

FFT Monthly Summary: November 2019

Vanbrugh Group Practice
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
73	23	4	3	2	2	2	0	0	105	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:	372						
Responses:	107						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	72	23	3	3	2	2	105
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	1	0	0	0	2
Total	73	23	4	3	2	2	107
Total (%)	68%	21%	4%	3%	2%	2%	100%

Summary Scores

90%
 5%
 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:

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

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

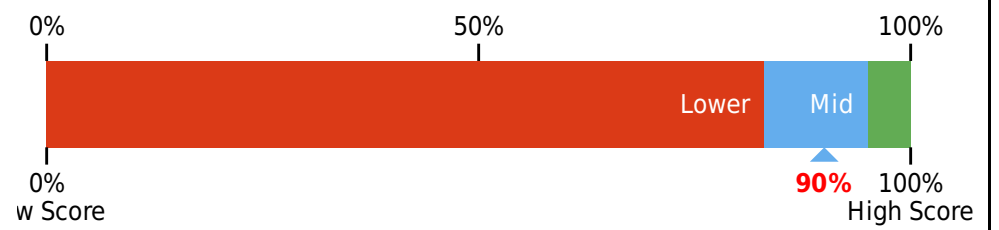
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

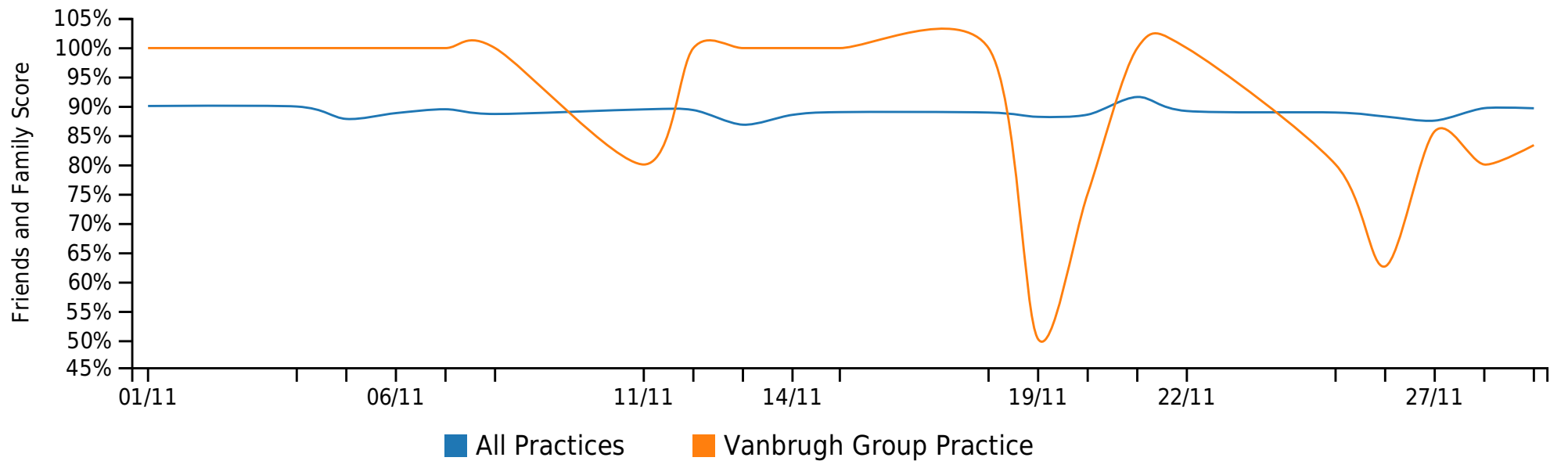
Practice Score: 'Recommended' Rank

Your Score: 90%
Percentile Rank: 50TH



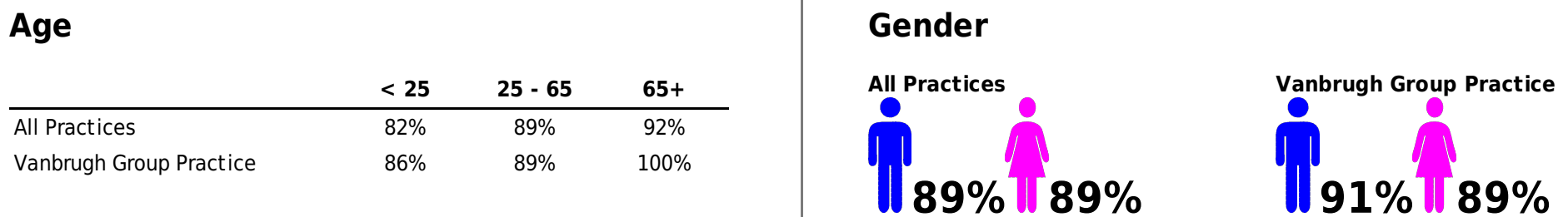
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 50th percentile means your practice scored above 50% of all practices.

