

# FFT Monthly Summary: November 2017

VANBRUGH GROUP PRACTICE  
Code: G83021



## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
100	33	9	2	5	1	2	0	0	148	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>475</b>						
<b>Responses:</b>	<b>150</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	98	33	9	2	5	1	<b>148</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	2	0	0	0	0	0	<b>2</b>
<b>Total</b>	<b>100</b>	<b>33</b>	<b>9</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>150</b>
<b>Total (%)</b>	<b>67%</b>	<b>22%</b>	<b>6%</b>	<b>1%</b>	<b>3%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

89%
 5%
 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:

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

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

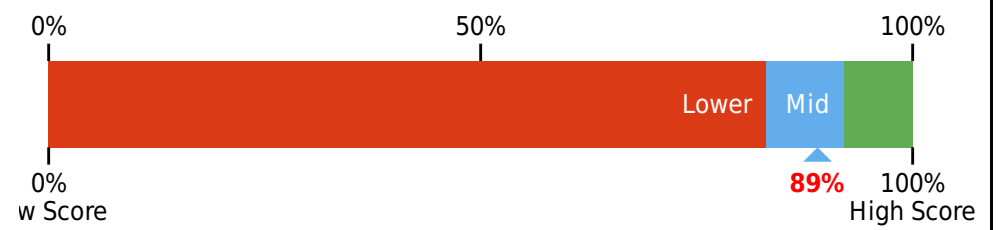
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

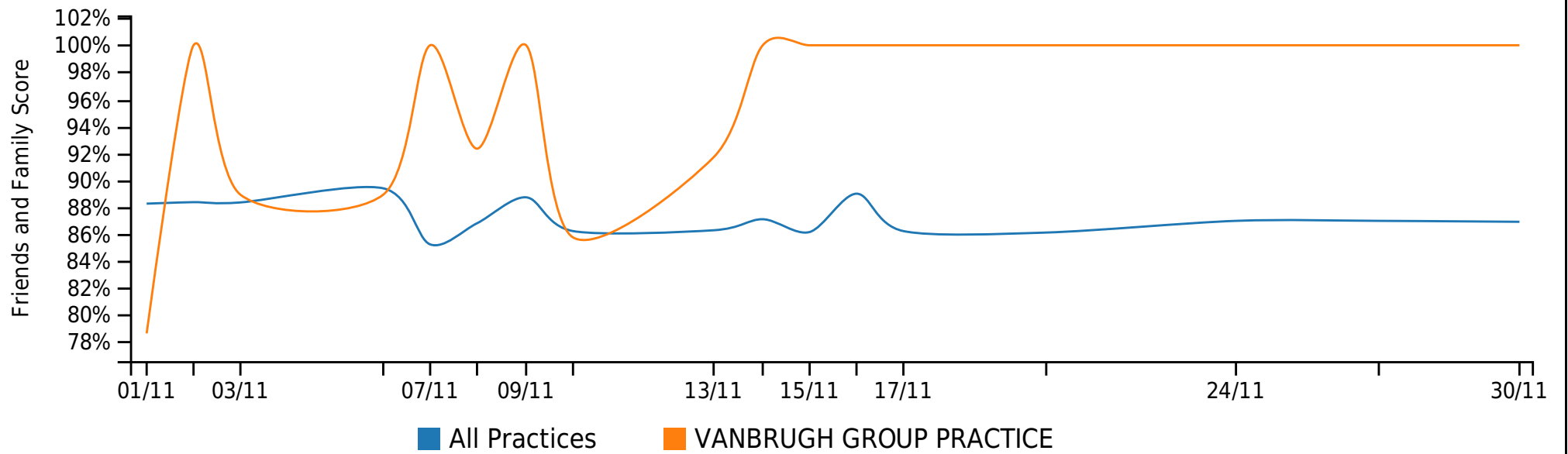
### Practice Score: 'Recommended' Rank

**Your Score:** 89%  
**Percentile Rank:** 55<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 55th percentile means your practice scored above 55% 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.

