

FFT Monthly Summary: September 2019

Vanbrugh Group Practice
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
79	36	4	2	6	2	2	0	0	127	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:	439						
Responses:	129						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	78	36	4	1	6	2	127
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	0	1	0	0	2
Total	79	36	4	2	6	2	129
Total (%)	61%	28%	3%	2%	5%	2%	100%

Summary Scores

89%
 6%
 5%

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:

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

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

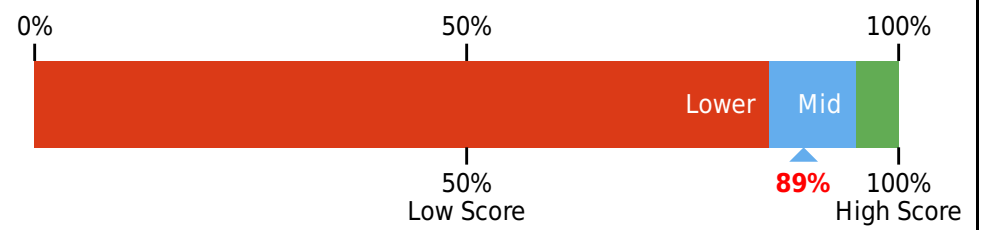
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

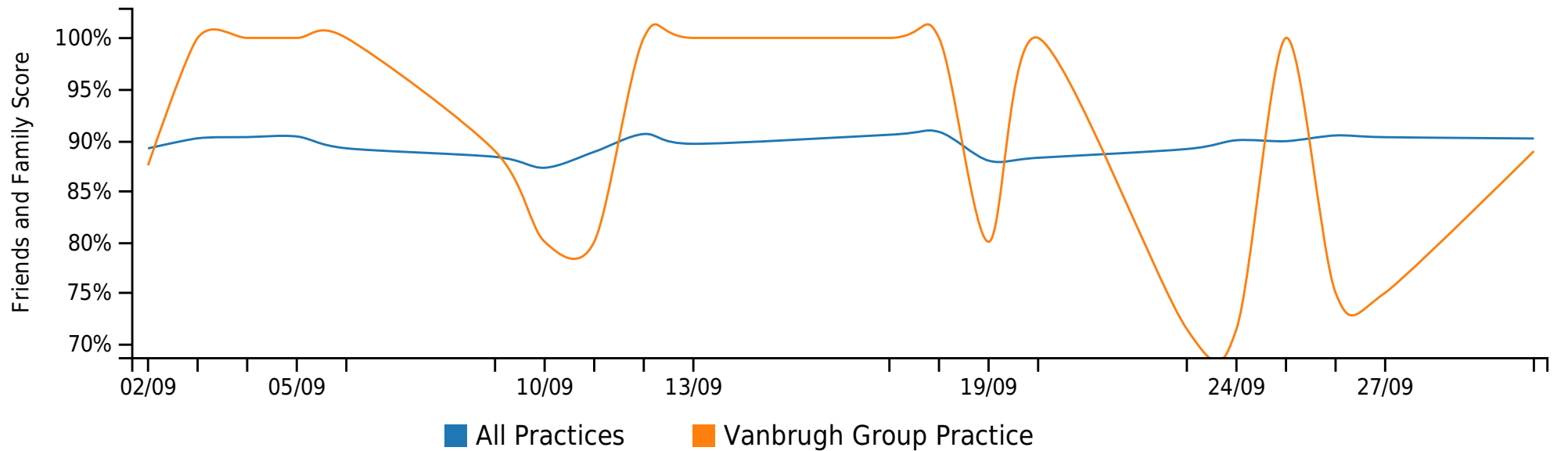
Practice Score: 'Recommended' Rank

Your Score: 89%
Percentile Rank: 45TH



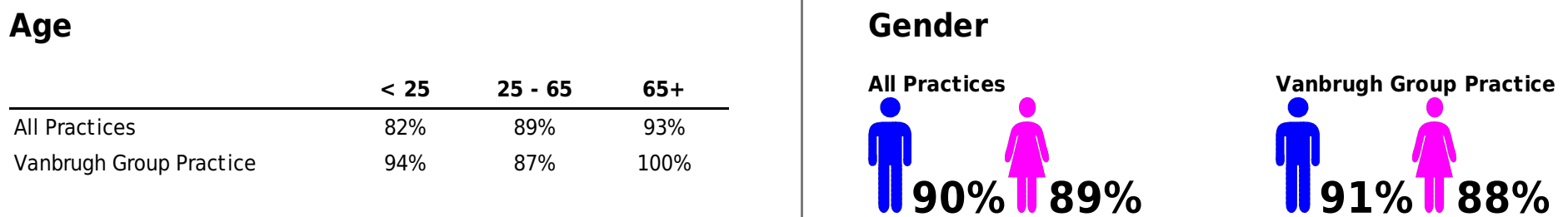
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison



