FFT Monthly Summary: March 2019

VANBRUGH GROUP PRACTICE Code: G83021



SECTION 1 **CQRS** Reporting

CQRS Reporting

FFTC	001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
90)	26	10	6	7	2	0	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: 515

141 **Responses:**

•								
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	90	26	10	6	7	2	141	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	90	26	10	6	7	2	141	
Total (%)	64%	18%	7%	4%	5%	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:

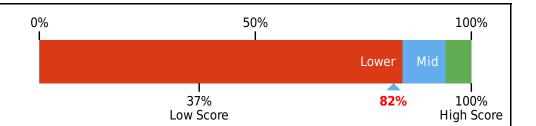
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 82%

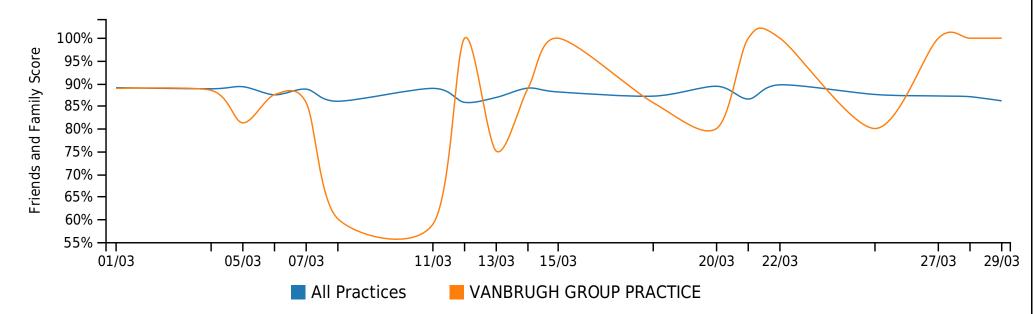
Percentile Rank: 20TH



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 20th percentile means your practice scored above 20% 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%	88%	92%
VANBRUGH GROUP PRACTICE	78%	82%	92%

Gender



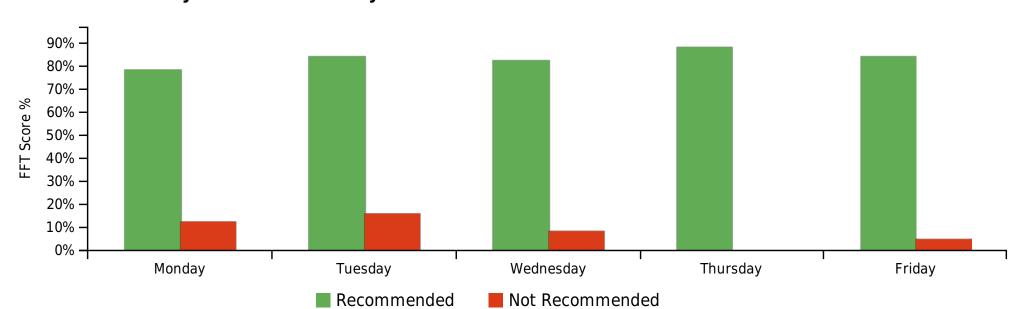


87% 81%

Notes: 1. Scores for current reporting month.

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

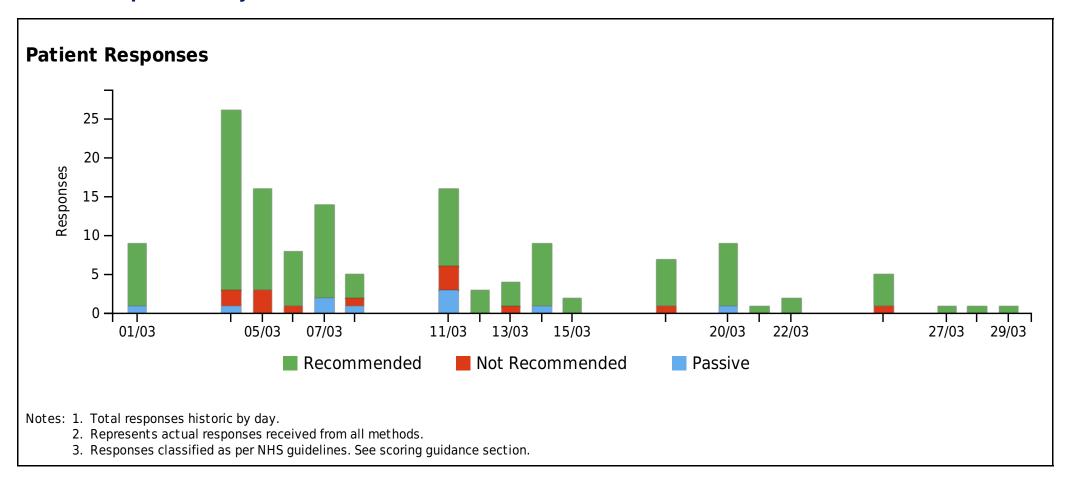
Practice Score: Day of the Week Analysis



