

FFT Monthly Summary: December 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	33	5	6	8	1	0	0	0	139	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:	559						
Responses:	139						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	86	33	5	6	8	1	139
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	86	33	5	6	8	1	139
Total (%)	62%	24%	4%	4%	6%	1%	100%

Summary Scores

86%
 10%
 4%

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:

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

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

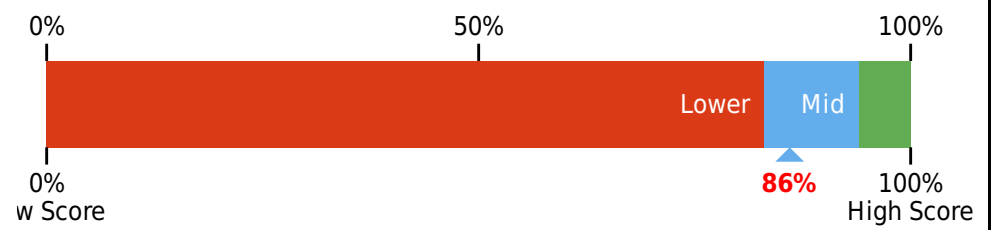
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

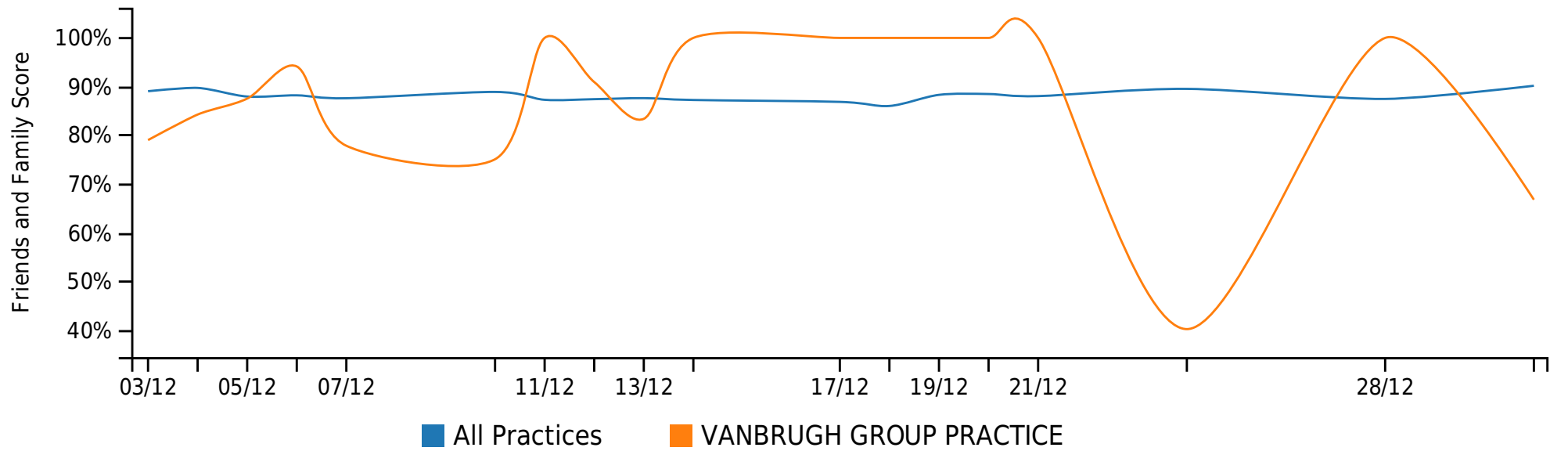
Practice Score: 'Recommended' Rank

Your Score: **86%**
Percentile Rank: **40TH**



- 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 40th percentile means your practice scored above 40% 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.

