

FFT Monthly Summary: October 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	33	7	1	4	1	0	0	0	136	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:	407							
Responses:	136							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	90	33	7	1	4	1	136	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	90	33	7	1	4	1	136	
Total (%)	66%	24%	5%	1%	3%	1%	100%	

Summary Scores

 90%
  4%
  6%

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:

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

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

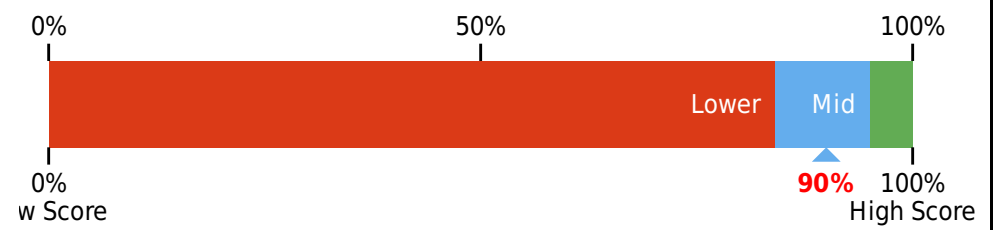
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

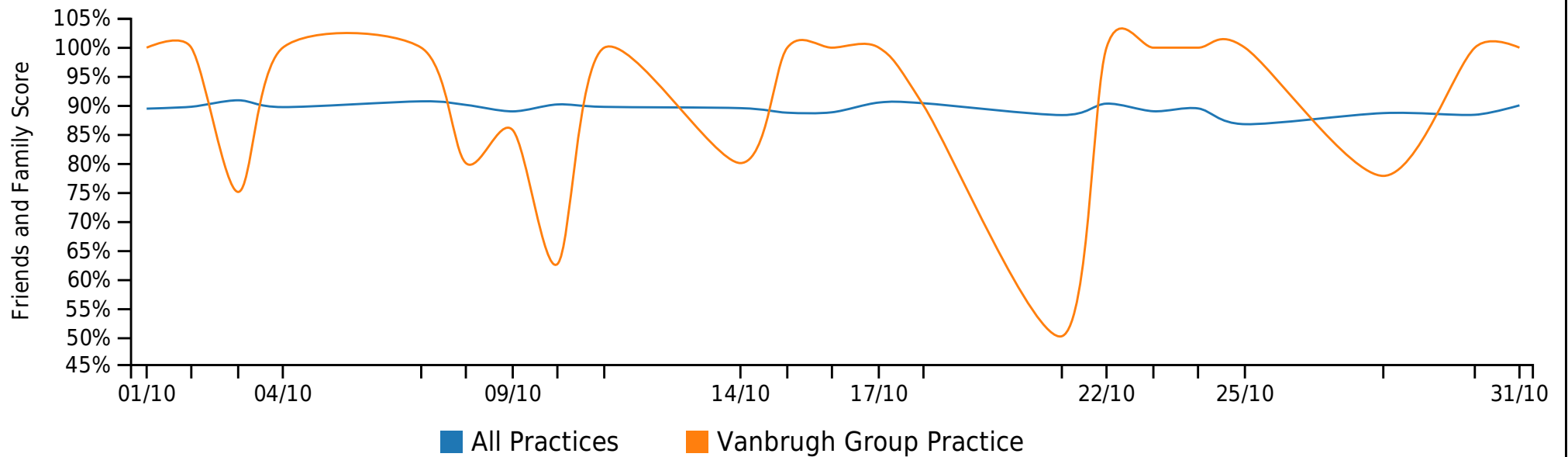
Practice Score: 'Recommended' Rank

Your Score: 90%
Percentile Rank: 45TH



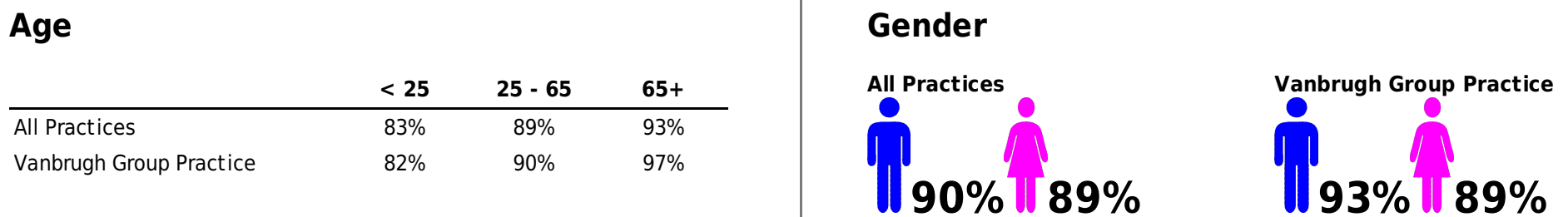
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 45th percentile means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

