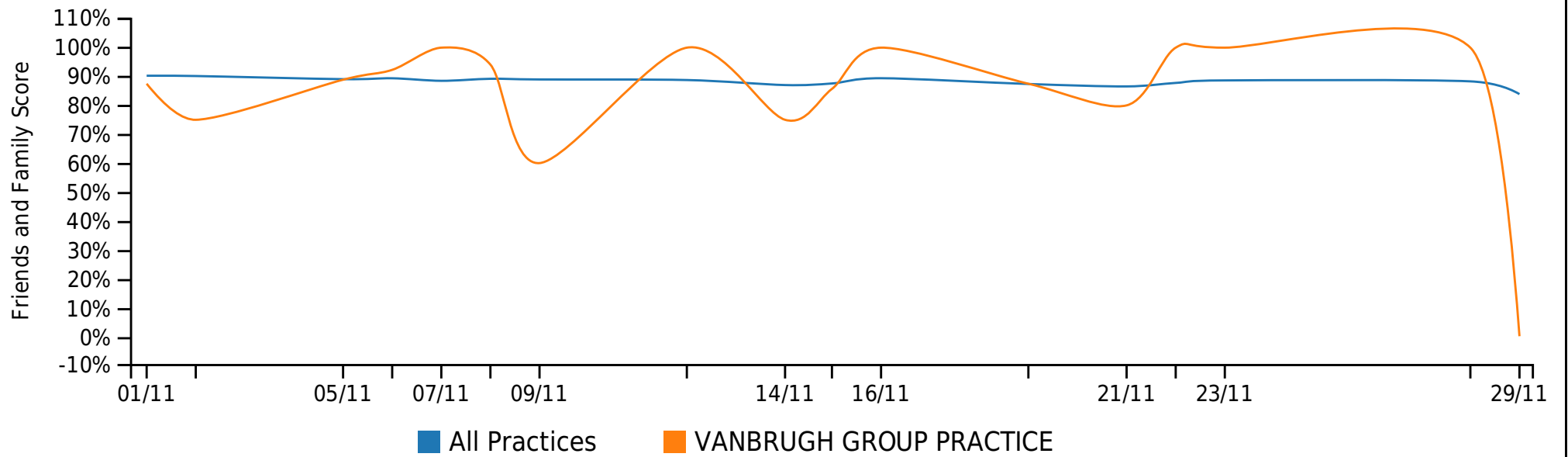
Practice Score: 'Recommended' Rank

Your Score: 88%
Percentile Rank: 45TH



- 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 45th percentile means your practice scored above 45% 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.

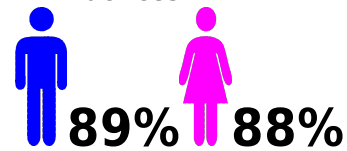
Practice Score: 'Recommended' Demographic Analysis

Age

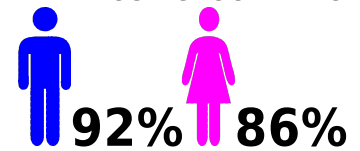
	< 25	25 - 65	65+
All Practices	83%	89%	92%
VANBRUGH GROUP PRACTICE	89%	85%	100%

