# FFT Monthly Summary: December 2019

**Vanbrugh Group Practice** Code: G83021



## SECTION 1 **CQRS** Reporting

## **CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
75	26	3	2	1	0	0	0	0	107	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:** 482

**Responses:** 107

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	75	26	3	2	1	0	107
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	75	26	3	2	1	0	107
Total (%)	70%	24%	3%	2%	1%	0%	100%

## **Summary Scores**

# **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:

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

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

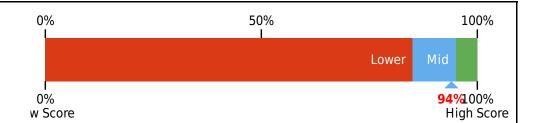
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

# **SECTION 3 Practice Scoring**

#### **Practice Score: 'Recommended' Rank**

Your Score: 94%

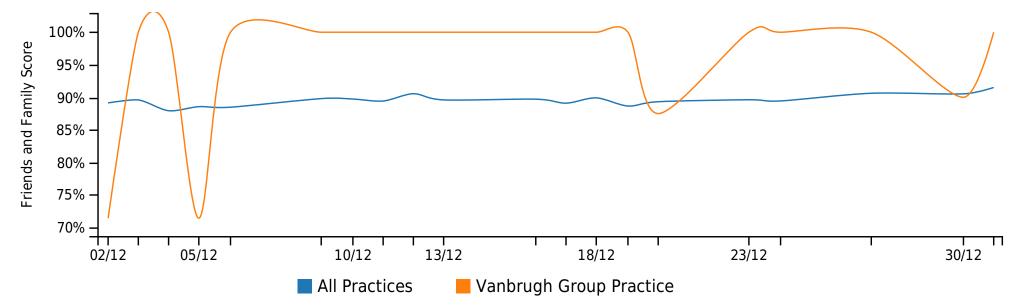
Percentile Rank: 75TH



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 75th percentile means your practice scored above 75% 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	83%	89%	93%
Vanbrugh Group Practice	95%	93%	100%

#### Gender



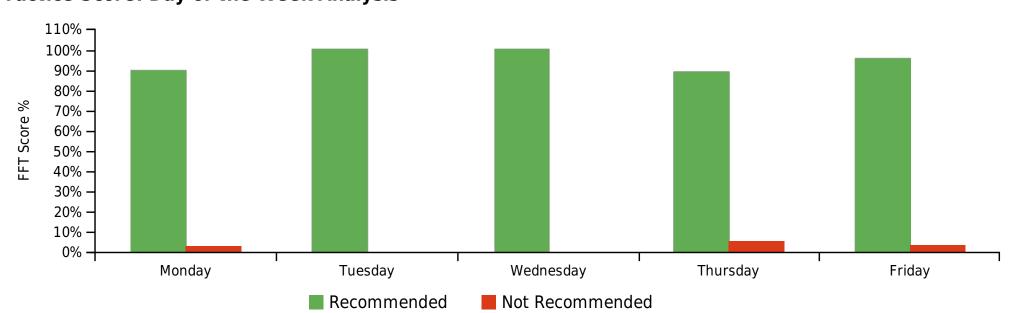




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

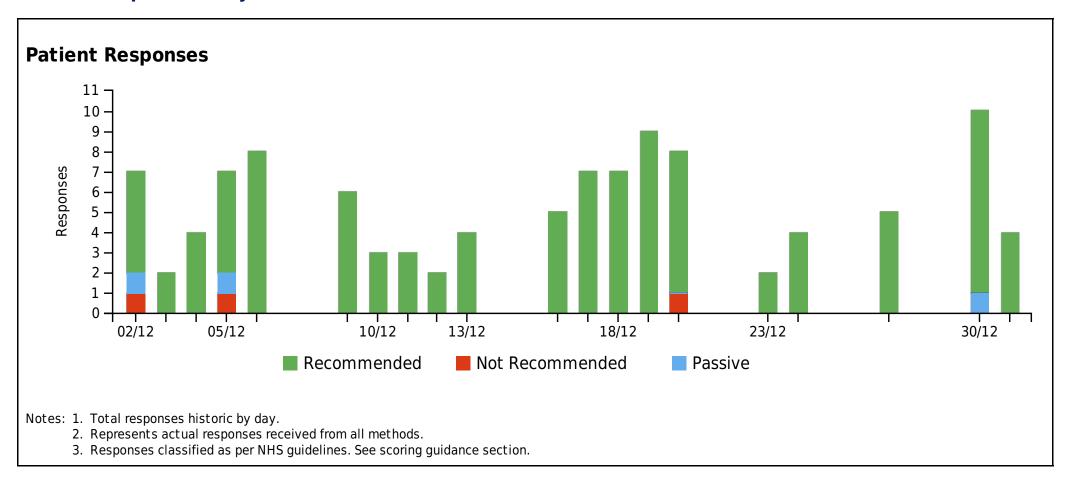
## **Practice Score: Day of the Week Analysis**



