FFT Monthly Summary: May 2019

Vanbrugh Group Practice
Code: G83021

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
84	38	9	7	2	1	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: 453

Responses: 141

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	84	38	9	7	2	1	**141**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**84**	**38**	**9**	**7**	**2**	**1**	**141**
Total (%)	***60%***	***27%***	***6%***	***5%***	***1%***	***1%***	***100%***

Summary Scores

87% 6% 7%

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:

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

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

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

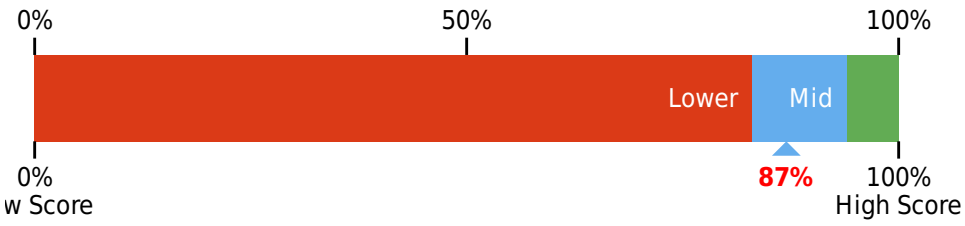
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

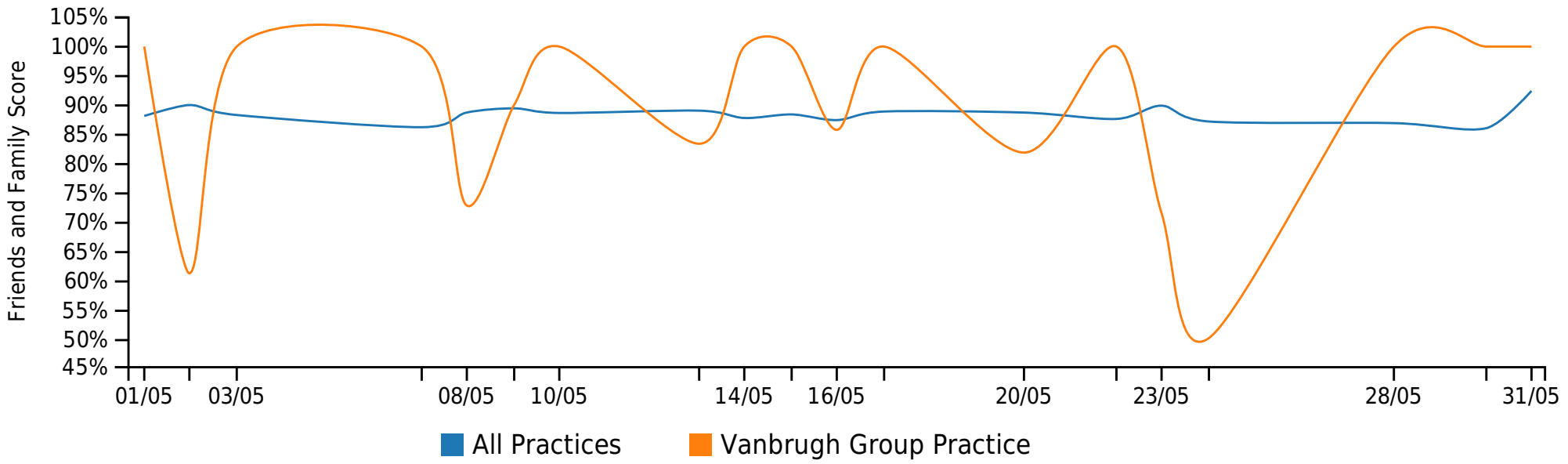
Your Score: **87%**

Percentile Rank: **35TH**



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 35th percentile means your practice scored above 35% 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	84%	89%	79%