Gender

All Practices

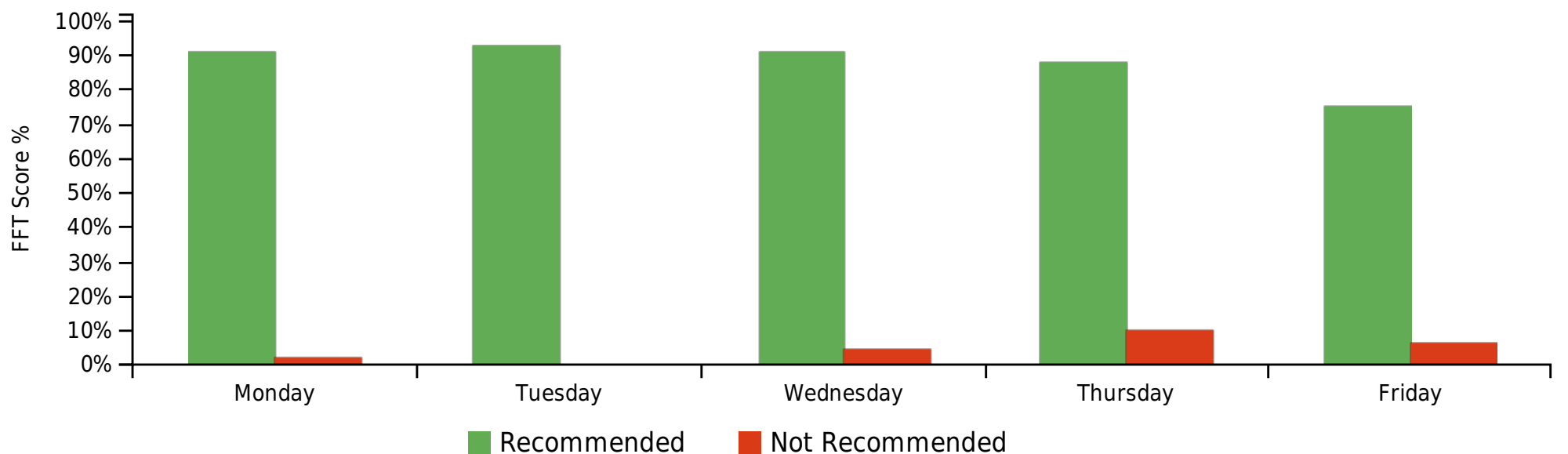


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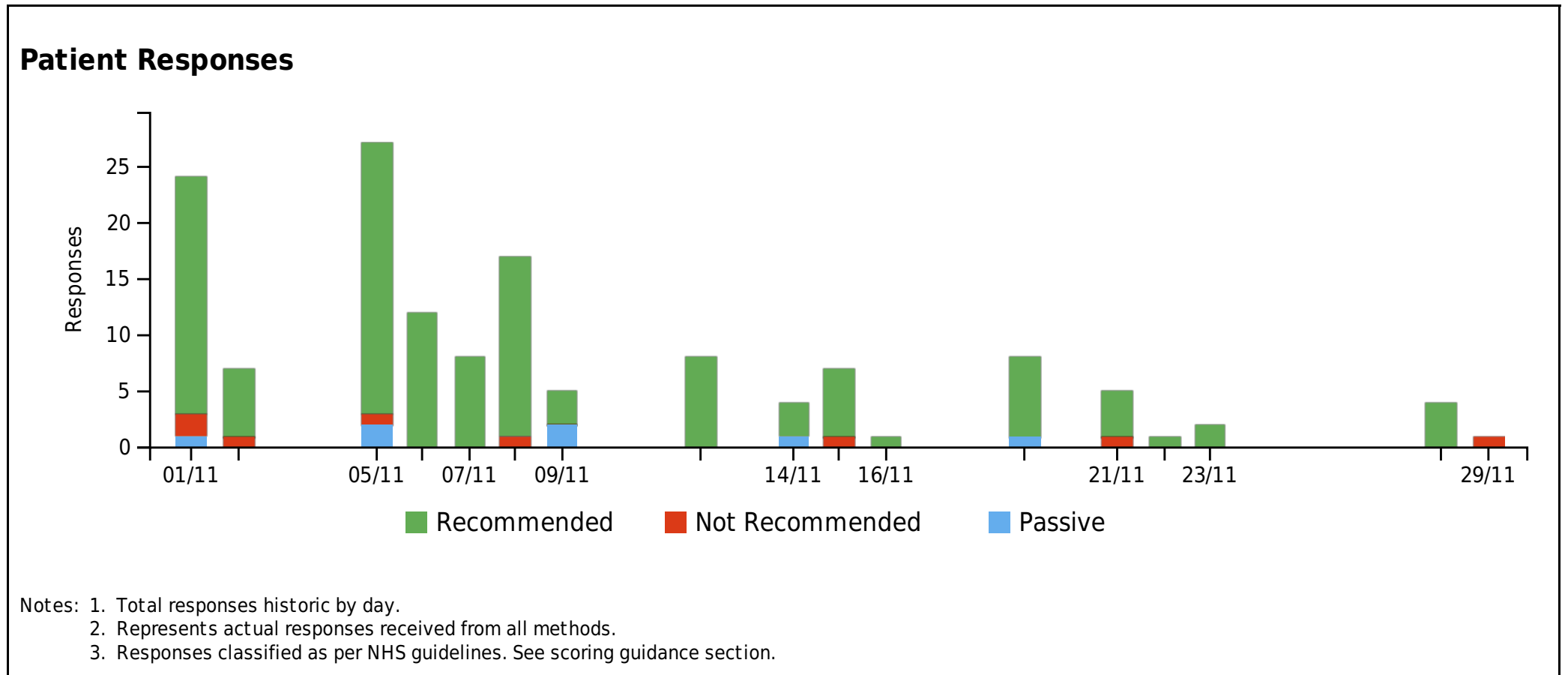
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓ *Pleasant doctor*
- ✓ *Delay to be seen by the doctor*
- ✓ *Always friendly and good service*
- ✓ *I feel that a good service is provided by the Vanbrugh group & Dr Cassidy is a good GP*
- ✓ *It is a little bite hard getting appointment like in the morning the waiting time to get through to the receptionist is long. Otherwise I love the service there, Doctors and nurses and receptionist staff are very patient and caring . @g .*
- ✓ *Whenever I've had to come to the surgery everybody from the receptionists to my doctor have been friendly polite and efficient i have nothing but praise @aise for everybody at the surgery @gery*
- ✓ *The doctor listened to my complaints and gave the best advice and treatment she could give. Very pleased with the service.*
- ✓ *Very personable efficient doctor today, good experience*
- ✓ *The doctor was good help me out good service thank you R .*
- ✓ *The nurses and the doctors showing for patients and treating them with dignity.*
- ✓ *Efficient appointment, lovely staff*
- ✓ *Nurse Joyce was really positive and helpful, and non judgemental. Service was quick and I didn't wait too long.*
- ✓ *Doctors are generally very friendly but the reception not so. You should also keep the soothing Zen music and vapour thing too. I liked that!*
- ✓ *Nurse Audrey provided excellent patient care. Thank you.*
- ✓ *Always get excellent service from my GP*
- ✓ *the way i was dealt with and a further apointment was recommended and booked streight away*
- ✓ *it is a very busy gp surgery but despite that the doctors really go beyond providing basic care and have helped my toddler also after gp hours*
- ✓ *the service here is really good - Efficient it inspires confidence*
- ✓ *Staff very involved/concerned with my well being.*
- ✓ *General friendly efficiency.*
- ✓ *Good response from duty GP on phone*
- ✗ *The receptionist attended to me nicely, the doctor listen to my complain, did some test and gave me my prescription which I really appreciate it*
- ✗ *Good service all round.*