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

Thematic Tag Cloud forward Reception Experience 16 Arrangement of Appointment 15 Reference to Clinician 39 Notes: 1. Thematic analysis for current reporting listening 2. Thematic analysis covers the most young massive discussed themes by analysing minor sentence fragements and is not an Polite exhaustive analysis of all talking points. pregnant 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. short impossible comprehensive

informative

altogether

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

- ✓ Do.cker.veer.goob
- ✓ Receptionist nice on phone (and I got through easily) then GP sensible and helpful on phone GP at consultation later today was EXCELLENT (inspired conf@ confidence they knew what they were doing friendly professional thorough).@ugh).
- ✓ Helpful receptionist. Got an appointment. Good doctor.
- ✓ You try to be as accommodating as you can under extreme pressures
- ✓ Good service, efficient, and a doctor that listen. Have been with the surgery since 1999.
- ✓ happy with the service
- ✓ Receptionist was friendly and efficient. Appointment was on time. Pharmacist was knowledgeable and sympathetic.
- ✓ Because i'm happy with the services provided.
- ✓ Good service when needed
- ✓ Ok to me the VGP IS A GROUP WITH FRIENDLY AND GOOD PEOPLE AND YOU CAN GET MEDICAL PROBLEM SERVES QUICKLY AN EASILY THERE
- ✓ Always get an efficient response when I call the surgery. Also the doctors are friendly and very helpful
- ✓ I find that I get a very good service and the staff are very good and the doctors as well.
- ✓ Good helpful and friendly service
- ✓ Not too long waiting for an appointment, and once there, appointment was prompt + good doctor. Good service.
- ✓ Good service but unsure of next step
- ✓ Very good consultation, appointment on time, clear advice and information, always feels like excellent care. Thank you
- ✓ Professional staff & doctors, cleanliness.
- ✓ Appts usually on time and great nurse practitioners like Kate Irving make this a reliable and great practice. Kate is fantastic.
- ✓ Range of doctors and services.
- ✓ Nothing is to much trouble!! And staff are happy to help! In this busses time
- ✓ Good quality
- ✓ All round efficiency and pleasant manner of staff in general.
- ✓ Really helpful advice from a sympathetic doctor in relation to an embarrassing problem (recurring UTI)
- ✓ Excellent service
- ✓The easiness of making appointments online and the manner, profesionalism and knowledge of the 2 doctors I have kept seeing in the last few years, Anita @nita Belgaumkar and Hannah Home@ Home
- ✓ I find the building/practice nice and clean and staff very friendly
- ✓ Great doctors, good system for urgent appointments.
- ✓ I loved attending an appointment with students. Felt like I was participating to help the next generation of GPs
- ✓ Good service, staff are kind
- ✓ I've been with this practice for 51 years and have had no reason to complain about anything, the doctors are always polite and helpful as are the receptionists.
- ✓ The care and support I've been given when I have attended the practice and the coordination with additional service providers. Thank you
- ✓ Efficient arrangements, good GPs, straightforward to access services and appointments
- ✓ Always accommodated me when I needed to see you.
- ✓ Short waits, friendly, efficient,
- ✓ Because i have had more help since being with Vanbrugh Group Practice than in my last doctors. And i have already adviced others to join this GP.
- ✓ Dr Cassidy
- ✓ Efficient
- ✓ Efficient staff and knowledgable
- ✓ Booked yellow fever vaccine for me and two little girls. Cash machine not working. Practice doesn't accept cards for payment. Running around with two @ two kids to find a cash machine and back and pay for it....not very practical. @al.
- ✓ All the doctors I have seen were extremely professional and helpful. Facilities are very nice.
- ✓ Dr Sheppard is excellent
- ✓ Good customer service
- ✓ Well informed diagnostic testing plan and timely response

