

# FFT Monthly Summary: March 2019

VANBRUGH GROUP PRACTICE  
Code: G83021

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>515</b>						
<b>Responses:</b>	<b>141</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	90	26	10	6	7	2	<b>141</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>90</b>	<b>26</b>	<b>10</b>	<b>6</b>	<b>7</b>	<b>2</b>	<b>141</b>
<b>Total (%)</b>	<b>64%</b>	<b>18%</b>	<b>7%</b>	<b>4%</b>	<b>5%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

 82%
  9%
  9%

## 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:

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

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

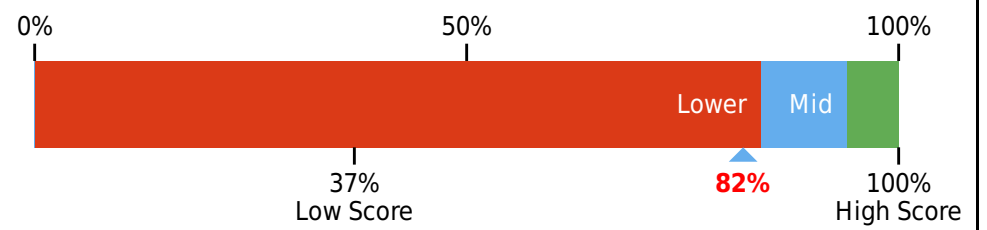
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

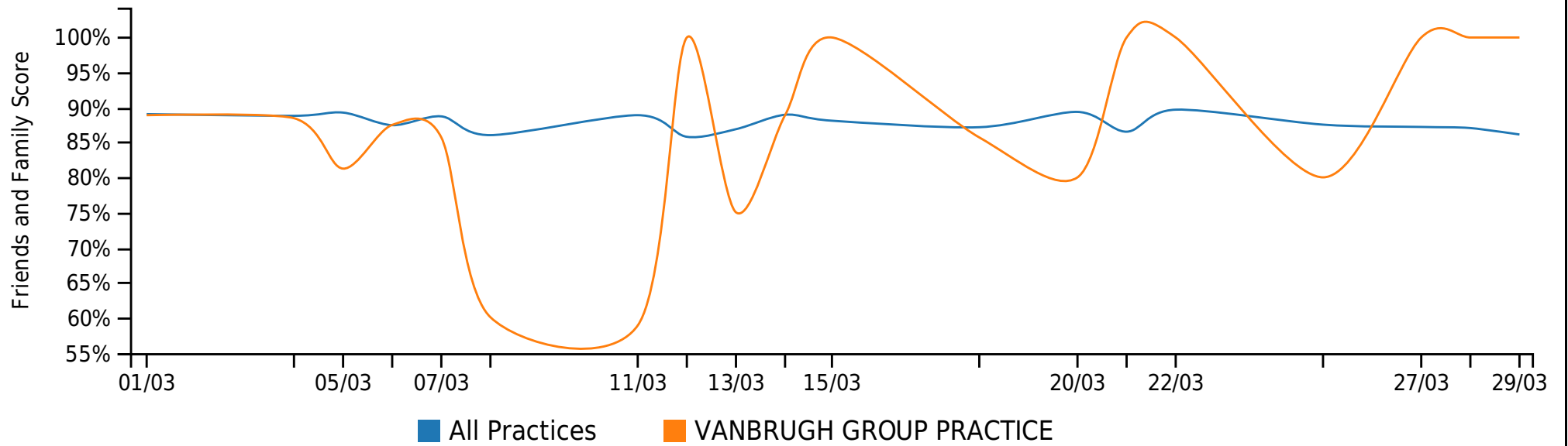
### Practice Score: 'Recommended' Rank

**Your Score:** 82%  
**Percentile Rank:** 20<sup>TH</sup>



- 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.

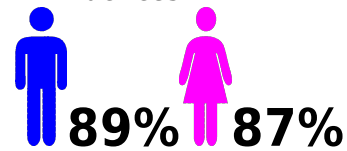
### Practice Score: 'Recommended' Demographic Analysis

#### Age

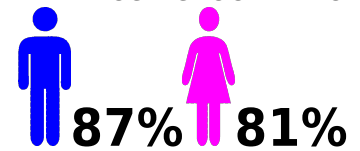
	< 25	25 - 65	65+
All Practices	82%	88%	92%
VANBRUGH GROUP PRACTICE	78%	82%	92%