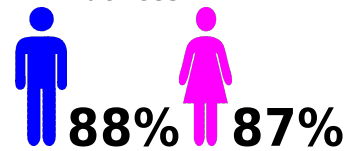
### Practice Score: 'Recommended' Demographic Analysis

#### Age

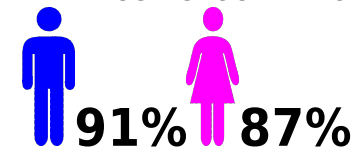
	< 25	25 - 65	65+
All Practices	81%	88%	92%
VANBRUGH GROUP PRACTICE	73%	91%	95%

#### Gender

##### All Practices

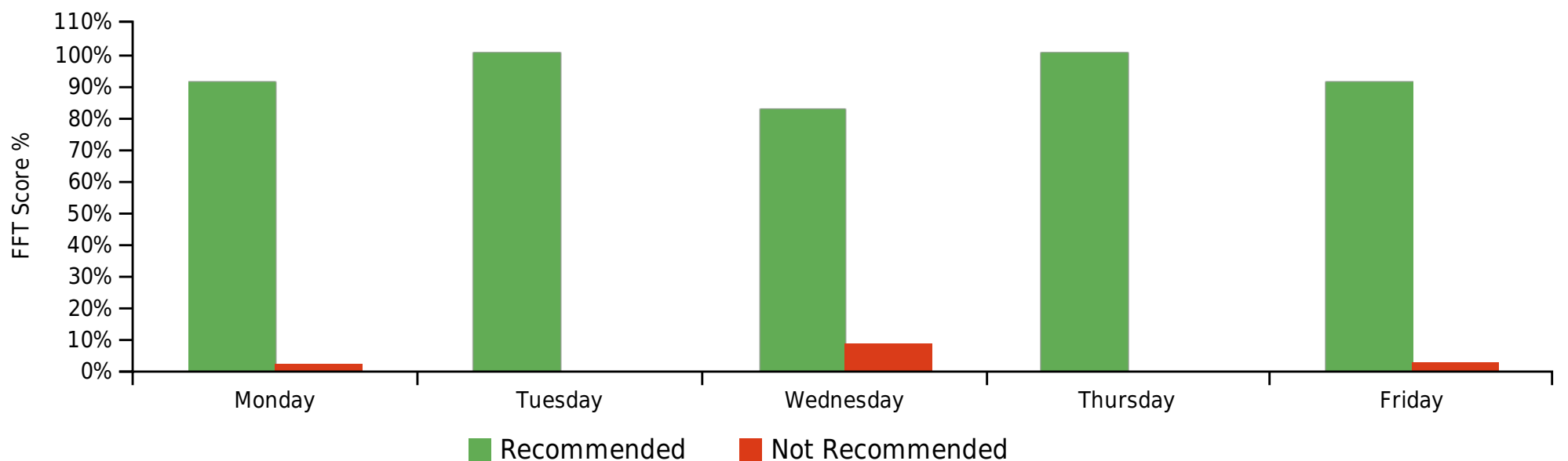


##### VANBRUGH GROUP PRACTICE



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

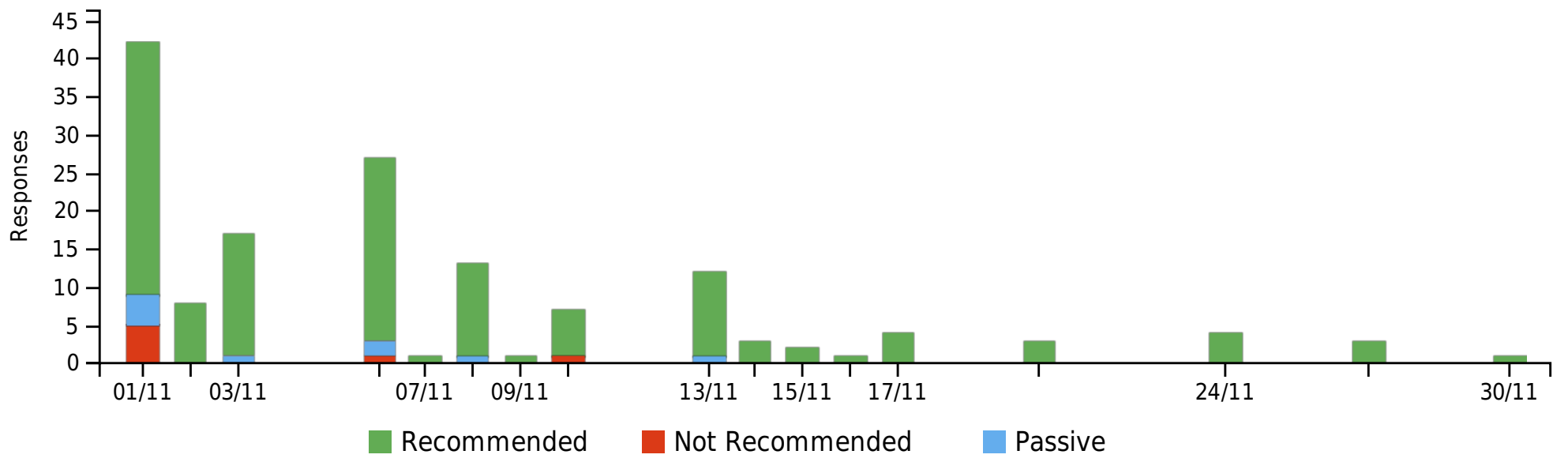
### Practice Score: Day of the Week Analysis



