

# FFT Monthly Summary: April 2019

Vanbrugh Group Practice  
Code: G83021

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
108	24	3	7	7	2	8	0	0	143	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>531</b>						
<b>Responses:</b>	<b>151</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	105	24	3	4	5	2	<b>143</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	3	0	0	3	2	0	<b>8</b>
<b>Total</b>	<b>108</b>	<b>24</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>2</b>	<b>151</b>
<b>Total (%)</b>	<b>72%</b>	<b>16%</b>	<b>2%</b>	<b>5%</b>	<b>5%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

 87% 
  9% 
  4%

## 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:

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

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

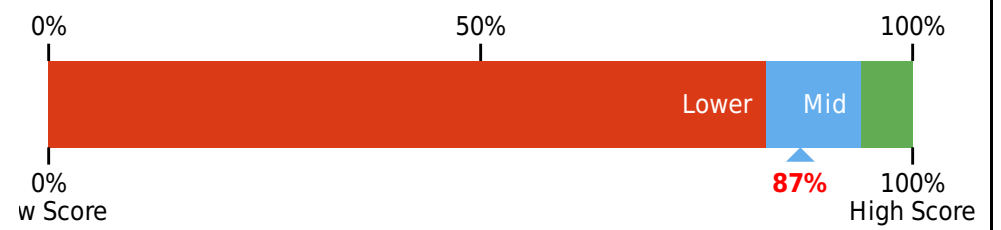
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