Practice Score: 'Recommended' Comparison



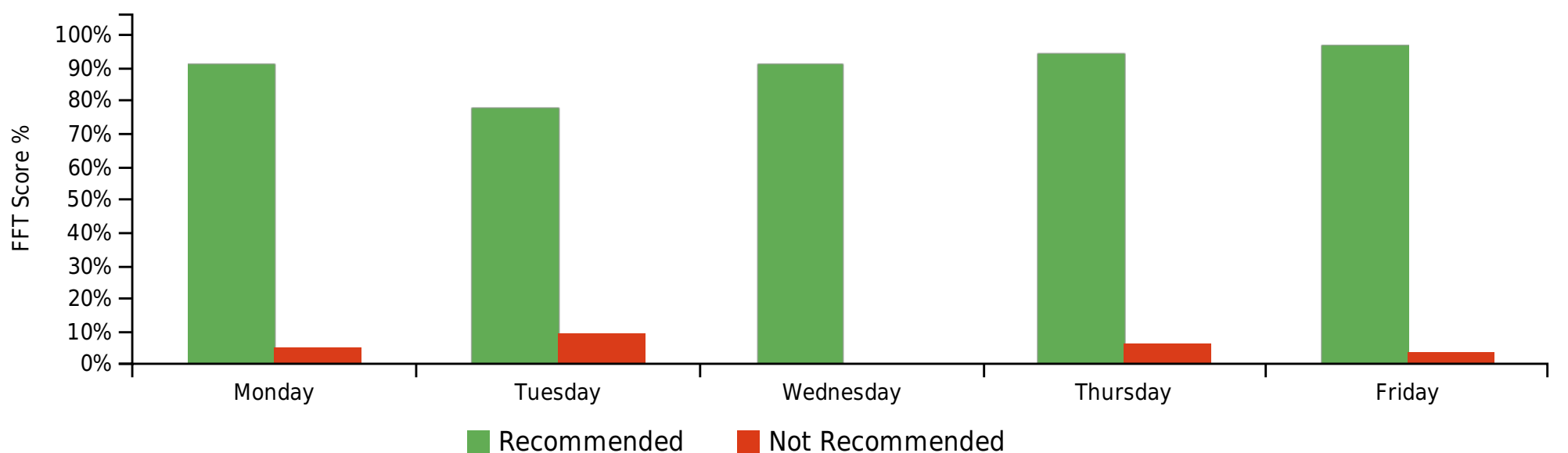
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



