

FFT Monthly Summary: June 2019

Vanbrugh Group Practice
Code: G83021

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
85	26	3	5	11	0	1	0	0	129	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:	510						
Responses:	130						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	85	26	3	4	11	0	129
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	0	0	0	1	0	0	1
Total	85	26	3	5	11	0	130
Total (%)	65%	20%	2%	4%	8%	0%	100%

Summary Scores

 85%
  12%
  3%

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:

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

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

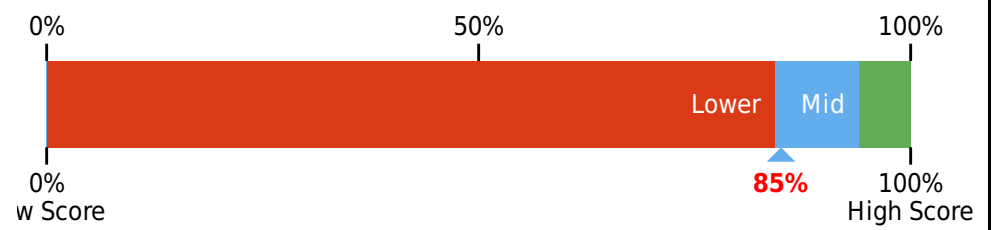
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

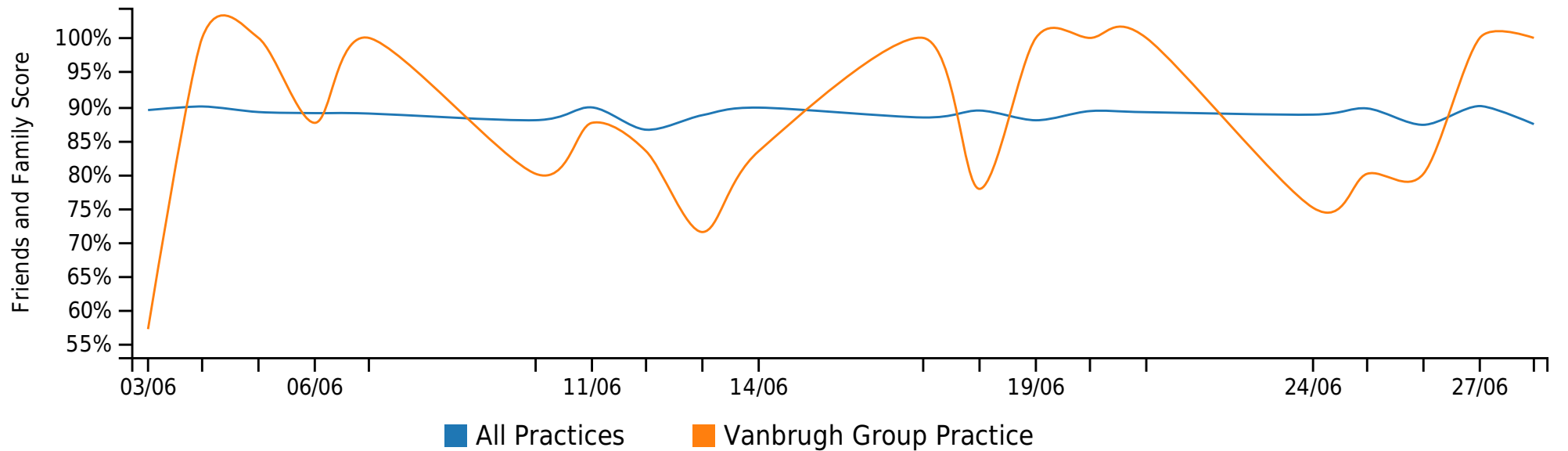
Practice Score: 'Recommended' Rank

Your Score: 85%
Percentile Rank: 30TH



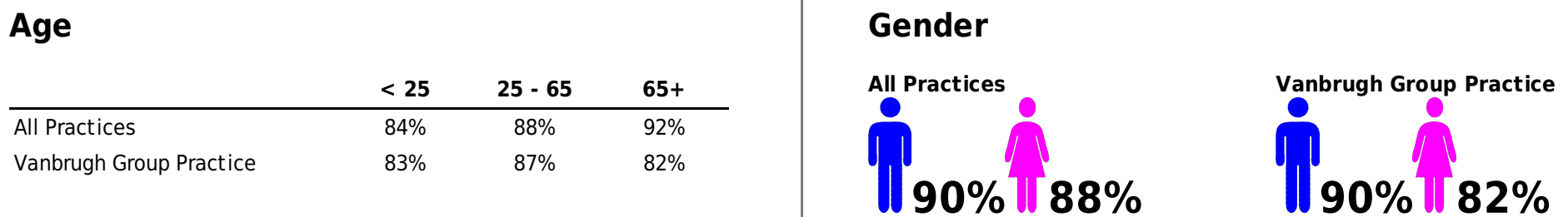
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 30th percentile means your practice scored above 30% of all practices.

Practice Score: 'Recommended' Comparison



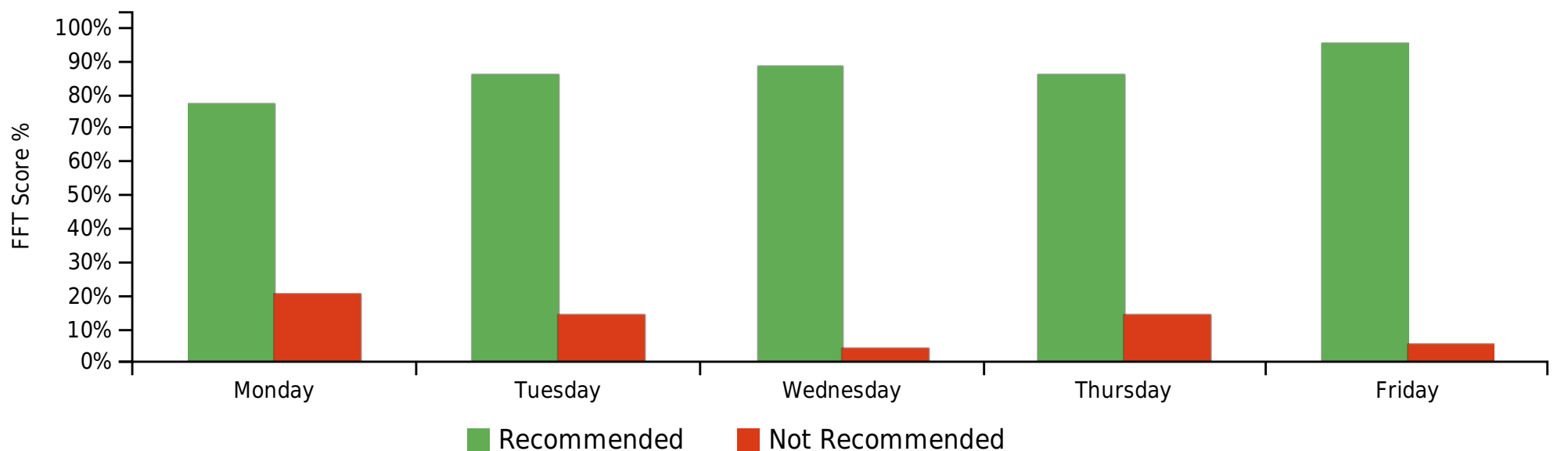
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