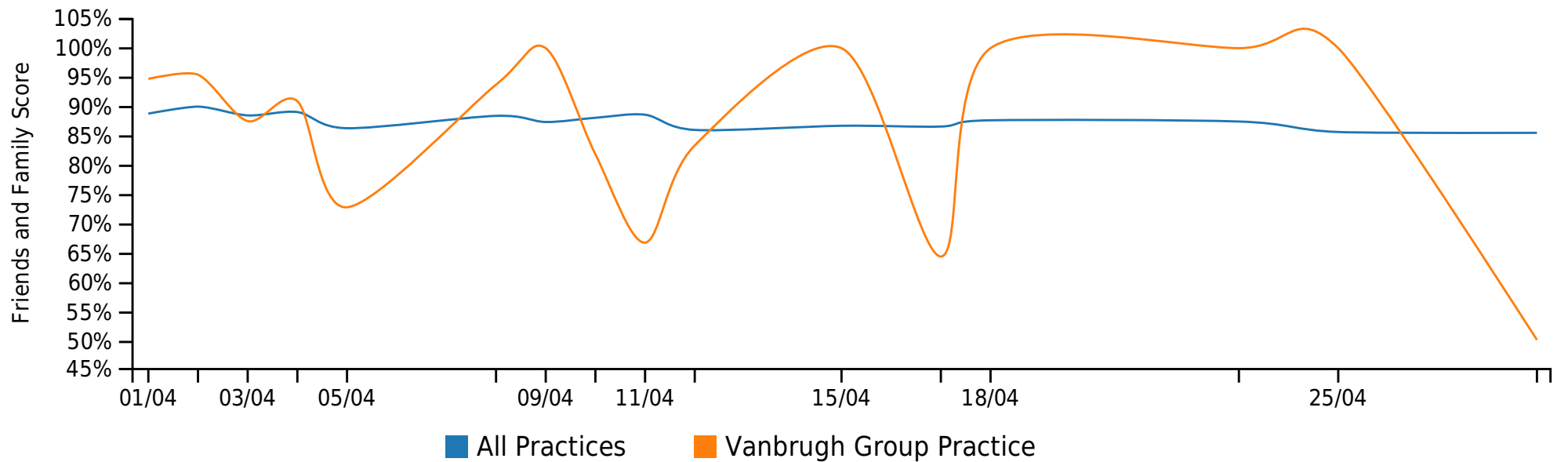
### Practice Score: 'Recommended' Rank

**Your Score:** **87%**  
**Percentile Rank:** **40<sup>TH</sup>**



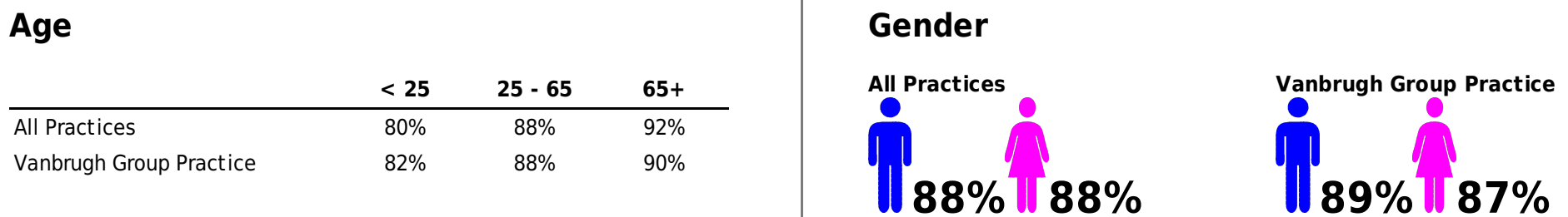
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 40th percentile means your practice scored above 40% of all practices.

### Practice Score: 'Recommended' Comparison



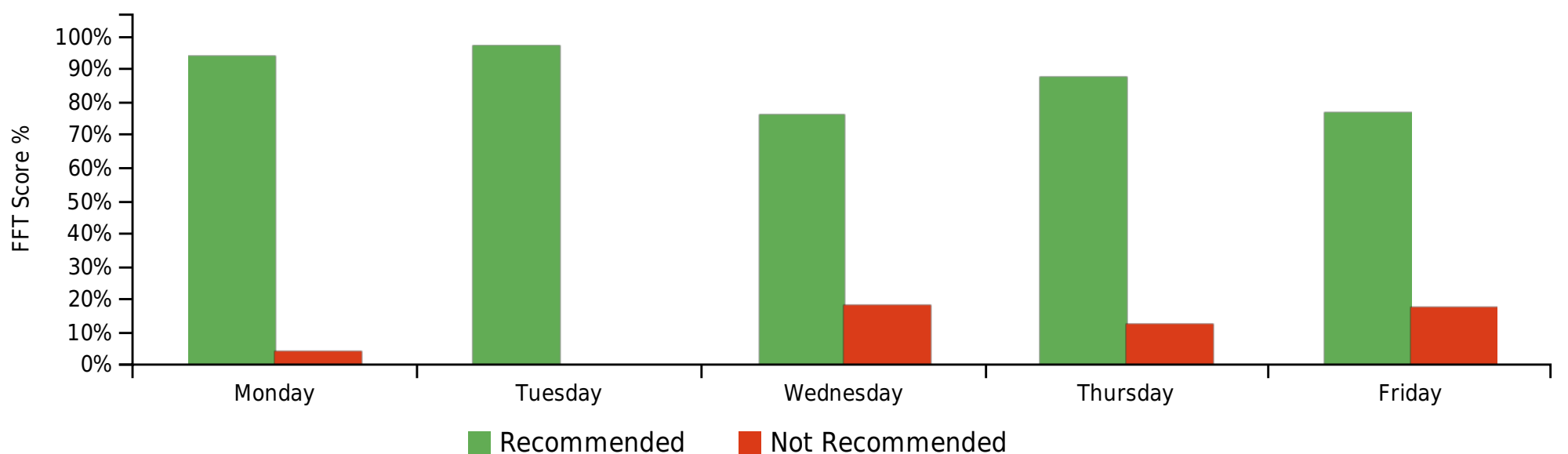
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



