# 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**



### **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**

**Percentile Rank:** 

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

Your Score: 86%

0% 50% 100%

Lower Mid

0% 86% 100%

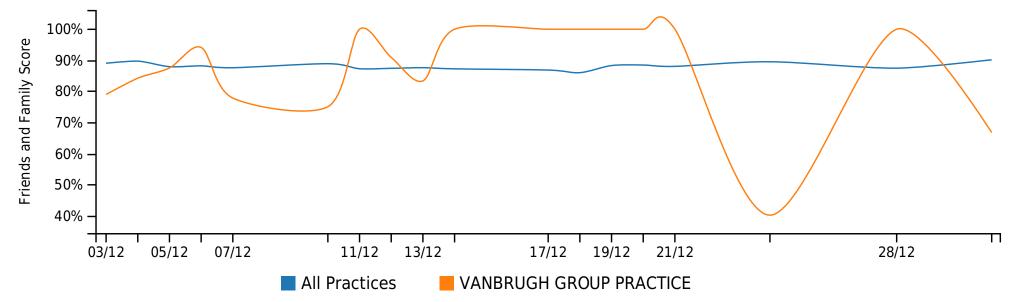
w Score High Score

Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

**40**TH

- 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</th> 25 - 65 65+ All Practices 81% 88% 92%

100%





Notes: 1. Scores for current reporting month.

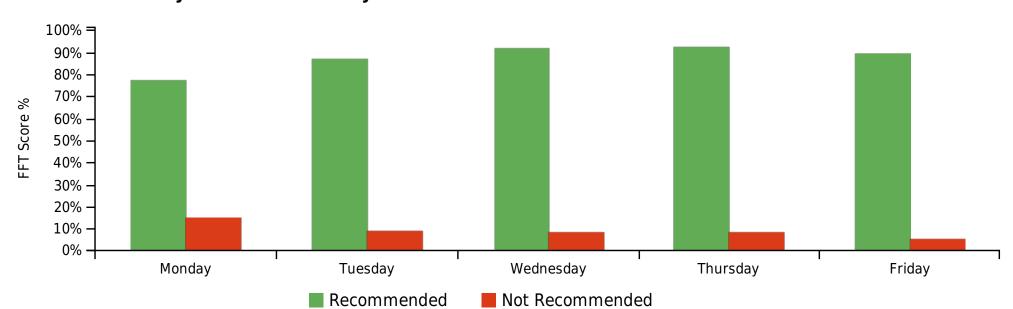
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2. Score calculated as per NHS requirements. See scoring guidance section.

83%

88%

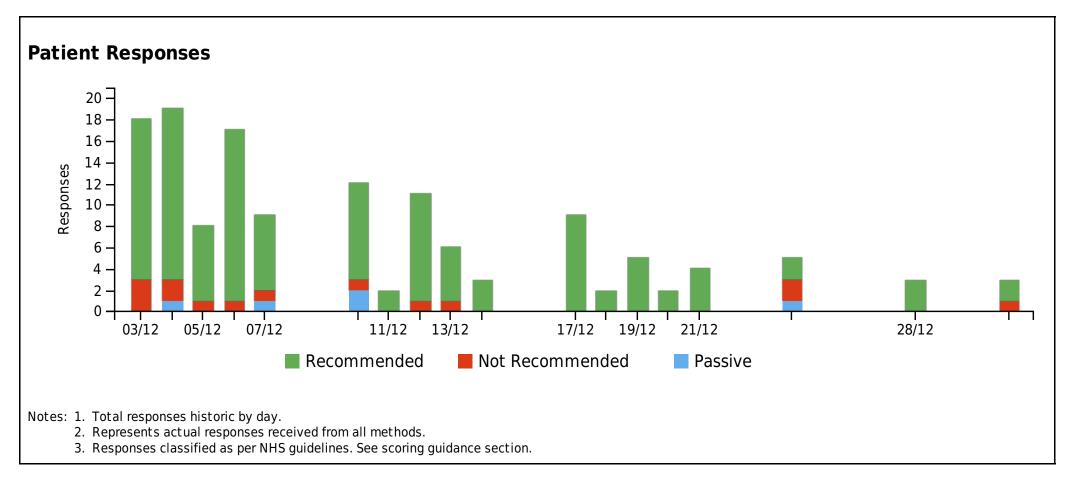
## **Practice Score: Day of the Week Analysis**