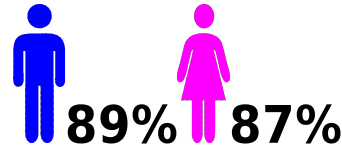
Practice Score: 'Recommended' Demographic Analysis

Age

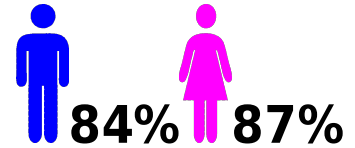
	< 25	25 - 65	65+
All Practices	81%	88%	92%
VANBRUGH GROUP PRACTICE	100%	83%	88%

Gender

All Practices

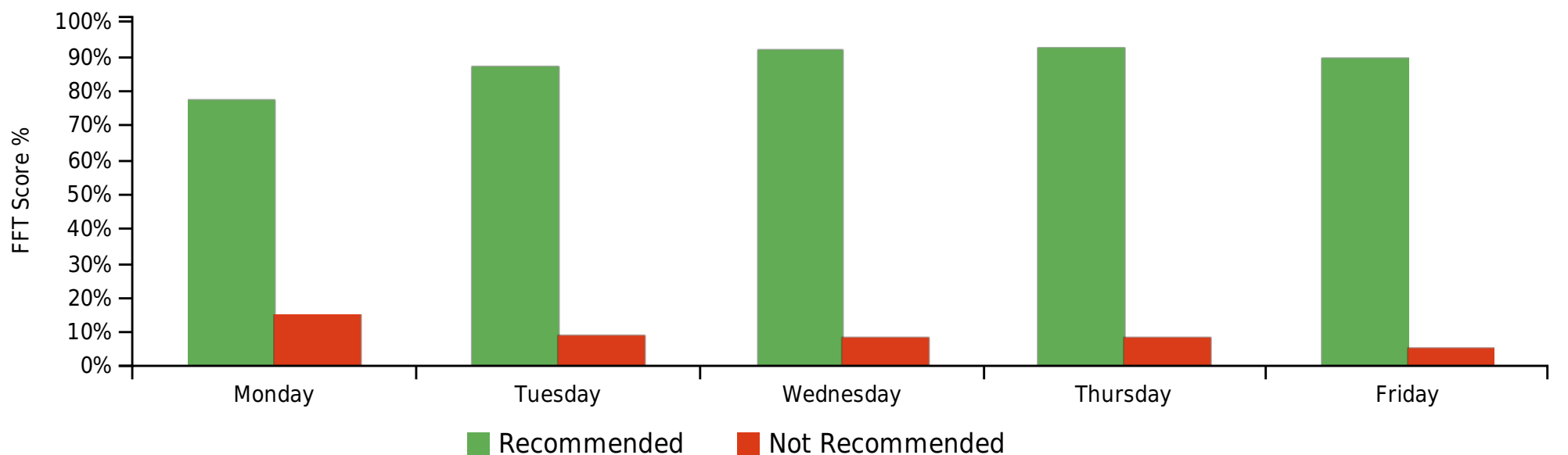


VANBRUGH GROUP PRACTICE



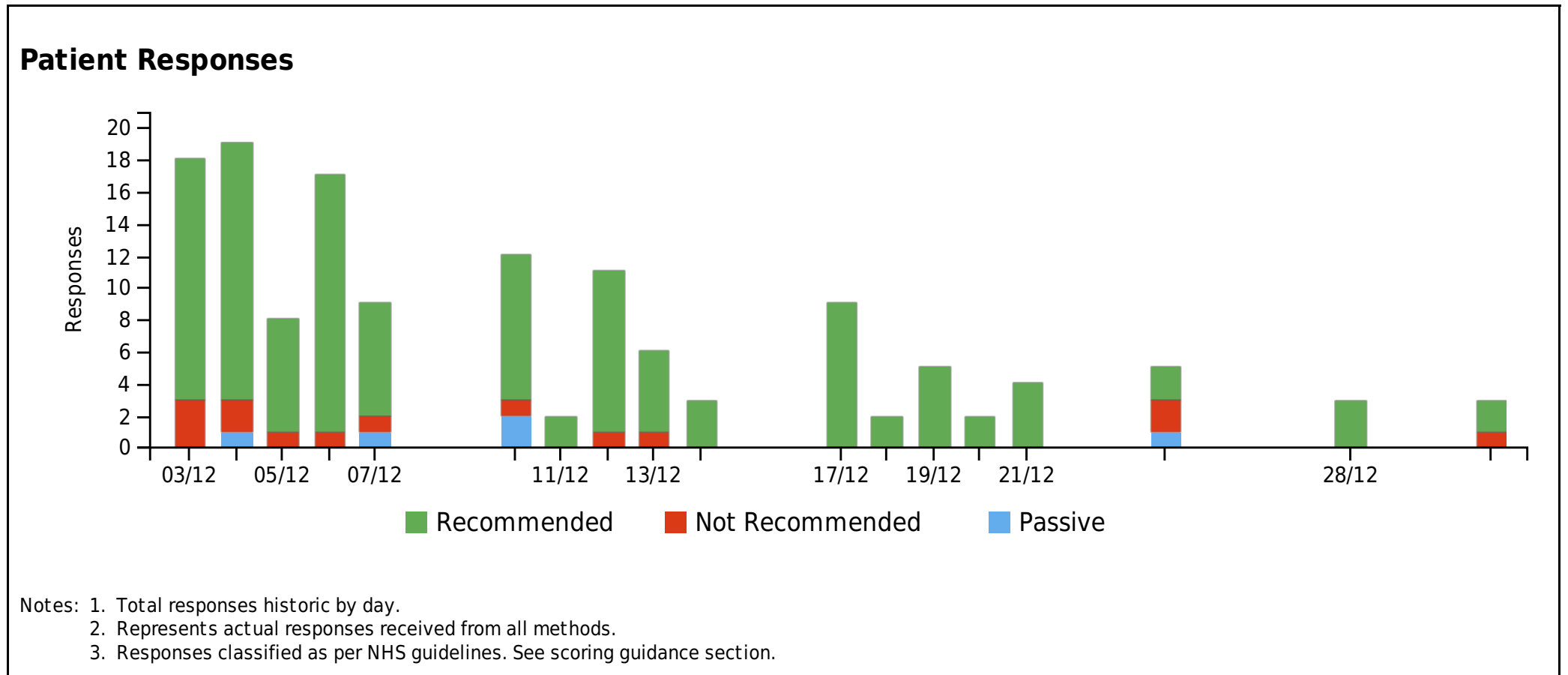
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓
- ✓The practice is well organised, clean and have competent doctors. It is also conveniently located in a modern building in Greenwich
- ✓Everybody is so helpful and always polite.
- ✓Friendly staff. Efficient service. Young GPs.
- ✓Been with this practice for over thirty years and have always had good service
- ✓Good service
- ✓Like to engage with people on a regular so
- ✓Punctual polite and attentive
- ✓I have always got excellent service from your practice
- ✓It's usually easy to make an appointment for the near future and my history is easily accessible for whichever doctor I see, which saves time.
- ✓Because it has improved lately
- ✓I had to wait 35minutes although I had an appointment booked and was there on time.
- ✓Doctor was willing to listen to me and help sort out the problem by referring me to a specialist as needed
- ✓Surgery has improved massively. Doctor Sheppard takes time and is genuinely interested in helping and getting the right help. Everything much better than before.
- ✗Delay in being seen
- ✗Appointment on time and doctor very good
- ✗I think the gp surgery is very good, i would have chose the highest however, it is very difficult to get appointments with you.
- ✗Waiting time could be shorter

