FFT Monthly Summary: January 2019

VANBRUGH GROUP PRACTICE Code: G83021

SECTION 1



CQRS Reporting

CQRS Reporting

FFT00	1 FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
93	41	6	3	1	1	1	0	0	144	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: 493

Responses: 145

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	93	41	6	3	0	1	144
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	0	0	0	0	1	0	1
Total	93	41	6	3	1	1	145
Total (%)	64%	28%	4%	2%	1%	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 (%) =
$$\frac{extremely\ unlikely + unlikely}{extremely\ likely + likely + neither + unlikely + extremely\ unlikely + don't\ know} \times 100$$

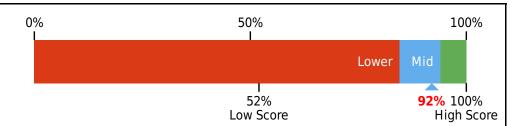
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

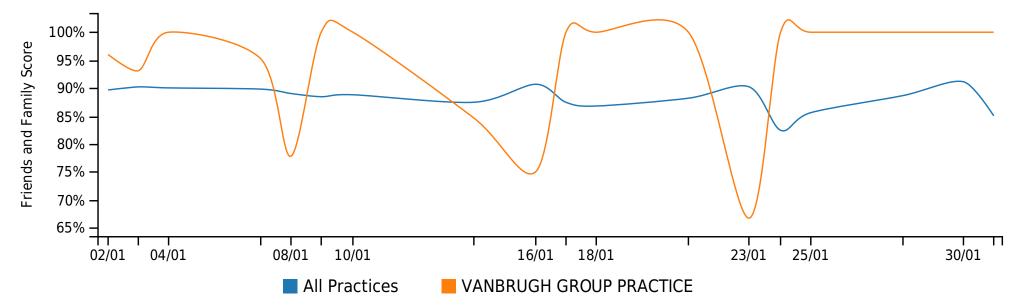
Your Score: 92%
Percentile Rank: 65TH



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 65th percentile means your practice scored above 65% of all practices.

Practice Score: 'Recommended' Comparison



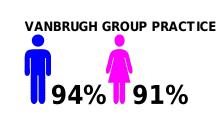
Notes: 1. Practice score comparison of 'recommended' scores only.

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

Practice Score: 'Recommended' Demographic Analysis

Age < 25</th> 25 - 65 65 + All Practices 82% 89% 92% VANBRUGH GROUP PRACTICE 100% 91% 95%

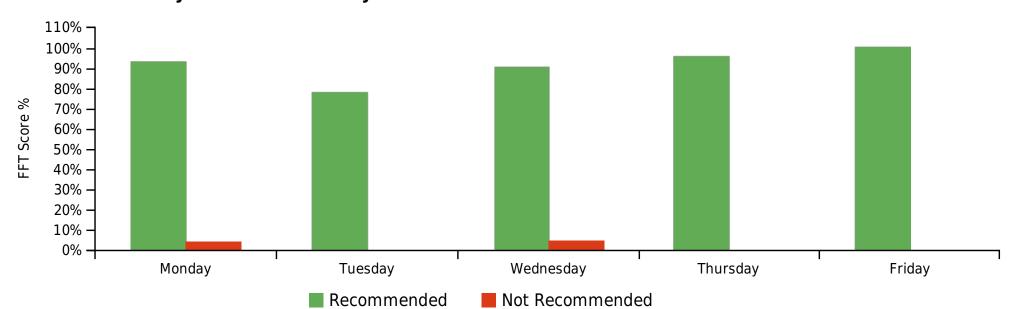




Notes: 1. Scores for current reporting month.

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

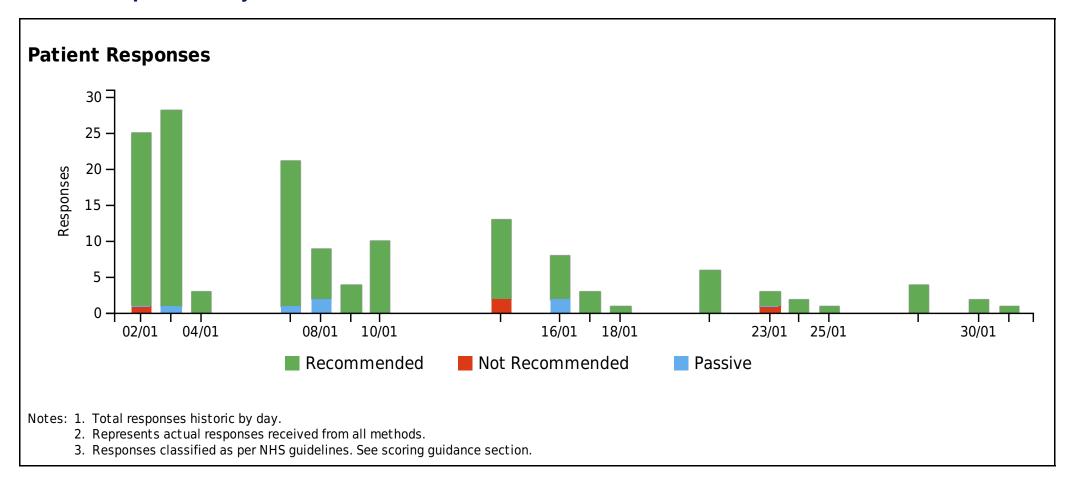
Practice Score: Day of the Week Analysis



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

Tag Cloud Thematic Reception Experience 21 knowledgeable Arrangement of Appointment 13 Reference to Clinician 45 Notes: 1. Thematic analysis for current reporting 2. 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. responsible