Gender

All Practices

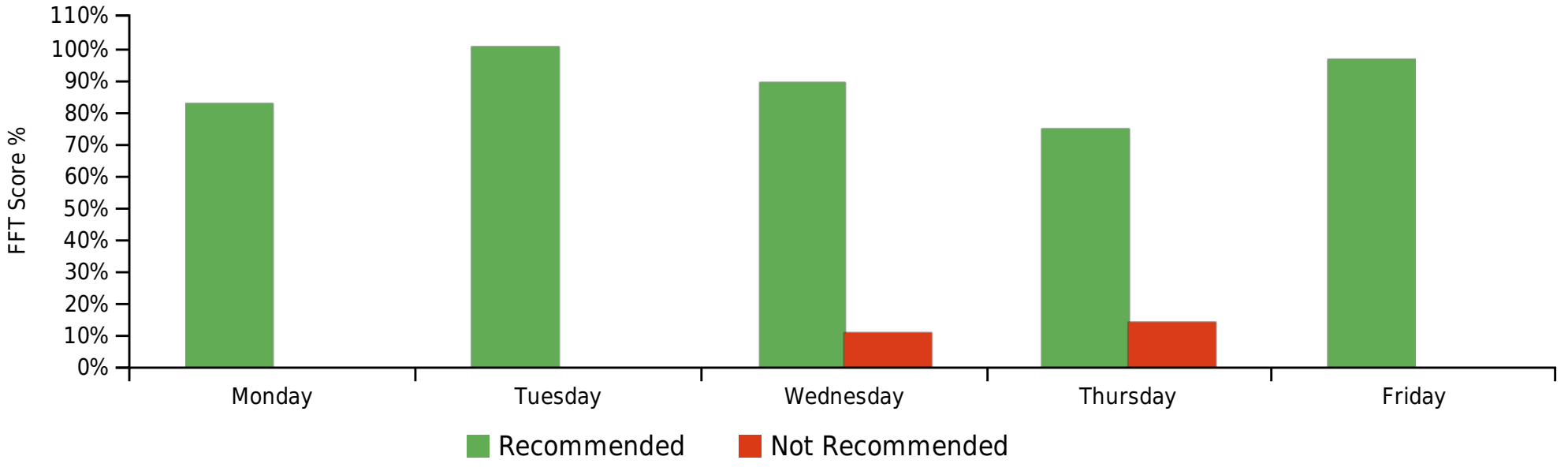
89% 88%

Vanbrugh Group Practice

84% 88%

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

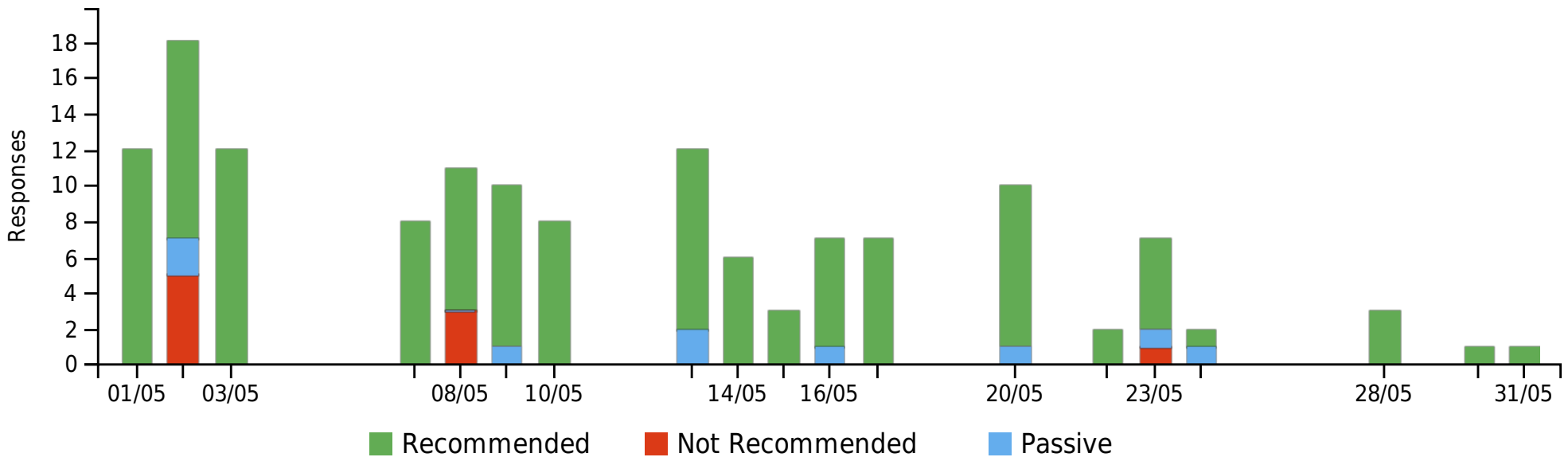
Practice Score: Day of the Week Analysis