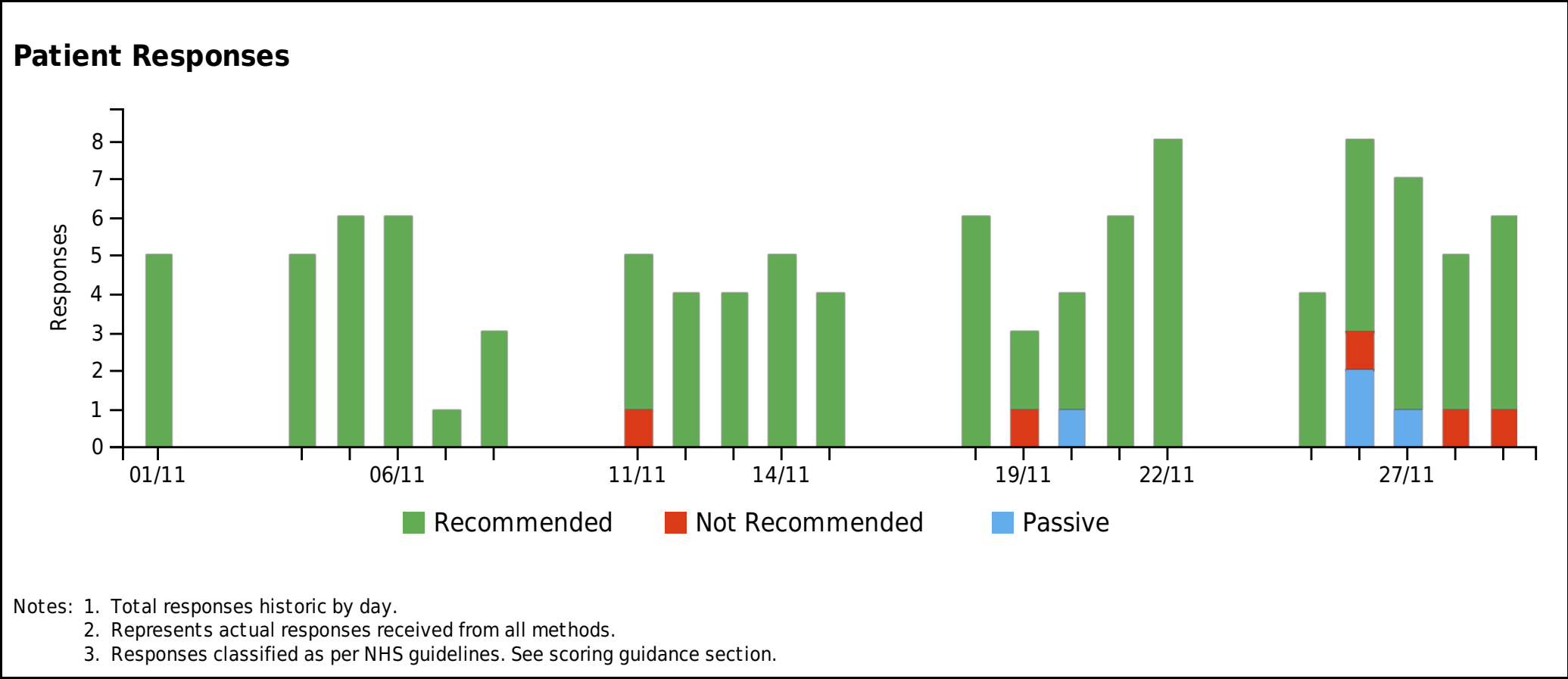
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



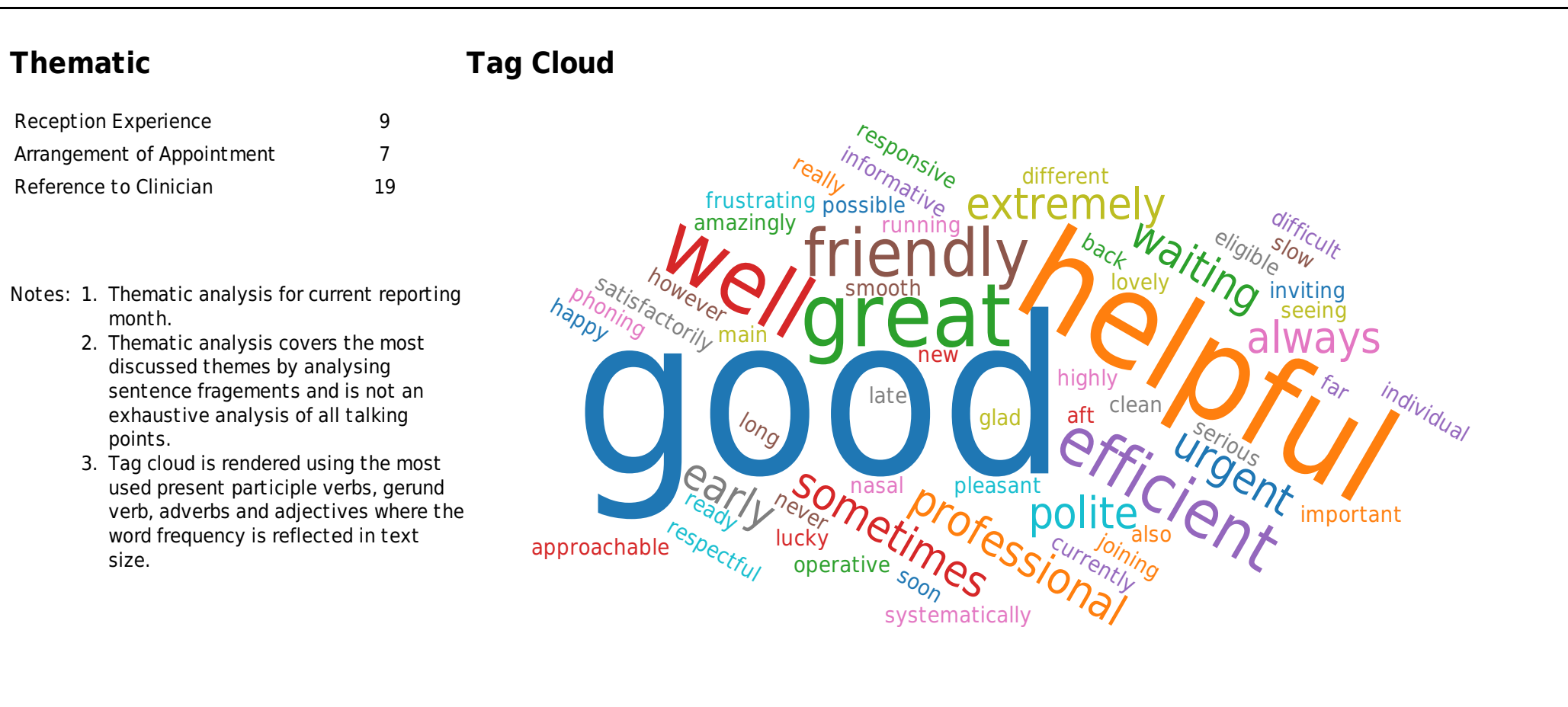
- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