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

- ✓ Tha care and importance that the doctor shown about my condition
- ✓ Early appointment very helpful. Great doctor.
- ✓ The doctor (Dr. Home) was helpful and easy to talk to. The waiting time wasn't too long.
- ✓ Good service
- ✓ The doctor I saw was extremely professional and put me at ease with something that was embarrassing for me.
- ✓ Very helpful receptionist. Drs who listen. Good variety of services all under one roof.
- ✓ My GP is thoughtful and professional with me...
- ✓ Fast, ontime, friendly, very clean
- \checkmark Efficiency and I'm always able to get an appointment, be it urgent or otherwise.
- \checkmark polite telphone manner waiting period not too long nice doctors
- \checkmark I always find everyone there very friendly and helpful
- ✓ Very helpful and polite
- ✓ Appt on time. Nurse friendly and professional
- ✓ I'm very happy with the service I have received
- ✓ Excellent treatment from reception though to doctor. Always made to feel important and not wasting their time.
- ✓ I thought the care I received was excellent
- ✓ Super staff
- ✓ Always able to get am appointment when its needed and drs are all very good.
- \checkmark Quick response to urgent call. Dr Cassidy was sympathetic and helpful
- ✓ All the receptuonists are very friendly and the perscription orders are always done on time for myself when i ring up and order, also the doctors are ver@e very good at what theh do with health reasons. Thats why i would def recommend family or friends to this service. @ice.
- $\ensuremath{\checkmark}$ Because we were seen on time . receptionist helpful. Doctor great
- ✓ Very helpful
- ✓ I've been using your practise since the age of about 10 ..so I know how good you all are at helping out people who need to see a doctor .
- ✓ Quick and efficient
- ✓ Friendly and very helpful staff
- ✓ It is clean, well organised, the environment is calm.
- ✓ Friendly helpful staff. Great doctor's.
- ✓ Always get an appointment, kind staff
- ✓ Very friendly reception staff to put one at ease. Seen on time with friendly and efficient GP who listened.
- ✓ My appointments are almost always on time
- ✓ People who know what they are doing and treat me with respect
- ✓ Good doctors
- \checkmark good care when seen. takes a long time to get through on telephone however
- ✓ Mary Clare of course. But I have a big check on Weds with the bone and muscle people so I shall certainly be watching how services get co ordinated. Doc
- ✓ All 3 interactions with the clinic (receptionist, Dr Cassidy and Dr Sheppard) were pleasant. Online system is good.
- ✓ Nurse did vaccination for my 19month old with no pain or tears
- ✓ lovely roomy and modern premises, easy automated check in, seen very quickly and doctor was nice and friendly and listened to me
- ✓ Always very helpful the secretary's
- ✓ From the people on Reception to my brilliant doctor all great people.
- ✓ Fair, close and friendly care
- ✓ It was fast and no time wasting
- ✓ Politeness, helpful and friendliness of the reception staff. Cleanliness of the waiting room. Excellent doctor and diabetic nurse.
- ✓ Have been a patient with the surgery since I was 14 years old my parents and family . Also have always been happy with the service of doctors nurses an@es and reception etc @ etc
- ✓ Nice doctor today. Not easy to get same doc twice.

- ✓ Knowledgeable doctors, especially Dr Kudari
- ✓ Good service, competent doctors, friendly and helpful reception staff
- ✓ politeness, efficient and reliable.
- ✓ Dr Jaisun is very communicative, patient, well explained & thorough.
- ✓ Great appointment time and really helpful dr.
- ✓ Very professional doctor
- ✓ Happy with the service i recieve from all staff
- ✓ You listen , your kind, and you text to remind ,
- ✓ The doctor i saw was really great and helped so much. Just a shame that my appointment started 40 minutes late.
- ✓I am always kindly informed in registration, the doctor is very nice and helpful.
- ✓ Because my friend travels to the doctors surgery at Ferry view In Woolwich where the service is in meltdown and she lives in your catchment area
- ✓ I think the practice is excellent. Everyone I speak to in reception is kind and helpful, although very busy. The online service works perfectly. And the @ the doctors and nurses we see are knowledgeable efficient and kind. I wouldn't move.@move.
- ✓ Generally, the service feels good and the doctors are patient and responsible
- ✓ Polite staff .very friendly docs
- ✓ Friendly and professional. Appointment on time. Clean and quiet reception area. Easy to use online booking service.
- ✓ Dr Shephard is very helpful, professional and approachable, until other doctors at the surgery.
- ✓ Good friendly staff and services
- ✓ Fast booking appointment, dr Leonard was amazing!
- ✓ Got an appointment for the same day, and seen on time. However, parking is now impossible.
- ✓ Easy to get appointments
- ✓ Efficient and friendly staff and doctors
- ✓ The time we have to wait to see an specialist or sometimes to book an appt with a GP is too long.
- ✓ the doctor was in a rush
- ✓ Friendly nurse that didn't hurt me
- *Because even the Recepcionist, Nurse and the Doctor were so attentive, kindly and efficient. I am very happy.
- XAttentive and detailed consultation during my appointment today with clear actions.

Not Recommended

- ✓ Never had a good experience with the receptionists poor customer service very unhelpful no understanding of individuals circumstances
- ✓ Doctor was very brusque and receptionist unhelpful
- XI was booked in for 8am, but wasn't called through until I'd asked at Reception twice about 8:20am.
- XI didn't feel the doctors knowledge of how I could resolve the query was sufficient and therefore I am not sure that I have the right treatment

Passive

✓ My appointment was for 12. I didn't see the doctor until 12.35 and it didn't seem busy