Not Recommended

- ✓ *Admittedly I was slightly late for my appointment due to heavy traffic and no where to park around the area without getting heavy fines, which I think is@nk is absolutely ridiculous for a start. Parking should be organised some way for the practice. As I walked into the practice I was greeted by receptionists@nists who seemed like they had had enough of their job and didn't seem to want to be there. I witnessed one receptionist in particular being quite rude and ab@nd abrupt with a couple who were in front of me waiting to check in for their appointment, which I was very surprised with as little does anyone know what peo@t people are going through in their daily lives, let alone them being rude to that person just because they seem to hate their job. I would never talk to my c@ my customers in the same way that I witnessed. I also witnessed the two receptionists being rude to each other in the way they spoke which made me feel very@ very awkward standing in front of them, and it did not seem very professional. I tried to make a conversation afterwards being friendly, but I may as well ha@ll have just not said anything at all after the pathetic response I got. Furthermore, I was also miserably told that "The doctor may not want to see you no@ou now because you're late" - I'm sure there's a nicer way to say this. I'm currently waiting to move house and when I do, I am also looking forward to movin@moving to a new GP totally. I would definitely not recommend. @end.*
- ✓ *My original appointment was cancelled with no notice*
- ✓ *Efficient and friendly nurse who also took time to explain things.*

Passive

- ✓ *Never any appointments, staff take far to long to answer the phones.*
- ✓ *I dont feel valued as a patient - I have to fight to see my doctortor so often dont botherher*
- ✓ *She wasn't sure what was wrong, she sent me for an X-ray*
- ✗ *Reviewer not confident*
- ✗ *Late*