Practice Score: 'Recommended' Comparison



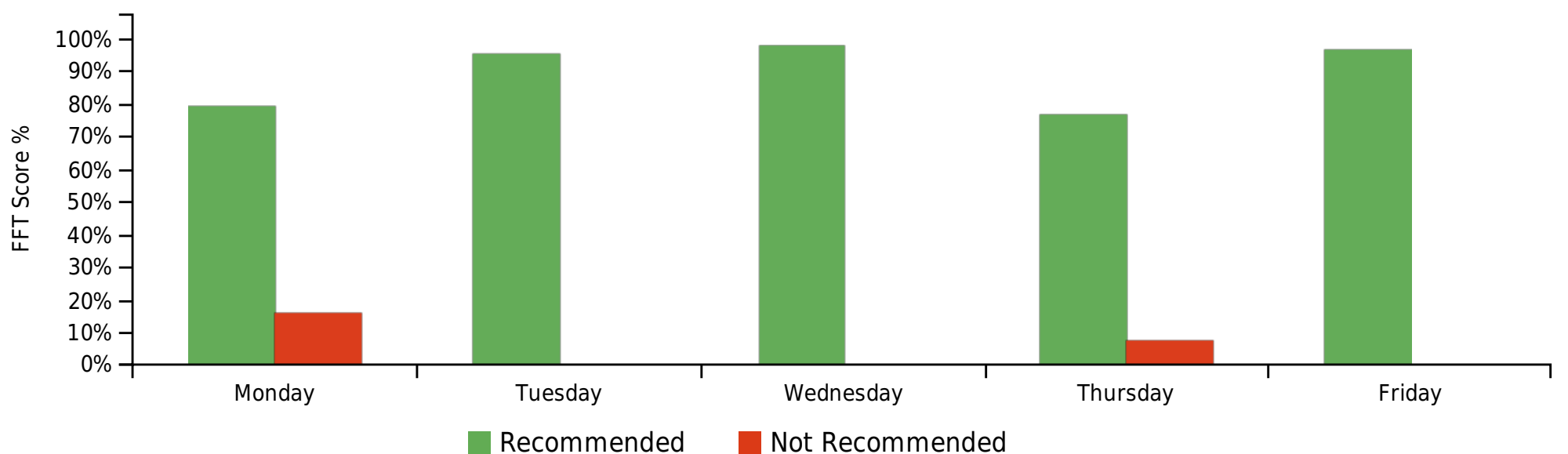
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



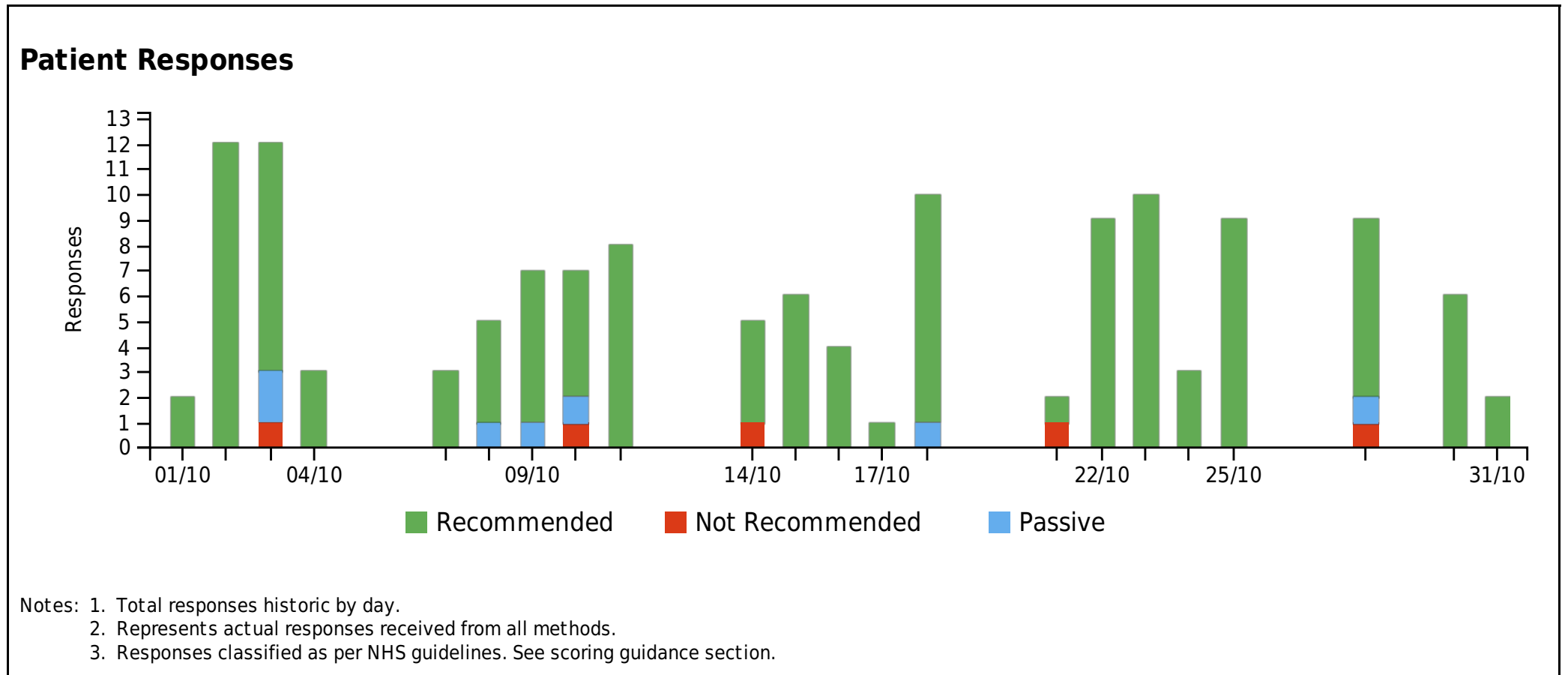
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



