FFT Monthly Summary: February 2019

VANBRUGH GROUP PRACTICE Code: G83021



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
93	36	3	4	1	0	0	0	0	137	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: 573

Responses: 137

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	93	36	3	4	1	0	137
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	93	36	3	4	1	0	137
Total (%)	68%	26%	2%	3%	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:

extremely likely + likely Recommended (%) = extremely likely + likely + neither + unlikely + extremely unlikely + don't know extremely unlikely + unlikely extremely likely + likely + neither + unlikely + extremely unlikely + don't know x 100 Not Recommended (%) =

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

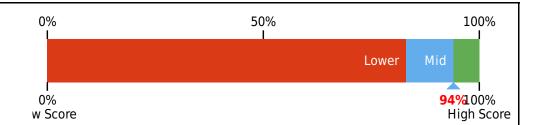
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 94%

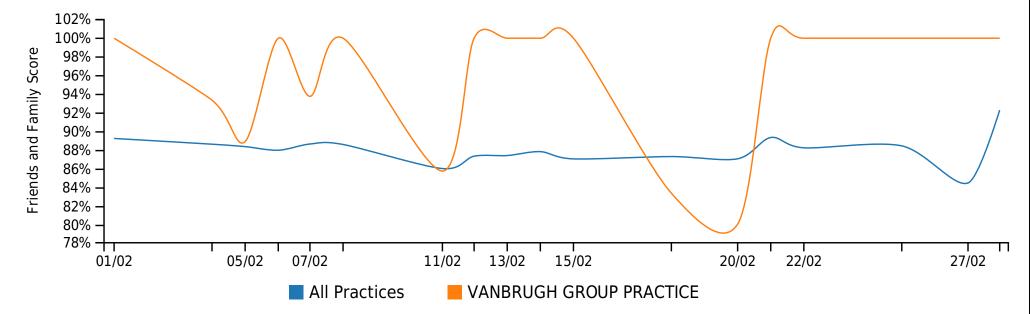
Percentile Rank: 75TH



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	80%	88%	92%
VANBRUGH GROUP PRACTICE	88%	96%	92%

Gender



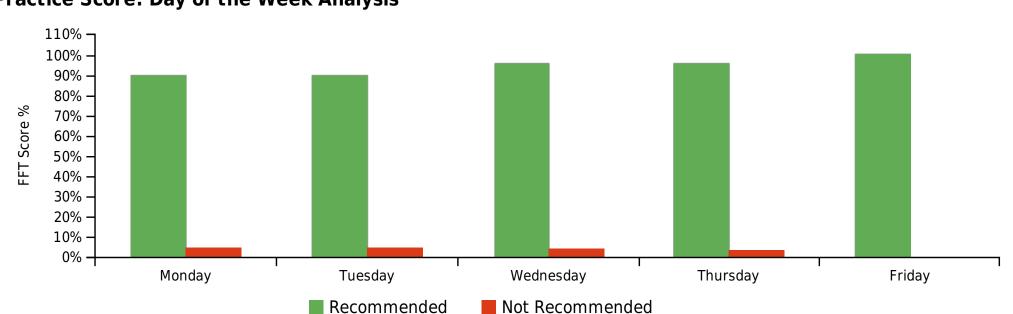


92% 95%

Notes: 1. Scores for current reporting month.

