

FFT Monthly Summary: January 2019

VANBRUGH GROUP PRACTICE
Code: G83021

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	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

 92%
  3%
  5%

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:

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

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

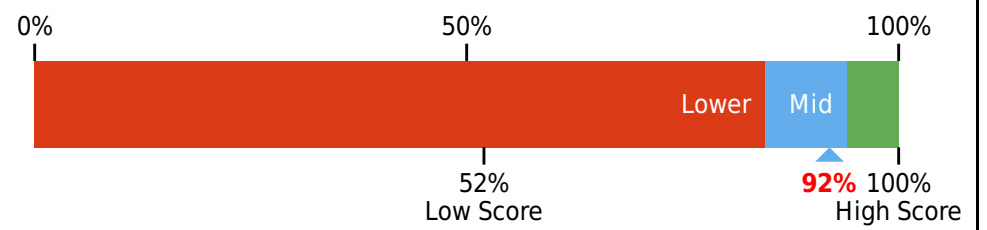
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

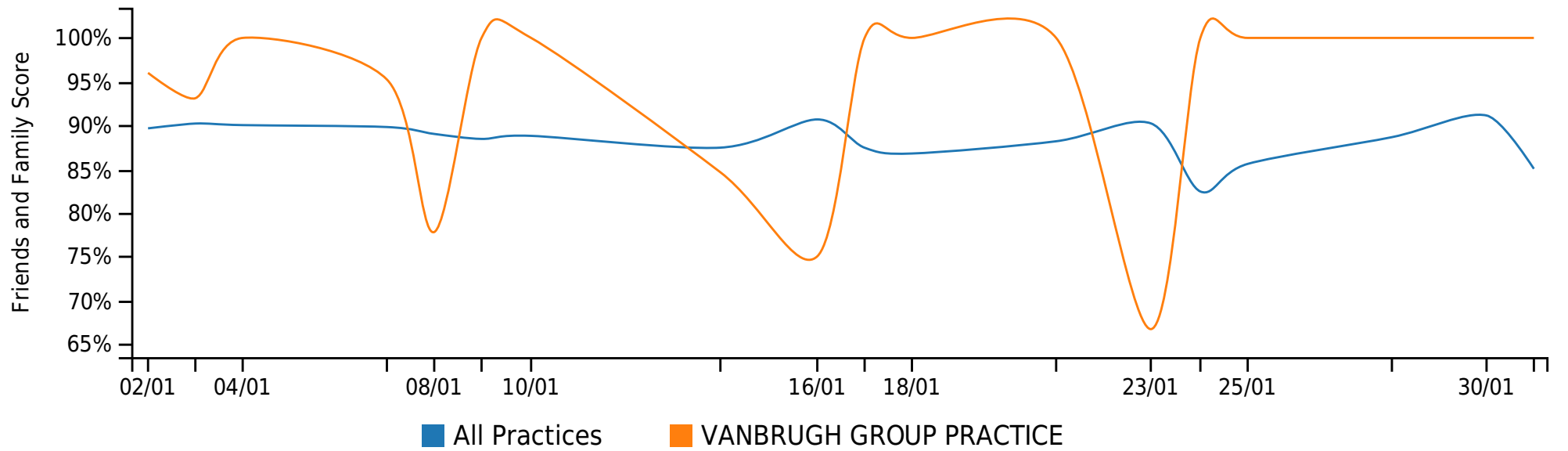
Practice Score: 'Recommended' Rank

Your Score: 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.

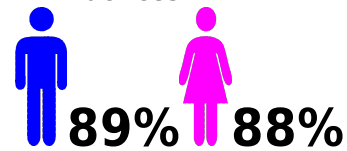
Practice Score: 'Recommended' Demographic Analysis

Age

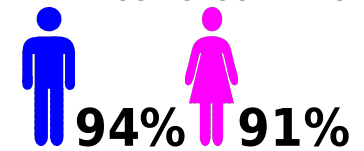
	< 25	25 - 65	65+
All Practices	82%	89%	92%
VANBRUGH GROUP PRACTICE	100%	91%	95%

