

# FFT Monthly Summary: July 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	30	4	6	8	1	0	0	0	134	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>492</b>							
<b>Responses:</b>	<b>134</b>							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	85	30	4	6	8	1	<b>134</b>	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
<b>Total</b>	<b>85</b>	<b>30</b>	<b>4</b>	<b>6</b>	<b>8</b>	<b>1</b>	<b>134</b>	
<b>Total (%)</b>	<b>63%</b>	<b>22%</b>	<b>3%</b>	<b>4%</b>	<b>6%</b>	<b>1%</b>	<b>100%</b>	

### Summary Scores

 86% 
  10% 
  4%

## 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:

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

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

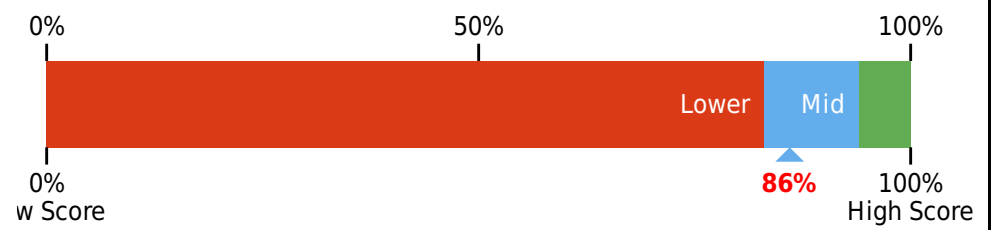
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