- ✓ Excellent care and advice
- ✓ Very helpful GP
- ✓ Dr Hannah Home is very efficient and makes you feel comfortable while listening to your needs. She takes the time to explain what is wrong so you underst@derstand fully@fully
- ✓I found Dr Vijay Kudari's approach very straight-forward and my consultation was handled in a way that brought perspective to my concerns and rationality@ality to my symptoms.@toms.
- ✓ Altogether helpful doctor
- ✓ Excellent service.
- ✓ Dr Meghan Leonard was both thorough and compassionate to me. With others in the practice, I've felt hurried and ignored. She was brilliant.
- ✓ Reception staff very pleasant, doctors and nurses very caring and professional.
- ✓ Immediate appointment, efficient treatment, easy followup appointment.
- ✓I have always found both the reception staff and Doctor extremely pleasant and very helpful.
- ✓ Excellent service when in appointment, but often have to wait.
- ✓ Nice service, friendly staffs
- ✓ I was seen promptly.
- ✓ Proactive action by the Physician
- ✓ I saw nurse Joyce for my smear test today. She made me feel very comfortable in what is not usually a comfortable situation! This was my first appointmen@ntment since I registered at the practice a year ago and I was very impressed with how clean, quiet and efficient everything was for a Monday morning! @ing!
- ✓ Friendly staff and good waiting times for appointments
- ✓ Good, professional service
- X Can be quick to see a doctor if you need to

Not Recommended

- ✓ Your TV screen says if you pregnant make an appointment with gp, but gp says I should have not come and should have gone to midwife. Confusing messages a@ges and wasted time @time
- ✓ You have to wait for weeks for an appointment and when you do get one you are always waiting 30 mins past your time to be seen.
- ✓ The doctor I saw today Dr Hannah Homes. This is the second time I've seen this doctor unfortunately and again I have felt like a nuisance rather than som@n someone who needs medical care. I have suspected breast cancer and was made to feel like I was wasting her time being there despite having a letter tellin@elling me to ask for a referral. I also have severe back pain and again was made to feel like I was a nuisance for asking for a referral for physio to try to @y to rectify this. Empathy and manners need to be re taught. Imagine if someone came in who was really quite vulnerable and needed support and met this doctor@octor. They could potentially be put off speaking or being open about what support they need. @eed.
- ✓ The nurse made a massive mistake on my prescription and I was prescribed an insufficient quantity of medicine.
- ✓I have always had a positive experience with the docs at Vanbrugh however was put off by a doctor telling me that the depression I have is some times "ju@s "just life" and that the pains I have in my lower abdomen must be pregnancy even though I'm on the implant and have not had any symptoms of pregnancy also t@lso telling me I would need to do a home pregnancy test before I can have any other treatment. Poor doctoring. @ing.
- ✓ This is overall a good GP
- ✓I was seen on time. The nurse was friendly and gave advice. The room was clean.
- ✓ The first thing the nurse did was have a go at me because I hadn't heard her calling me into her room. The issue was that the tannoy wasn't working so pa@so patients can't hear when they are being called in for their appointments. I was nervous about having my smear test and the nurse did not put me at ease at @e at all by having a go at me when I arrived even though I had been on time for my appointment. So no I wouldn't recommend the services. I've had 2 smear test@ tests before and both the previous times were much more comfortable and the nurses made an effort to make sure the patients relaxed @axed
- ✓ Dr ageel was brilliant. She listened really well, was patient, kind, thoughtful and I feel really confident in the advice she gave. Thanks!

Passive

- ✓ Heart broken
- ✓ The staff are great but the service is overstretched and it's impossible to get an appointment unless you know you'll be ill in 3 weeks' time. My husband@sband was sent to a&e with minor stomach pain because the gp didn't have time to examine him. That's a failure of the system because he was clogging up an eme@n emergency service with a non-urgent issue. @sue.
- ✓ The receptionists are so miserable and unwelcoming, which is a big deal when you're trying to manage a sick child.