- 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 Responses



- Notes: 1. Total responses historic by day.  
2. Represents actual responses received from all methods.  
3. Responses classified as per NHS guidelines. See scoring guidance section.



- ✓ *Good friendly service and good medical treatment.*
- ✓ *My query efficiently dealt within*
- ✓ *Good service*
- ✓ *The GP didn't follow up a letter she wrote in August to the cardiologist about my medication and an echocardiogram. I had to remind her today*
- ✓ *I find the service to be very good - professional and friendly.*
- ✓ *Easy to access service and the doctor very thorough and good at explaining*
- ✓ *It seems to be easier to secure an appt in the last six months or so . Although there also seems to be a more welcoming attitude the receptionists although efficient could smile more . The problem appears to be a preoccupation with their screens when not dealing with a patient and not observing people going and coming . Perhaps that's because the desk is too high. A good model might be good hotel receptionist.*
- ✓ *Quickly sorted what I needed and offered good advice*
- ✓ *The doctors are good but some of them always run late regardless of of what time your appointment was and I have before had to wait for ar an hour after my appointment to be seen. Its extremely hard to get et through to reception and this often means I cant not cancel appoinintments, however the receptionist are very polite and mostly helpful*
- ✓ *Happy with action taken by GP. She had a very good empathetic mannanner too.oo.*
- ✓ *My gp is awesome*
- ✓ *Politeness, helpful and knowledge*
- ✓ *Because I can book appointments and order repeat prescriptions on the mygp app. You also have appointments early in the morning or early evening.*
- ✓ *Was able to discuss travel requirements with nurse by phone which meant a much shorter appointment was needed to have vaccinations done (otherwise no appointments were available in the short period of time).*
- ✓ *been with this practice for many years very happy*
- ✓ *I find the receptionists very helpful*
- ✓ *Good services*
- ✓ *Professional and helpful from admin staff to nurses and GPS*
- ✓ *Very efficient staff and I received the treatment I needed*
- ✓ *The doctors!*
- ✓ *Girls at the front desk are really polite and helpful*
- ✓ *An appointment on the day and good advice from the doctor .*
- ✓ *Jade on desk extremely helpful even though she was so busy*
- ✓ *Easy to book online*
- ✓ *Dr moore is the best doctor ever and the receptionists are always friendly and polite*
- ✓ *Great service. Good doctors*
- ✗ *I was not informed prior to the appointment medical students would be present. It was not a problem but took me by surprise.*

### **Not Recommended**

- ✓ *Unfriendly treatment, unwillingness to help*
- ✓ *To get a hold of the practice its self is hard I have to always c call back some times the hole day its busy sy*
- ✓ *Lines always busy, can't get appt. have tried a few times to get call back from doctor, understand that they are busy however, this system not working for my family*
- ✓ *Poor service*
- ✓ *I love Dr. Parker! She's an amazing doctor. She's thorough, efficient, logical and very intelligent.*
- ✓ *You got my son in quickly for a check when he had a sore throat and ear pain.*

### **Passive**

- ✓ *Dr was efficient and helpful. I was happy. In the past the practice has been chaotic and advice/help has been poor. I am waiting to see if these improvements last.*
- ✓ *Appointments, attitudes of reception staff. Length of time calling.*
- ✓ *It's just my local doctors, its the closest one to me and thats why i use itThe text system you have is very good*
- ✓ *Unfortunately I wasnt able to do my test because I moved to the cl clinic recently and needed to change the form I was using to one of yf your doctors. So I need to get an appointment to do so so*
- ✗ *Unsatisfactory checks done by doctor.*