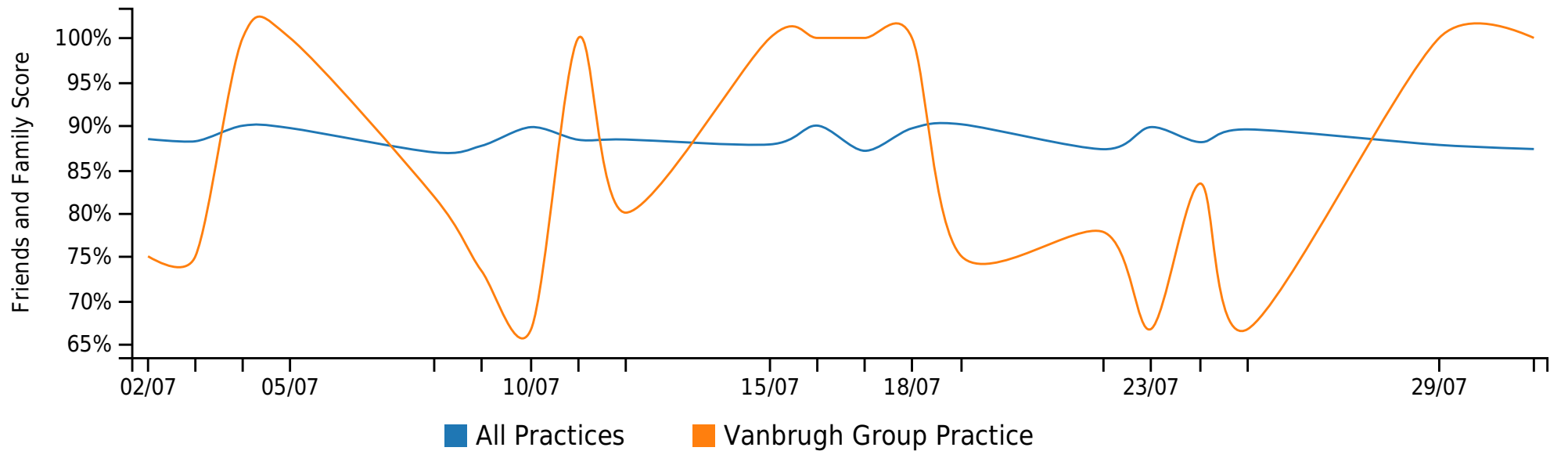
### Practice Score: 'Recommended' Rank

**Your Score:** 86%  
**Percentile Rank:** 35<sup>TH</sup>



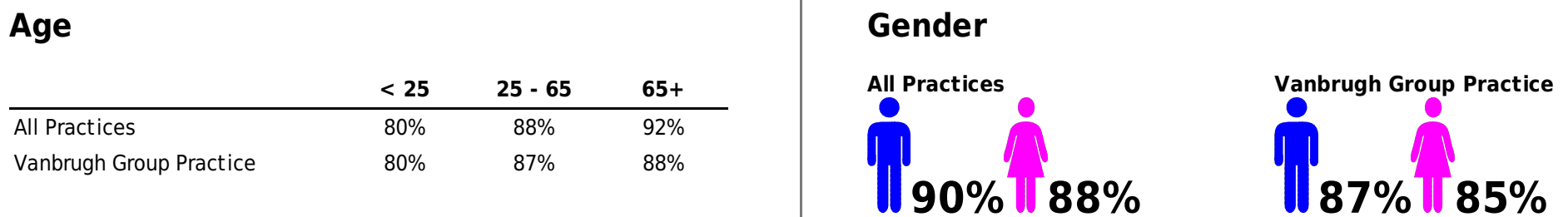
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 35th percentile means your practice scored above 35% of all practices.

### Practice Score: 'Recommended' Comparison



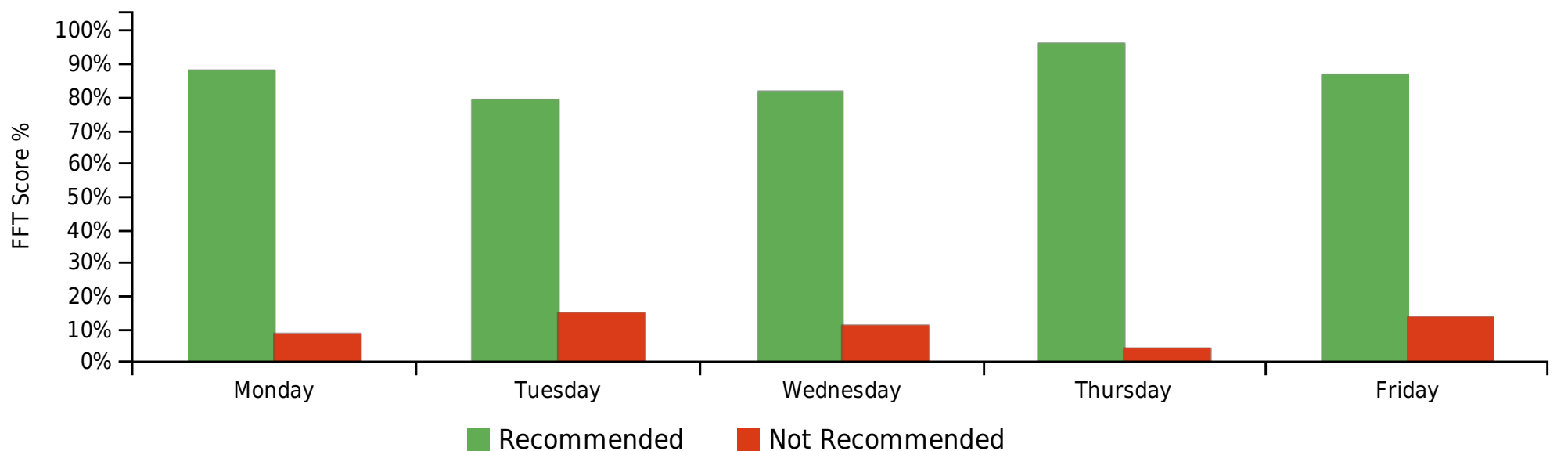
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