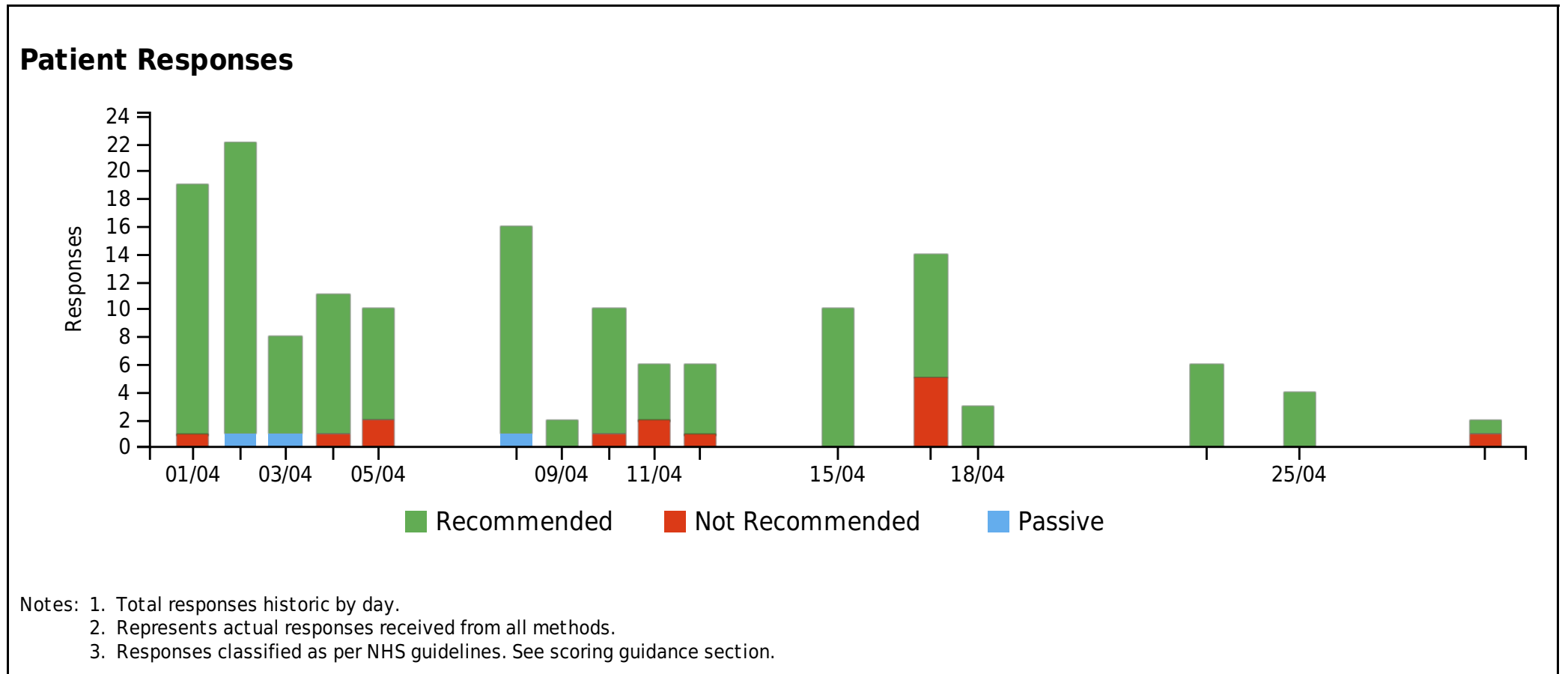
- Notes:
1. Scores for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### 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