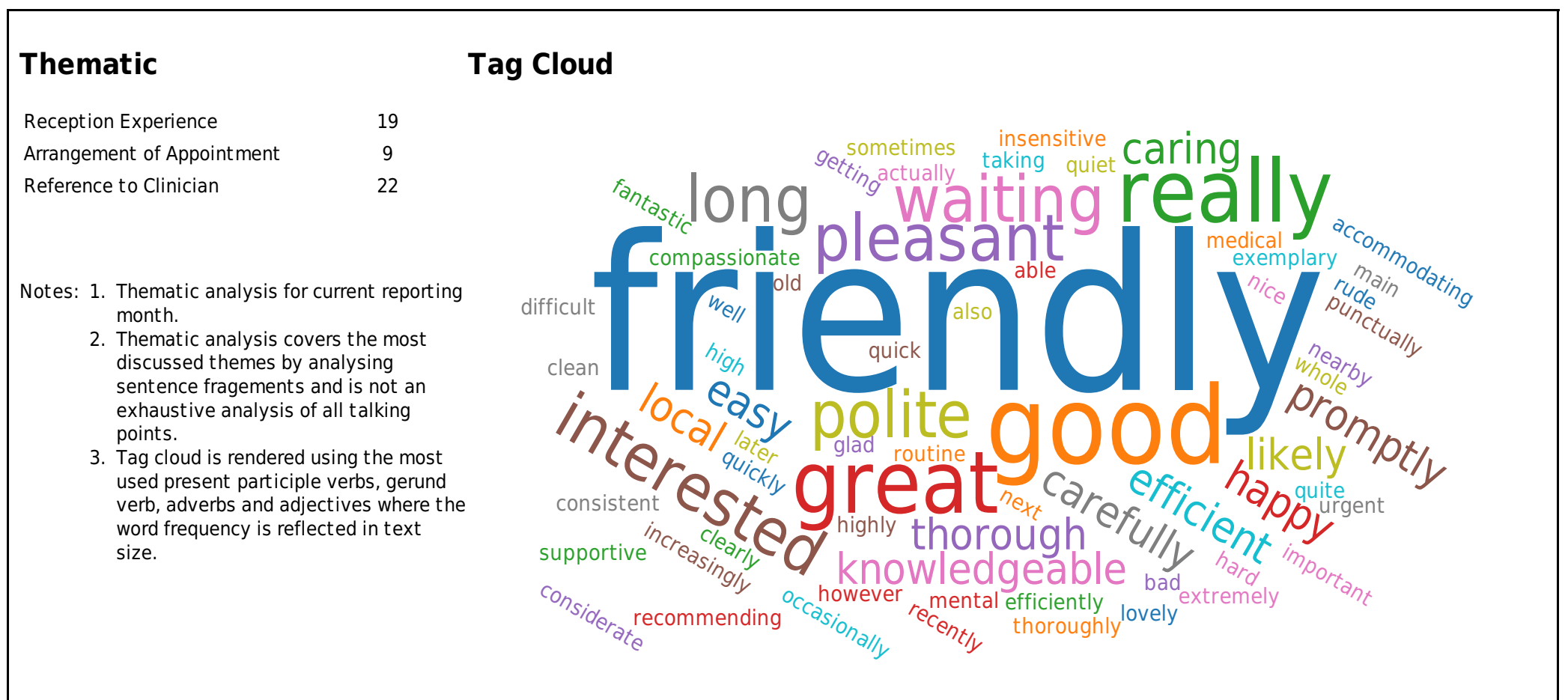
- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary