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 Tag Cloud** supportive mobile listening Reception Experience 14 immediately Arrangement of Appointment 16 Reference to Clinician 37 massively Notes: 1. Thematic analysis for current reporting ari, 2. Thematic analysis covers the most already regarding lately discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points. regular 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 conveniently size. accessible unusual easin

### **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

- ✓ Receptionists on the whole are very patient & helpful. Appointments are relatively easy to obtain. Doctors are lovely
- ✓ All staff always nice and helpful, appointments are on time and if delays they are usually very reasonable.
- ✓ Regarding my experience of yesterday with nurse Audrey , it was a pleasant time she is friendly , she is a caring person . I was treated in nice and prof@ professional way.@ way.
- ✓ Punctual, efficient and professional service for blood test
- ✓ Because the surgery staff and doctors do their very best to accomodate my wife's and my needs with efficiency, kindness and good cheer.
- ✓ Really great staff and doctors. Thank you for the amazing service you give our community.
- ✓ The doctor I saw I can not fault she was lovely & tried to help, However the earlier doctor I spoke with on the phone did not impress me he had a bit of @t of attitude and attempted to make a diagnosis over the phone without even listening to the information I was giving him. If it wasn't for him I would have g@ave given because the doctor I saw this evening although she did not dispute his diagnosis she did acknowledge that the initial suspicion wasn't & isn't the @ the only possible diagnosis and she demonstrated as much through prescribing some medication to try and help.@help.
- ✓ An excellent GP!
- ✓ Good care and support.
- ✓ Polite & thorougth of test
- ✓ Today's appointment was superb. The doctor sorted things I'd had 2 previous unsatisfactory appointments for. Care varies distinctly between doctors.
- ✓ Was able to contact get appointment and get the help I needed
- ✓ always been happy with their services
- ✓ The nurse was lovely and I felt relaxed
- $\ensuremath{\checkmark}$  Was dealt with efficiently and in a friendly and courteous manner
- ✓ Doctors are very friendly and helpful
- ✓I didn't say 1 because we have to wait too much for an appointment and because I can't make appointments online for my children. Thanks
- ✓ Dr Home was extremely helpful
- ✓ The GP was good, but I didn't like the nurse I saw. She didn't listen and kept interrupting me.
- ✓ Friendly staff and good use of modern technology.
- ✓ Good GP
- ✓ Luckily today I've been seen immediately!
- ✓ Polite and professional
- ✓ Seen within 10 minutes of appointment. Nurse efficient and friendly.
- ✓ Takes good care of me.
- ✓ Very proactive and willing to listen...
- $\checkmark\,\text{Doctor}$  usually helpful and makes necessary referrals.
- ✓ Patient-centred care
- $\checkmark$  Nice friendly staff, clean environment and compassionate doctor
- ✓ Friendly service, efficient arrival process
- ✓ Very supportive interaction
- ✓ Clinic ran to time
- ✓ Excellent consultation today with Dr Home. Always excellent customer service from Dr Jaisun. Thank you v much
- ✓ Accomodated me despite computer error. Dr Moore is professional, friendly and helpful
- ✓ Personable staff
- ✓ Courteous staff and professionalism
- ✓ Being able to get advice either in person or by phone helpful front line staff
- ✓ GP was exceptional in the way he dealt with an unusual situation. He understood my predicament, cared, and truly wanted to help. Thank you!
- ✓ I've chosen this answer because, the treatment I have received from the GP practice good and the Drs and GPs are very good at giving treatment however ge@er getting an appointment is really difficult I wish they can improve on that@ that
- $\checkmark$  I find the doctors all very helpful & admin try best to make sure that you are seen.. thank you
- ✓ Who replied people in the reception the doctors are very polite and very nice and understands the problem that you talk to them about Helpful caring GP

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- ✓ 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 altough 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@ than before.@fore.
- X Delay in being seen
- X Appointment on time and doctor very good
- XI think the gp surgey is very good, i would have chose the highest however, it is very difficult to get appointments with you.
- XWaiting 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 fa@ot fault them.@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@iting 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 @ible on GPS s part. @part.
- ✓ Cancelled early morning appt at last minute. E refferrred unnecessarily and now have to cancel appt
- ✓ Waiting time more than 1hour.
- XPatronising 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 bu@TC 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 advic@advice on medication@ation

### **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.