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

- ✓ Doctor was great reception very helpful
- ✓ Dr Lee was engaged with me as an individual.
- ✓ The efficient and smooth running of the practice and the care given by the workers and doctors at the surgery.
- ✓ Clean
- ✓ Lovely doctor!
- ✓ Because all the staff are very helpful and pleasant and the reception is very inviting and understanding of needs and that I'd very important.
- ✓ Reliability, friendly, efficient.
- ✓ I cannot fault your service. From the amazingly patient reception staff to the Doctors and Audrey the nurse, everyone is so kind, helpful and informed. I @ed. I consider myself very lucky to be registered at the Vanbrugh Practice. @tice.
- ✓ The clinic is very well run.
- ✓ I had a good informative visit with the GP but had to wait 35 minutes for my appointment. It would have been good if I had been told on arrival of the wait time @time
- ✓ Never a problem except for today, my daughters were denied nasal flu jab despite being in the eligible group (ages between 2-10).
- ✓ Joyce treat us very well
- ✓ Always get a good service from Vanbrugh!
- ✓ The main reasons is I have been booked that appointment 4 weeks before, I did not get early appointment. So within 4 weeks my sickness all ready disappeared.
- ✓ My wife has had the best possible care from nurse Audrey Johnson on two occasions since joining the practice in July. One was for post operative care after the amputation of a finger tip. The other currently after having 6 stitches in a wound on her arm in QEH A&E which has been slow to heal. I cannot praise her too highly. My own visits to Dr Sheppard and Dr Parker have both resolved the issues I had very satisfactorily. So we are extremely glad that we @t we transferred to the Vanbrugh Group Practice. @ice.
- ✓ It's a good, well run practice
- ✓ Professionalism and friendliness of staff
- ✓ Friendly, helpful and polite staff as well as prompt service. Kind and respectful doctors
- ✓ I needed an urgent appointment for my son and I got it the same day
- ✓ Got an early morning appointment, seen as soon as I walked in, Doctor helpful and also got a return appointment.
- ✓ Great Staff. Both Docs and Reception.
- ✓ Everyone (receptionists, GPs, nurses) is polite, professional and patient
- ✓ The GPs and staff there take good care of their patients and the admin is very good. I can get an emergency appt for anything urgent.
- ✓ Have been a patient with surgery for a lot of years and my parents & family before always had a good service from all departments.
- ✓ Responsive, professional, approachable team and service
- ✓ Friendly and efficient staff that know their stuff.
- ✓ Great punctual, professional service.
- ✓ dr ellen wright - its been a while since I felt heard advised and seen. restored my faith in the practice
- ✓ I really like the doctor
- ✓ Nurse Audrey Johnson was very helpful - she listened and took time to give considered advice. Thank you.
- ✓ Good service from doctor today. Very good with my son. Call back service is good.
- ✓ A new patient and am impressed so far
- ✓ The service the doctor gave

Not Recommended

- ✓ A patient was referred on to a place which she did not give her consent, for.
- ✓ Waiting too long to get an appointment. Doc is systematically late. Diagnosis is different per doctor.

Passive

- ✓ I don't feel I should recommend a GP service to anyone
- ✓ the gp was great - however the system of phoning in then waiting to be called then having a conversation about something you cant tell how serious it is without seeing the

patient is extremely frustrating

✓ Sometimes i was very happy with the service, sometimes they messed up my appointments and needed to re-book