- ✓ *Straightforward. Timely.*
- ✓ *8211 528 6608*
- ✓ *Able to get early appointment*
- ✓ *Very happy with Dr Sheppard's approach, easy to talk to and thorough.*
- ✓ *It was on time and the service was good I have always been happy with R.*
- ✓ *Dr Moore told me the result of tests from previous visit. She also listened to me and arranged for various appropriate investigations. I felt reassured by the visit. It was also a visit to do an annual review of long term medication. Thank you Dr. Moore!*
- ✓ *I have chosen no:1 Extremely likely because The receptionist, the nurse are so helpful. Dr Moore explains everything very clearly and shes very helpful too*
- ✓ *covered every aspect - very good appointment*
- ✓ *I would like to thank Audrey your nurse she was very personable and made the process much more comfortable and id like this to be noted . The ladies on reception are also very helpful especially when I could not get through on the telephone.*
- ✓ *I have always received a very good service from the receptionists and doctors so I have recommended the surgery to other people*
- ✓ *It can be hard to get an appointment*
- ✓ *I had no problems and was in and out very quickly.*
- ✓ *Ease of access and no waiting time*
- ✓ *I have chosen 1 because I don't come there very often but when I do the Dr's are exceptional you always leave feeling reassured with your treatment and advice. Also the receptionists are polite and very helpful . So thank you.*
- ✓ *Efficient system, well organised and managed with good doctors.*
- ✓ *The reception/secretarial team usually answer and act on your request (booking apt, emailing gp for new referral etc). The GPs are all pleasant & of a high standard, the facilities are clean, presentable and v spacious, the online service is useful and you can select apts v early in the day which is helpful if you're working 9-5, Mon-Fri.*
- ✓ *I found the nurse staff and doctor very helpful*
- ✓ *Good systems in place*
- ✓ *Efficient AS well AS friendly. This rare combination seems to be part of the culture. Lived for 20 years locally and been with u for as long.*
- ✓ *A very good practice but could they please understand that mental health issues will affect physical health as well.*
- ✓ *Insight provided*
- ✗ *Waiting time reasonable, call back from doctor works for me and I am happy with his judgement as to whether or not I need an appointment. I did need an appointment and he fitted me in during the afternoon. Doctor Shepherd very attentive and very professional*
- ✗ *Delay in getting the appointment*

### Not Recommended

- ✓ *It takes 2 weeks to get a non-emergency appointment and I think that is an unacceptable amount of time.*
- ✓ *Read my text*
- ✓ *My prescriptions were wrong.*
- ✓ *I picked the wrong option. We are delighted with the service. It has been fantastic as we changed GP to to issues with our last practice and I could not be happier with the choice we've made. Excellent!*
- ✓ *If you care to call me I will be happy to answer the question*
- ✓ *This was the first time I visited this clinic. Made the appointment 3 weeks ago, when I arrive I waited 45mins without being called in, queried with reception who say the doctor Im booked with hasn't arrived yet. Got to see another doctor who say he doesn't take blood tests so I have to book a new appointment for another day. Why wasn't I asked 3 weeks ago when I made the appointment what It was about so I was booked with the right person?*
- ✓ *Extremely difficult to get an appointment, reception staff rude , always told no emergency appointments, often you cancel appointments with no explanation, when you complain just told take it or leave it, completely no empathy for your patients.*
- ✓ *very difficult for a working person to get an appointment without a long wait drs are very good if you can get in front of them*
- ✓ *booked a 7am appointment 3 weeks ago and the Dr did not arrive. If you are not going to turn up to work don't offer those slots*
- ✓ *came for a 7.10am appointment and the practice was shut . 4 other patients were also waiting and we have all missed our appointment due to no drs or reception staff present*
- ✓ *I booked a 7.30am appointment so that I could get to work . I was disappointed to hear that that the surgery times were running behind already . I also don't feel like my concerns were taken seriously*
- ✓ *The service has gone down hill patients waiting for over an hour for receptionists to answer the phone - poor service*

### Passive

- ✓ *Wait times for an appointment are way too long (2 weeks). Especially for babies. Receptionists can also be a little unfriendly and make you feel like you are bothering them for daring to call up and request an appointment.*
- ✓ *Pleasant experience with a friendly and approachable GP. Very difficult to actually get an appointment and lots of hurdles to jump through, waiting, call calls just for a consultation*