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 Responses



Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

Section 5
Patient Free Text Comments: Summary

Thematic

Reception Experience	18
Arrangement of Appointment	23
Reference to Clinician	35

Notes: 1. Thematic analysis for current reporting month.
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.

Tag Cloud

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

✓Standard of care could be improved and staff could also be more respectful and understanding
✓*I though the doctor was very helpful and I was impressed with the care and effort she seemed to give*
✓Both desk and doctors are very positive, helpful and following progress closely. The centre helps patient well both physically and psycologically
✓*Efficient appointments, staff are helpful.*
✓The place is pleasant. The nurse was lovely and my experience at the practice is always positive.
✓*Great service*
✓I have a continuing relationship with members of the practice who are always polite and sensitive. That's everyone-receptionists pharmacists nurses and d@and doctors. Unfortunately I haven't met the staff who work behind the scenes I'd bet that they're just as pleasant though@hough
✓*The doctor was very understanding*
✓excellent care
✓*Professional staff*
✓Very efficient and nice practice
✓*Very good GP*
✓Helpful rational care and transparant advice and understanding from nurse on untimate issue
✓*Difficulty getting an appointment within 2 weeks*
✓Always friendly help and good advice
✓*Kate Irving is great. Always so friendly, provides lots of information, and made me feel at ease. The reception staff are not always as helpful and friendly.*
✓Appoint ran to time , created a revised treatment plan and was conducted in a generally efficient manner.Very satisfied patient,Thank you.
✓*Doctor did not make an eye contact, difficult to build trust.*
✓Seen on time and attentively
✓*Attentive showed interest not rushed good manner calm*
✓I had to call six times through two queues of 18 people to get through to someone!
✓*..a excellent appointment with the practice nurse pam*
✓I got the support I needed, was listened to and felt that I was going to be ok. It was overall reassuring and friendly, which was very helpful in my circ@ circumstances.@nces.
✓*Dr Sheppherd listens, advises and didn't seem to rush you through it.*
✓Dr Home is perfect GP
✓*1.when we want to have the feedback about the results it takes too long evertime. 2.It is not easy to have a checkup appointment (the access to a pediat@ediatrician is not easy but i think it's the system not u) @t u)*
✓Professional service from doctors at the surgery
✓*I would have scored a 1 but the appointment process is not good*
✓Friendly staff, not too late, efficient
✓*Always friendly and efficient.*
✓Dr Belgaumkar is a really lovely GP Calm & welcoming Shame she is only temporary now
✓*Competency*
✓Trusted staff
✓*All the girls on reception so friendly*
✓Overall good availability of appointments, generally friendly climate
✓*Long waiting time for appointments*
✓The receptionist's are always pleasant, I've always found the Doctors very professional and helpful and I've been with this practice for many years
✓*Professional, helpful clinicians. Efficient service (although can be hard to get an appointment/call)*
✓My regular GP is supportive and understanding of mental health issussues. The reception staff are helpful and the booking system works we well - having pre booking, telephone consults and emergency bookings.gs.
✓*Dr Shepherd is an excellent GP*
✓The staff are really helpful and kind. It's a shame I had to wait 3 weeks for an appointment but the actual service is very good.
✓*Very helpful*
Good service and efficient service.