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

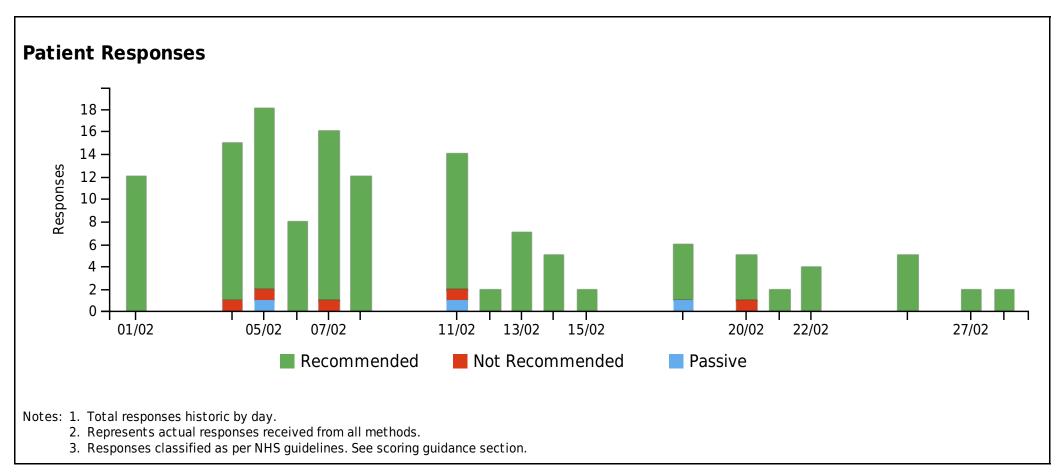
Practice Score: Day of the Week Analysis



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 12 Arrangement of Appointment 17 Reference to Clinician 34 uninterested Notes: 1. Thematic analysis for current reporting 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking 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 size.

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

- ✓ Quick and friendly service
- ✓ Good appointment times, friendly staff
- ✓ Good service appointment was on time, Dr was very informative and helpful.
- ✓ Friendly and helpful staff.
- ✓ Pleasant waiting area with relaxing music
- ✓ Christine Hyland has been helping me manage my surgical wound the past two weeks, changing my dressings and cleaning my wound and providing advice. She h@She has also moved appointments to accommodate me so we could maintain a regular schedule which was essential to keep my wound dressed and clean. @ean.
- ✓ I had a small op and the doctor that carried it out and the nurses that are looking after me now are all excellent.
- ✓ Very professional, polite and helpful
- ✓ Have been registered a long time with the practice always been helpful
- ✓ Modern environment nice nurse
- ✓ The Doctor was quiet, friendly, gentle and attentive.
- ✓ Good location lovely and very cooperative receptionists (I have my favourites:)), communicative and knowledgeable Gp
- ✓ Good service
- ✓ Communicative, friendly and efficient
- ✓ When booking appointment for my kids we receive a call back from the doctor on the same day.
- ✓ Really friendly service. Kate makes you feel really comfortable and actually seems to care to take the time to give you all the information required.

explanatory

- ✓ Had a minor surgery procedure, and Dr Jaison and Christine made me feel so relaxed and comfortable. Room was clean and appointment was on time. Thankyou
- ✓ Expertise access and quality of internal communications but some pictures on walls of stairs might raise usage pw
- ✓ Dr Leonard has a fabulous patient manner, she put me at ease quickly and I really felt she genuinely cared. She was thorough and professional throughout @hout the two consultations and her follow up telephone call was most welcome. I know she's a small cog in a huge, complex organisation, the NHS, but when the @ the level of care and treatment is as professional as Dr. Leonard exhibited with me, it's more than fair to say how delighted, relieved and genuinely gratefu@ateful I am. Big thanks, great Doctor. @tor.
- ✓ Nurse was fantastic and made me feel so at ease for my first smear test. Lovely lady
- ✓ Time and patience of the Gp
- ✓ Fast appointment after a telephone consultation and Dr Kudari was very empathetic and caring
- ✓ Staff are always polite and helpful
- ✓ Nurses qualification
- ✓ Appt on time. Listened to and follow up Referals.
- ✓ Dr Moore is lovely
- ✓I have that answer because the doctor had time and patience for me, and understood my problems
- ✓ It is tricky getting appointments, but that's more to do with Government funding than the practice Itself. I've always been treated well, and the staff a@aff are always friendly & helpful. @ful.
- ✓ Speedy and thorough
- ✓ System of booking appointments (online, over the telephone or in person) is prompt, friendly and efficient. Makes getting and attending appointments easy@ easy and in my experience almost always on time. Amazing compared to many other GPs I've used in the past!@past!
- ✓ Had 2 wait 1/2hr but dr vvgood.
- ✓ Expert doctor.
- ✓ Friendliness professionalism and helpful
- ✓ Easy to book and get appointments.
- ✓ Excellent and thorough service from Sister Kate
- ✓ Quality of individuals
- ✓ The nurse took my blood quickly and effectively.
- ✓ Because I had to chase to get my appointment when you said you would be in touch and then I have to phone you for the results regards Carol Lyne
- ✓ Excellent service today from Lyllet, the practise pharmacist. Very thorough and very kind, with very good communication skills.Left the surgery feeling @ling I had a plan and that followup was all organised.Lyllet is a real asset to the Health Centre service provision, I have not seen a pharmacist before. @ore.
- ✓ The GP care I have received has always been good. The HCAs Audrey & Christine are professional and experienced. The admin team are good and pleasant too@t too. Today I