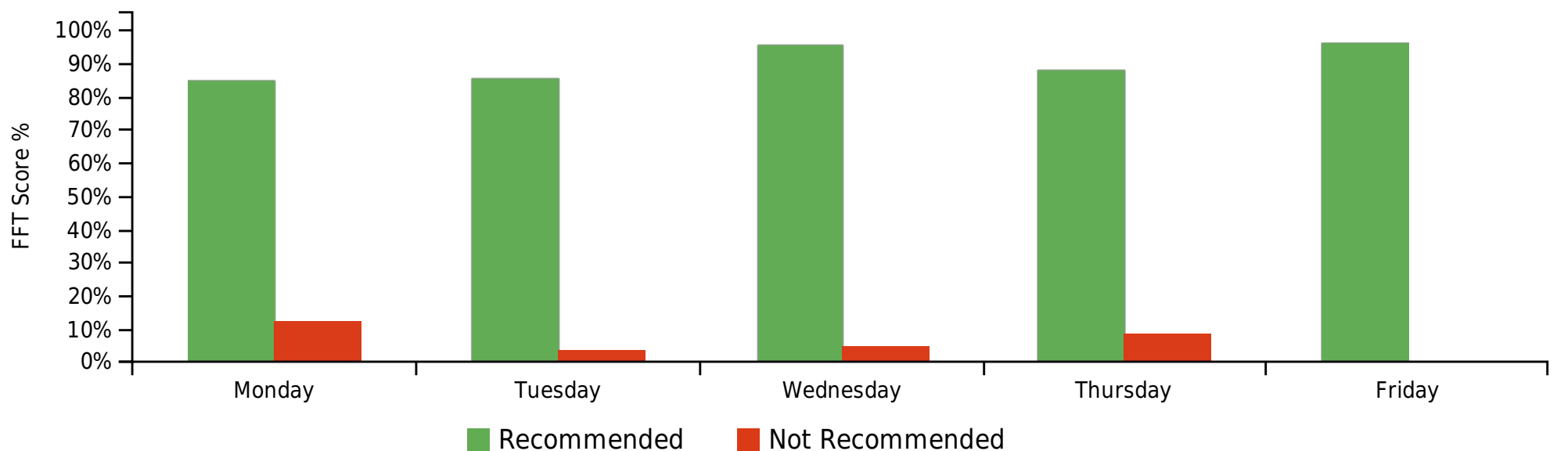
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