#### Gender

##### All Practices

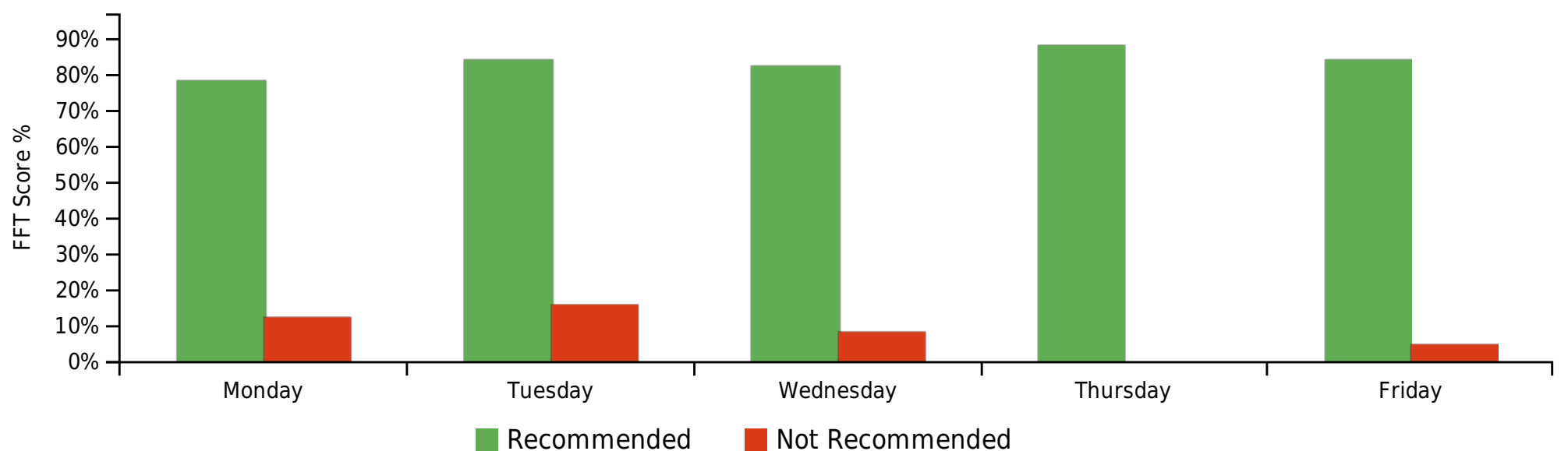


##### VANBRUGH GROUP PRACTICE



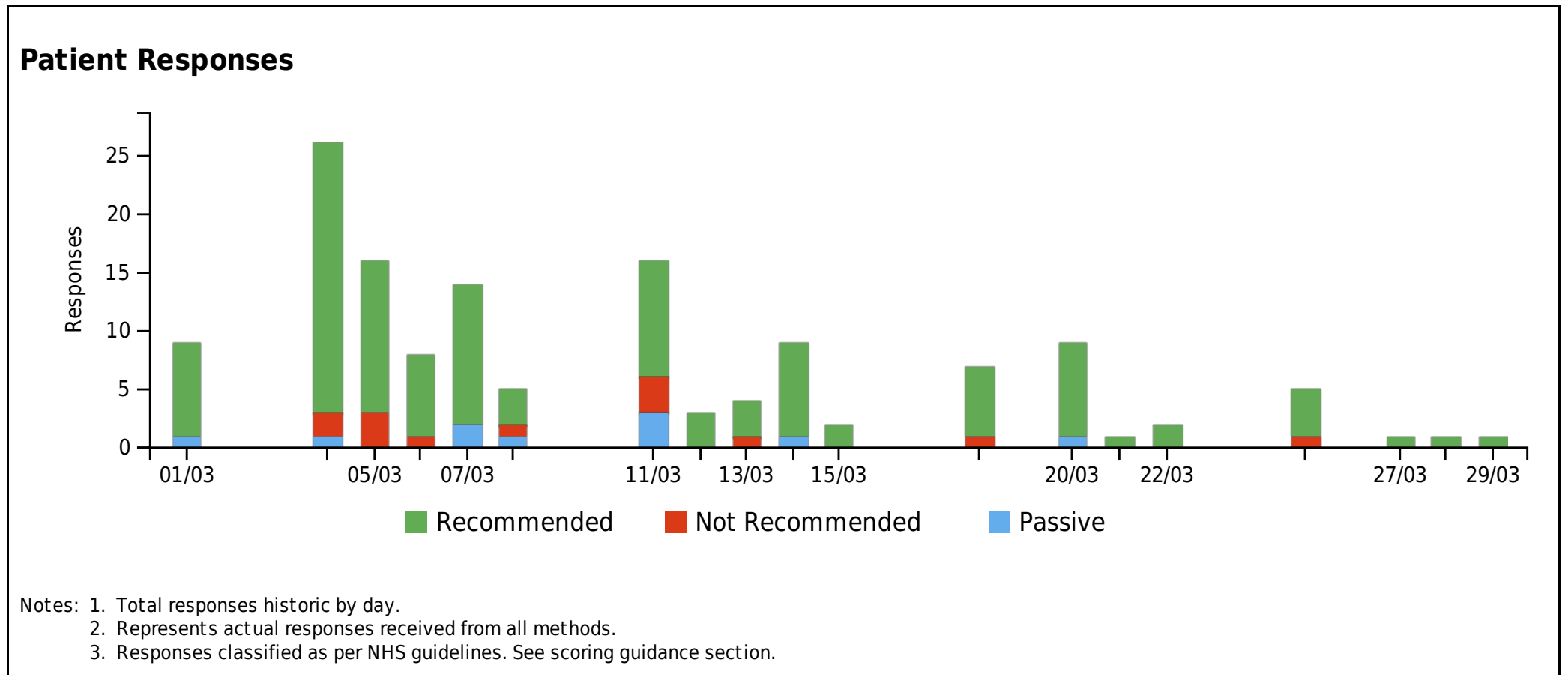
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### 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





- ✓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 understand 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 to my symptoms.
- ✓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 appointment 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!
- ✓Friendly staff and good waiting times for appointments
- ✓Good, professional service
- ✗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 and wasted 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 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 telling 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 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. They could potentially be put off speaking or being open about what support they need.
- ✓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 "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 telling me I would need to do a home pregnancy test before I can have any other treatment. Poor doctoring.
- ✓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 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 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 tests before and both the previous times were much more comfortable and the nurses made an effort to make sure the patients relaxed
- ✓Dr aqeel 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 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 emergency service with a non-urgent issue.
- ✓The receptionists are so miserable and unwelcoming, which is a big deal when you're trying to manage a sick child.