saw a practice nurse for asthma review. She told me my peak flow was a bit lower than expected for my age but then went on to say I should a@uld aim to reduce my 4 puffs daily of bronchodilator? So not sure how that will improve the peak flow measurements?! My main concern today though was her @ her attitude and language which was not good. Back to me when I entered the room just about muttered a hello in response to me when I entered cheerfully. Rel@. Reluctantly ordered a blood test for me on my request to check a cancer tumour marker that was due and made it obvious that it was an effort and she wouldn'@uldn't do it again and I should ask the GP (I was trying to save an appointment) Also she had never heard of the test? But could see it on my records. I w@. I would not ask her again as I will not see her again under any circumstances. I am a senior health professional so I know what is expected. If you don't l@n't like a job, don't do it. Maybe it was a Monday morning thing but still not appropriate in my opinion. I think there should be a secret camera monitori@itoring sometimes as this would be ideal for staff training! If the camera was aware I know the consultation would gave been altogether different! I hope @hope this is constructive & helpful feedback.@back.

- ✓ Because my last two or three consultations have been with young trainee or post trainee doctors who were excellent, thorough and in hurried.
- ✓ No delayGoos assessment recommendation advice
- ✓ Really good service but had to wait 20 mins to be seen (from my appointment time)
- ✓ Friendly efficient and helpful service
- ✓ Fast appointment, called back with details
- ✓ Good service
- ✓ Efficient and friendly
- ✓ Prompt and helpful service. Professional behaviour of doctor.
- ✓I have been with the practice for 5 years and the experience has been good.
- ✓ Excellent doctors and nurses
- ✓ Dr Parker always makes time for me never feel rushed
- ✓ It was easy to book a short notice appointment and the GP was very helpful.
- ✓ There are just a veary good team who make you feel better every time you see them and my doctor is the best and we work well together to fix what hail me
- ✓ Very likely
- ✓ Good service
- ✓ Felt listened to by the doctor.
- ✓ Staff are great. Not so keen on the new system for getting an urgent appointment. It's not very user friendly for people who have to work. This is the re@he reason for marking as 2 not 1@not 1
- ✓ Your staff & doctors are invariably helpful, caring & understanding. My telephone comment is self-explanatory.
- ✓ Good standard of care, friendly staff
- ✓ Member of nursing staff I was seen by today was excellent. Very reassuring and knowledgeable.
- ✓ Efficient and helpful.
- ✓ Quick,, friendly and no delays,
- ✓ Nice receptionists, lovely Doctors, clean surgery.
- ✓ Very caring doctor
- ✓ Thorough and sensitive consultation.
- ✓ Fast electronic check in.Friendly staffCaring doctor (Rebeca Moore)
- XI don't know many people who live in your catchment area any more
- X Just find the doctors very understanding and caring.

Not Recommended

- ✓ The GP's attitude was shocking. She was rude, uninterested, impatient and unhelpful.
- ✓ The doctor seemed to try get rid of me as fast as possible and the receptionists cant even smile. It feels uninviting
- ✓ It's very hard to get an appointment. You have to wait a long time to get an appointment booked.

Passive

✓ The appointment was unhelpful.