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 Free Text Comments: Summary**

#### **Tag Cloud** Thematic Reception Experience 10 Arrangement of Appointment 8 Reference to Clinician 23 Notes: 1. Thematic analysis for current reporting never additional 2. Thematic analysis covers the most virtually discussed themes by analysing immediately sentence fragements and is not an exhaustive analysis of all talking important 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 impossible size. resulting

### **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

- ✓ Everyone is really helpful
- ✓ Excellent service of all staff and doctors.
- ✓ Great service, good compassionate care for patients.
- ✓ The Practice has always been excellent and personable with much thathanks to allP
- ✓ Excellent clinical care and reception staff including phone services.
- ✓ Very good service. Great clinicians
- ✓ Dr Parker was brilliant. Really lovely. Even though she was running late she gave us the time that we needed so thank you!!!
- ✓ Friendly nurse
- ✓I am happy with the service
- ✓ Lack of face to face appointments and lack of communication between staff resulting in a delay in care for a child
- $\begin{tabular}{ll} \checkmark \end{tabular} The doctor we saw was excellent. Very personable patient and good with children \end{tabular}$
- ✓ Good serivces and very helpful
- ✓It's clean, modern, well organised.
- ✓ Seen on time
- ✓I am happy with the service I received.
- ✓ Dr Matthew Hall has really taken the time to consider my diagnosis, he's been proactive in seeking additional advice and didn't dismiss my symptoms. He's@ He's probably the first doctor I've felt 100% comfortable with in quite a few years. He's always polite and never looks like you're wasting his time. Thank y@ank you! @ou!
- ✓ Very happy with the service
- ✓ Got an appointment at very short notice (same day). Very professional and empathetic GP.
- ✓ Friendly and very helpful staff.
- ✓ Always very organized and very helpful doctors!
- ✓Always late and difficult to get an appointment but great service when you finally get to see someone
- ✓ The staff are friendly and helpful, the Doctors as well
- ✓ Exelent service by Dr Raju
- ✓ It is good service once you get an appointment. That could improve.
- ✓ Efficient
- ✓ They are on time usually
- ✓ Fantastic GP
- ✓ Starting from the receptionists, they are doing a nice job and
- ✓ For all the reasons I have said so many times before.
- ✓ Efficient, well organised, on time, easy to sort, and with an excellent doctor to see me! Martyn Day
- ✓ Professional expertise
- ✓ The last two weeks iv needed to speak and see the doctor both times I was treated straight away thank you
- ✓ Good service always help me with urgent appointments for ear infections
- ✓ Excellent service.
- ✓ GP App and excellent doctors
- ✓ Very friendly staff, clean premises and not much waiting.
- ✓ Very friendly staff, easy to book an appointment online
- ✓ Very slick service, doctor was brilliant, very good manner and very understanding
- ✓ Your staff look after me very well
- ✓ The doctors are all very good. But trying to get the same doctor to see you every time is virtually impossible! This is a drawback, as they are the on@he ones who know more about you as a person which I feel is very important. @nt.
- ✓ Appointment time kept by doctor! If only you could all manage this and not assume it is fine to keep your customers waiting.
- ✓ Very good care from Dr Parker and sister Kate
- XProbably should have put a 1. Really good centre, not difficult to get an appt (altho I haven't tried in emergency) and good online booking.
- X Doctors are good

#### **Not Recommended**

- ✓ Had a GP appointment today after 1 week wait and now wait another 11 days (and take another morning off work) to get a blood test. I would rather pay a f@y a fee and have it done immediately. @ely.
- ✓ It was a wonderful experience, doctor was really nice . Analysed the problem and communicated properly to my son.
- ✓ Annabel was great

#### **Passive**

- ✓ Staff at counter weren't very attentive
- ✓ I feel like I don't always get time to explain all that's going on