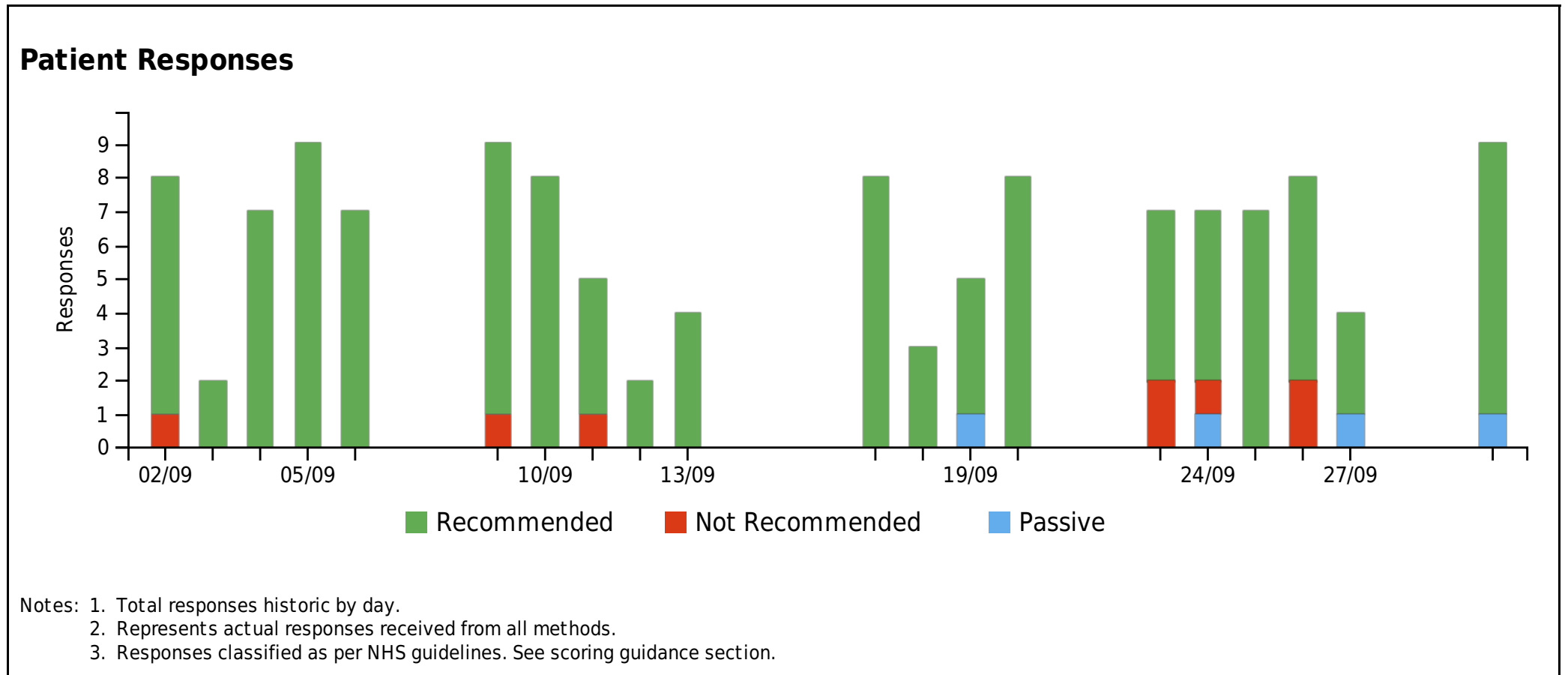
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓ *Dr Cassidy is an able and kind practitioner.*
- ✓ *App booking, early appointments, friendly / helpful GPs*
- ✓ *The nurse that saw me was very helpful and knowledgeable, thanks*
- ✓ *Doctor was partially lacking in bedside manner. -Not fully welcoming or accepting and not sufficiently open minded to the possibility that I have a genuine need and am appropriately using the medication I requested.*
- ✓ *Efficient & helpful.*
- ✓ *staff are friendly and very helpful*
- ✓ *Saw dr Moore always helpful and explains everything really well am happy that I have found a Dr I can talk to after Dr Mona left I was finding it hard to find the right dr for me except Dr Parker who is always so busy .*
- ✓ *Good practice*
- ✓ *The Dr was kind and thorough.*
- ✓ *A thoroughly professional, appropriate and swift service.*
- ✓ *People at the reception were nice and helpful. The place was nice and clean. I felt the Dr. listened to my concerns. Was able to get a blood test done directly after my Dr's apt.*
- ✓ *The nurses and GPs I have met so far are very nice, polite and tolerant. I was treated by Miss Pam Sinclair who is very tolerant and considerate*
- ✓ *Did not have to wait very good service*
- ✓ *Mrs Christine Hyland was extremely kind and knowledgeable and I felt she put me at ease*
- ✓ *Very patient and intelligent pharmacist who took her time listening before giving good advice*
- ✓ *Great staff, from medical to support.*
- ✓ *Was seen on time and dealt with in a sympathetic and professional manner*
- ✓ *Because the service was really good*
- ✓ *Hard to get an appointment*

Not Recommended

- ✓ *It was an accident! Would definitely recommend. The doctor I saw today was FANTASTIC.*
- ✓ *Doctor bordering on misogynistic - jumping straight to anxiety diagnosis (no history)*
- ✓ *twice my nurses appointment has been cancelled*
- ✓ *I was seeing on time and I received a quality care From the doctor. Good explanation*

Passive

- ✓ *The practice is great: it's always clean, the staff are friendly throughout (from office staff to GPs and nurses), always get fabulous care. The difficult is that it can be sometimes hard to get a suitable or prompt appointment time.*
- ✓ *My most practical suggestion for the surgery to be better is that all staff are trained on how to make medication available on the online portal - on the last 3 occasions I have been unable to pick up my 'repeat' prescription because there's a review date that I haven't been told about(!!) or the medication hasn't been available on the portal. I don't think staff realise how dangerous and distressing this is when you are reliant on a regular prescription. Please please look into this.*
- ✓ *Appointment was 40 minutes late*