Gender

All Practices

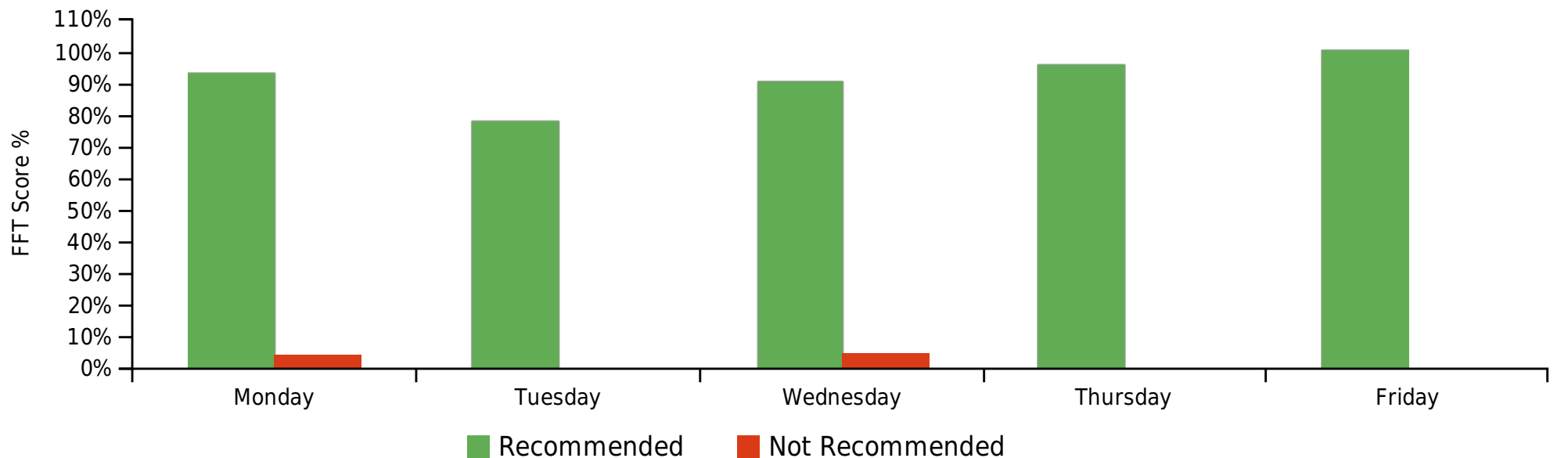


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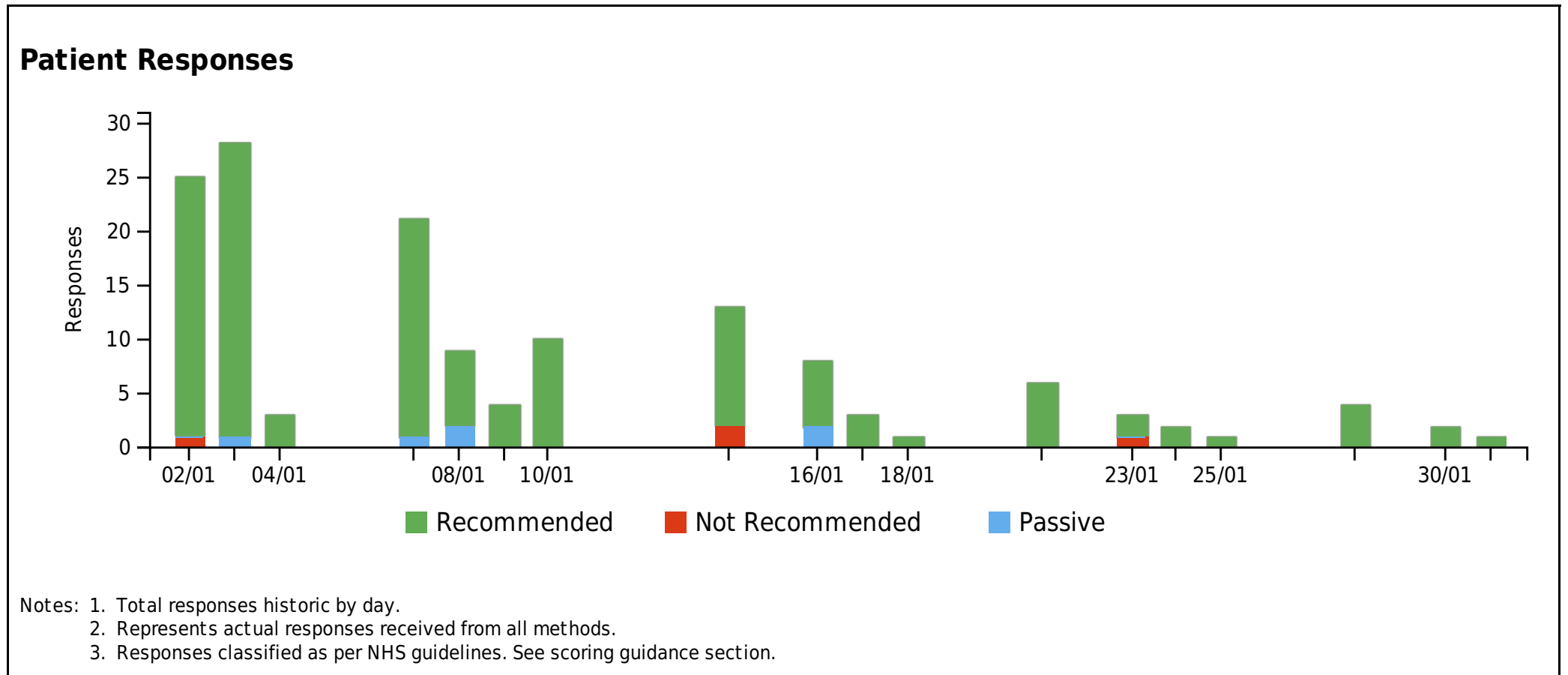
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓ 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 receive 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 Receptionist, Nurse and the Doctor were so attentive, kindly and efficient. I am very happy.
- ✗ Attentive 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
- ✗ I was booked in for 8am, but wasn't called through until I'd asked at Reception twice about 8:20am.
- ✗ I 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