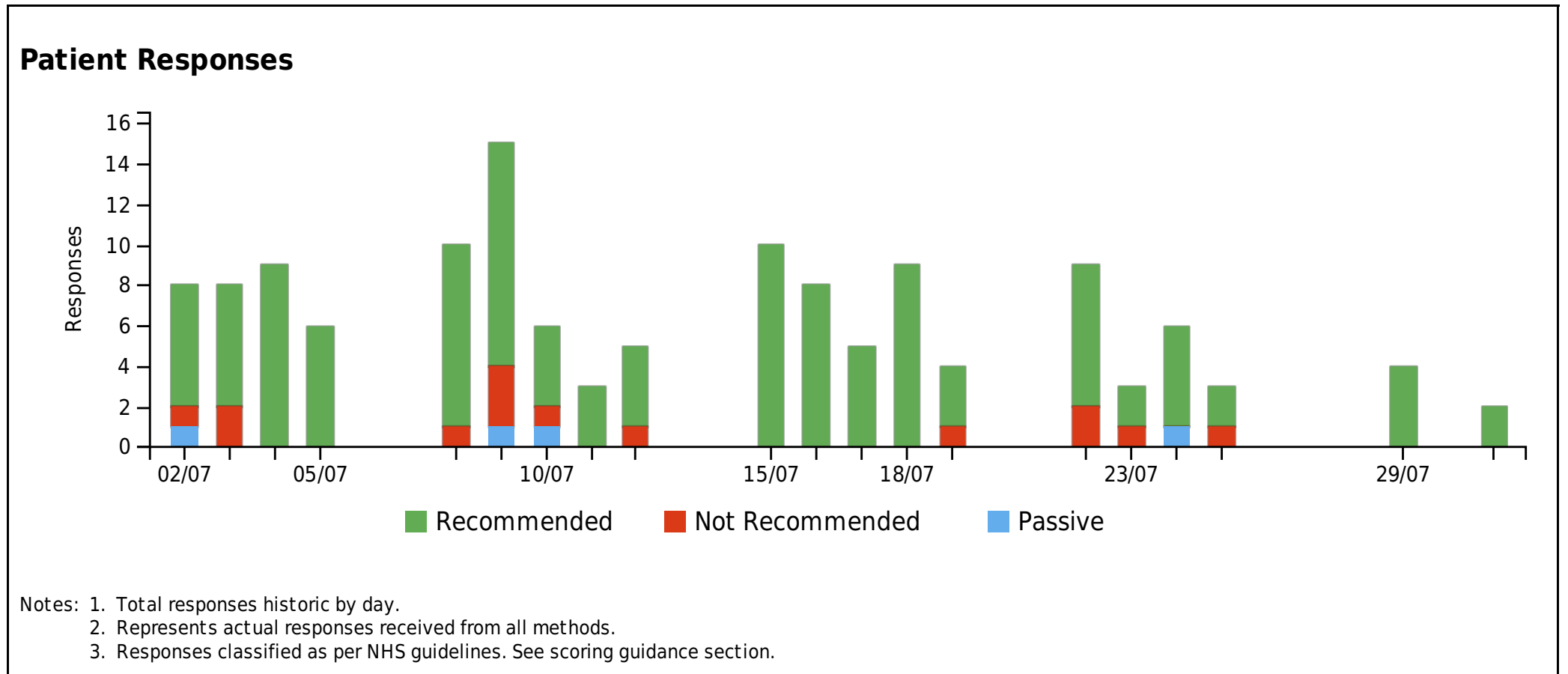
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### 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





- ✓ Everyone is very helpful and patient
- ✓ Prompt
- ✓ Great staff, new facilities, ease of booking appointment and punctuality
- ✓ Blood test.
- ✓ Dr. Jenny Brown has solved my problem quickly and with a really kind manner.
- ✓ My GP listens and is kind
- ✓ Efficient and friendly service, and practical advice. Lovely nurse Pam!
- ✓ The doctors and staff are pleasant polite and informative, although waiting times are a minus regarding getting an appointment.
- ✓ Very friendly staff
- ✓ Doctors are efficient & kind
- ✗ Nice doctor
- ✗ I have always had good treatment from the practice

### Not Recommended

- ✓ It took me 50minutes to get through to a receptionist. The doctor then ran 40minutes late for my appointment. Unacceptable.
- ✓ Not able to get through on phone or have same day appt. Doctor called back eventually at 7.30pm.
- ✓ On several occasions I have been failed by the doctor, telling me to ride out symptoms, only to end up in accident and emergency the SAME evening. Also the waiting time for appointments and to even book an appointment is terrible
- ✓ Incompetent staff
- ✓ Wait time to speak to someone on the phone or get an appointment
- ✓ Never being seen on time. Taking weeks to get an appointment.
- ✗ 1 - 3 BP tests taken in rapid succession without any wait between them at all 2 Absence of medical records since my operation in May 2018 other than re my heart consultation

### Passive

- ✓ I couldn't get through on the phone for an emergency appointment, I visited in person to get an appointment and was given a phone appointment. Once I got the phone appointment the doctor said he wanted to see me (as it is a very visual issue I had). Once I had the physical appointment the doctor asked if I was taking steroids because that fitted his diagnosis best, rather than actually do any investigation.
- ✓ Appointment was cancelled 2 times then was 25mins late so not the best experience but not necessarily the worst either!