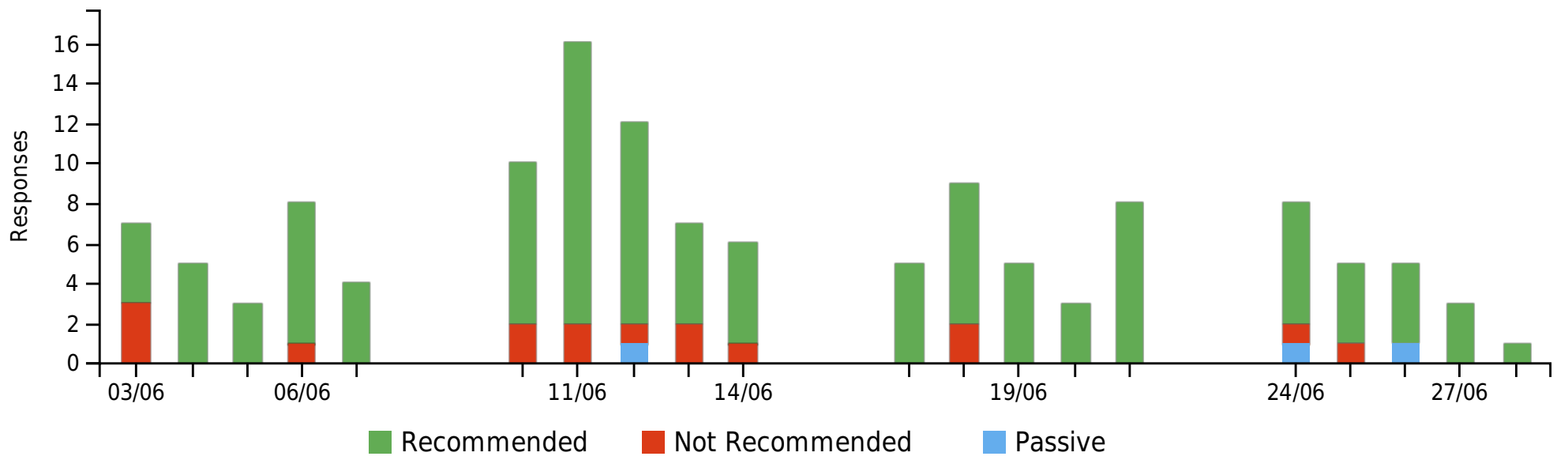
Practice Score: Day of the Week Analysis



- 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

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.

- ✓ *Excellent doctors and support staff, and (mostly) efficient admin.*
- ✓ *Was extremely impressed by the service I received today the doctor took the time to help me. And answered all questions so I understood*
- ✓ *Friendly and user friendly practice*
- ✓ *She welcome me, she took time to listen me and also she explained properly to make you feel good. She is good doctor, i personally recommend to the patient.*
- ✓ *Nurse introduced herself explained procedure and results privacy and dignity maintained throughout appointment time not kept to with not explanation*
- ✓ *Friendly and kind communication from Doctor*
- ✓ *Great service*
- ✓ *Always great service, nice people and getting all information which I need.*
- ✓ *I was listened to*
- ✓ *Seen on time, friendly nurse.*
- ✗ *The GP I saw was friendly, approachable, knowledgeable and efficient- overall very good.*

Not Recommended

- ✓ *Very efficient and kind*
- ✓ *I ave been rushed by the healthcare professionals on both occasions with my newborn. After having told them I also just moved to the UK from US and looki@looking for answers and advice. I've been made to feel as if they do not have time and are barely paying attention to my questions and concerns. @rns.*
- ✓ *3 to 4 weeks for an appt then canceled at last min hours on phone trying to book appt give up and go to surgery to be greeted by staff who have had a cha@a charisma bypass if you had a serious illness you would waste weeks of valuable time try booking an appt on the phone yourself to test your service @vice*
- ✓ *Opening time and difficulties toBook a Visit*
- ✓ *Difficult to get appointment to long waiting and the Gp I spoked to was not empathetic and didn't explain very well*
- ✓ *Sorry meant 1!!!*
- ✓ *Had to wait 3 weeks for an appointment, then another 3 weeks for follow up.*
- ✓ *Since Dr Gauslua left I had trouble finding a doctor I like that stays at the practice. Too many doctors always seeing a different one . I've been with t@ith the surgery over 20 years and don't have a doctor who knows me. It's too impersonal, always having to re explain yourself then your 10 mins are nearly up@ly up*
- ✓ *It's true*
- ✓ *I practically had to beg for a smear test today!*
- ✓ *Given wrong info about best time for smear at time of booking*
- ✓ *I have usually had to wait for about 15 minutes but today after a 25 minute wait with an upset toddler I received curt advice/care from Doctor Parker. Unhappy that my illness was dismissed almost as a figment of my imagination.*
- ✗ *Dr Charlotte Shier has dedication or her patients. She listens and gives you adequately advice. The only reason why I did not give a 10 is because she pr@he prescribed me a product a product that is no longer sold and I'm with body itching.@hing.*

Passive

- ✓ *It's hard to get appointments, speak to a doctor or get a prescription*
- ✓ *My family that lives local already use the practice. Most of my friends do not live in this area. Also I'm not in the habit of recommending. One mans mea@s meat is another mans poison!!@son!!*