Not Recommended

- ✓Terrible service.
- ✓Felt rushed and like I was wasting the GP's time, even though he ended up referring me to a specialist
- ✓There is still room for improvement
- ✓I was 4 mins late for a flu inj 3 min appts and kept waiting over 30 mins with no apology. However the reception staff were very helpful and cannot fault them.
- ✓After arriving for an appointment 15 minuets late , receptionist email go to see if I could still be seen . After a further ,5 minuets waiting I was told that I needed to rebook.When I attend appointments on time and have to wait 15-20 minutes the GP will still see me.Sorry..seems inflexible on GPS s part.
- ✓Cancelled early morning appt at last minute. E refferred unnecessarily and now have to cancel appt
- ✓Waiting time more than 1hour .
- ✗Patronising GP. Demonstrated inexperience with post natal mums with depression
- ✗Appointments are always rushed and the answer to my questions is you can look at it at the internet. Also advised from GP was to take iron tablets OTC but I am already on prescribed iron tablets that are in my medical records. The advice shows that GP did not even bother to review my records before advice on medication

Passive

- ✓Appointment availability, rude staff on some occasions.
- ✓Felt unhappy with appointment, as a result of no clarity on the mobile app. This ended with a belittling conversation from GP Would like feedback noted.
- ✓Difficulty getting through on phone and getting appointment
- ✓My prescription has been misplaced in the past. I was not contacted (twice) when my blood test appointment had been cancelled as the nurse was unwell.