✓
✓*The kindness of the doctors.*
✓The staff are very friendly and helpful doctors always there to listern to ur problems and very understanding in trying to help you
✓*Good service staff nice nurses good and doctors*
✓Efficient, well-run, professional.
✓*Because the Dr I saw was very nice during my appointment and she told me everything I needed to hear*
✓Lots of services available at the vanburgh practice,blood test,telephone conversation with doctors and doctors are very good and helpful
✓*Quick appointment, helpful and friendly :-)*
✓General practice has lost the personal, more caring touches it used to have.
✓*The reason is because I saw Dr Anita Belgaumkar and she was really lovely she apologised for my wait which was actually not too long, was very warm and @ and empathic and friendly, spent time talking through everything she thinking and tests she was doing and spent time explaining my prescription. She also gav@o gave me a really clear plan about next steps and made me feel supported and cared for @ for*
✓Human touch, understanding staff members
✓*Because even if the problem is not resolved dr.cassidy is patient and easy to talk to when I'm under extreme stress*
✓Lovely reception stuff helpful and informative (esp senior !) Doctor Hana very helpful Great phlebotomist taking my blood with no fail (as most of the@f the time they have troubles with my veins:)@ins:)
✓*Very kind respectful compassionate practice*
✓Excellent gp. Mary Parker.
✓*Punctual appointment*
✓The GP was very helpful
✓*Convenient online booking*
✗Although I saw a nurse very quickly an appointment to see a gp (on the nurses Advice) is three weeks away

Not Recommended

✓It is difficult to reach the practice by phone, and the availability of appointments is well below par. The app is unstable and often doesnt do what it i@ it is supposed to do. Lastly, obtaining recurring prescriptions is a time consuming process, and always a hit or miss@ miss
✓*There is a long history of dealing with blood tests requests and doctor review at the practice. Taking over 2 weeks to find out critical results. On this@ this occasion required a blood test form for blood test arranged for today. Since Monday Required 3 calls, one telephone appointment and still the incorrect @rect blood test form was provided. I have spent total of time hour and 45 minutes on calls and waiting to obtain the form. I still do not have the correct for@t forms for the future weekly test. The whole process is shockingly inefficient and putting the Heath of patients at risk@ risk*
✓Quality of medical care
✓*Lack of bedside manner and empathy, and didn't state when appointment was over - just turned to pc and started typing.*
✓I waited half an hour then asked about the doctor. I was only them told the doctor had not arrived. I was put on a list to be seen by another doctor. Thi@. This list was growing as they already had another doctor who had not arrived. I did not get to see a doctor. @tor.
✓*Unable to book appointments if you need to see a doctor urgently.*
✓No evening/Saturday appointments and generally no appointments available

Passive

✓Because you have to wait ages for an appointment
✓*Because there is almost 3 weeks of waiting for an appointment. This is too long*
✓The issue is waiting for the phone to be answered and unhelpful receptionist. Also long waits for appointments. Doctors/nurses good once you get to see them.
✓*Doctors are excellent. However, system of working is poor.3 weeks ago I was told by 111 that I must see a doctor within 8 hours. I told that to the rec@e reception on the phone but they still insisted that the doctor must speak to me first. That was 10 hours after I had been told must see a doctor and it was @ was 13 hours before I actually saw a doctor.The need to see a doctor should not be assessed by a receptionist.It is noticeable that when I spoke to the doc@e doctor he said come immediately but the receptionist would still not give me an appointment for 3 hours. @rs.*
✗Bad experience with reception: After my 2 months old baby received its 1st vaccines, I was queuing at reception in order to get him an other appointment.@ment. I was queuing behind someone being attended (the last secretary on the right) When it was my turn, the receptionist did not attend me and attended someo@someone who arrived after me because I was queuing at the wrong place (in her opinion, the right place was 2 metres away). I found the situation really unfair@nfair and stupid because when I arrived no one else was queing, I have seen no indication explaining to patient where they are supposed to queue and additiona@tional waiting time is not welcome when you are trying to calm a baby in pain@ pain