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

- ✓ Seen on time, all staff (receptionist and doctor) friendly, doctor really listened and reassured.
- ✓ I have been with the practice for over thirty years and have always had exemplary care.
- ✓ Really friendly physician, very efficient. Appointment was easy to get and he suggested a follow up to discuss results of test. Alleviated my concerns.
- ✓ Staff very *accommodating*
- ✓ Good & prompt service for a very routine procedure.
- ✓ Friendly staff
- ✓ Because you can't improve your service, it is excellent as it is, thank you
- ✓ Helpfulness of receptionist
- ✓ Very compassionate approach to mental health issues from Dr Parker. But such a shame I can't access support through the local IAPT. Glad I have company h@any healthcare to avail of counselling to get better@etter
- ✓ Quick response
- ✓ Caring doctor Osman Lee actually listened!!!!!!!
- ✓ I'm very happy with the service provided which has been professional, consistent and thorough.
- ✓ Excellent service from whole team
- ✓ Staff were kind and helpful and we were seen very promptly.
- ✓ Nurse Kate Irving was very pleasant, knowledgeable and put me at ease before the procedure.
- ✓ Seen quite quickly, doctor listened to the issue, checked and explained next steps clearly. Reception staff were helpful.
- ✓ We have to use our local GP. However it's getting increasingly hard to get an urgent appointment. Also some reception staff taking calls have been rude, @ude, off hand and insensitive when booking appointments. @nts.
- ✓ No queue / no delays. Professional and helpful doctor and advice.
- ✓ Helpful, kind and thorough appt
- ✓ Because my problem was dealt with efficiently.
- ✓ Promptly seen by interested and knowledgeable GP with intelligence and empathy.
- ✓ The doctor was interested, listened carefully and recommended a solution. I felt that he cared, which is important for the patient.
- ✓ Great helpful doctors and nurses, bit difficult to get appointments sometimes and occasionally waiting for your appointment for 30-45 min
- ✓ Appointment system appears well organised.
- ✓ Attention to my complaints
- ✓ Good reception staff and practice specialists
- ✓ I have always had first rate service at this practice.
- ✓ i am in the garden
- ✓ On time, efficient & friendly (flu jab)
- ✓ Dr Parker was excellent as always in every way. She listened to my symptoms and organised thoroughly to look into the cause. It was great to have such a @ch a professional service from a fantastic doctor. @or.
- ✓ I liked being able to book an appointment through an app.
- ✓ 1-Extremely likely
- ✓ Happy
- ✓ Always see my children promptly when needed, friendly, helpful and explain things to me
- ✓ I had a 25 minute wait
- ✓ Friendly service and really helpful.
- ✓ Expertise
- ✓ Great caring doctors and staff.
- ✓ Efficiency
- ✓ Excellent care by GPs & nurses. Receptionists really helpful too. Main issue is having to wait too long for GP appointments.
- ✓ Appointment not rushed. I had time to explain and discuss the problem.
- ✓ The reception staff are always very polite and helpful
- ✓ Friendly helpful professional staff and doctors. Always haopy to help

- ✓ *The doctor i saw listened carefully and treated me with consideration and respect*
- ✓ *Despite the fact my appointment started 20 minutes later than it had been booked, the doctor Rao's professional attitude was on the high level.*
- ✓ *1extremely likely*
- ✓ *Lovely helpful staff easy to book appointment in person (telephone takes too long though)*
- ✓ *I find the reception staff friendly and helpful and the medical staff supportive.*
- ✓ *My Doctor is very good and helpful, the staff are friendly and polite, I do think the waiting time to see the doctor is too long but I think that is the @ the same in most areas. Thank you@k you*
- ✓ *Dr Hannah Home. I would have no hesitation in recommending her, she is such a good doctor.*
- ✓ *I've always had great service and help from all your staff*
- ✓ *I always have excellent service from all staff.*
- ✓ *All staff have been polite and considerate*
- ✓ *Doctor pleasant and understanding with my 15 year old daughter. Xx*
- ✓ *Clean and quiet waiting area and pleasant helpful staff*
- ✗ *They're friendly helpful, patience give confidence and nearby. About 30 years we're in Vanbrugh Hill Health Group Practice. Highly recommend to every friends*

Not Recommended

- ✓ *No diagnosis*
- ✓ *Dr. Cassidy is a very nice doctor. She has a kind manner and always makes me feel listened to and heard.*

Passive

- ✓ *I have recently had a bad experience with one of the GPs, followed by a very good one*