

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

94%
 4%
 2%

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:

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

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

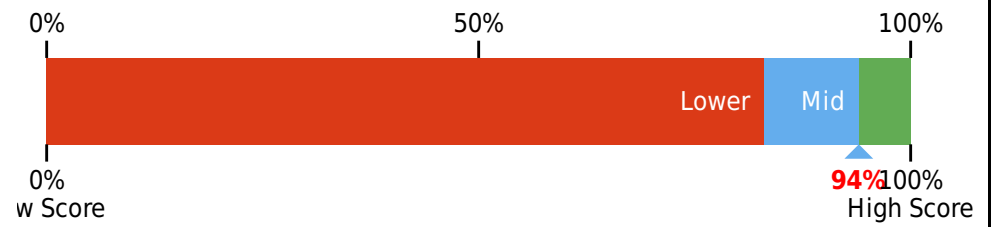
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

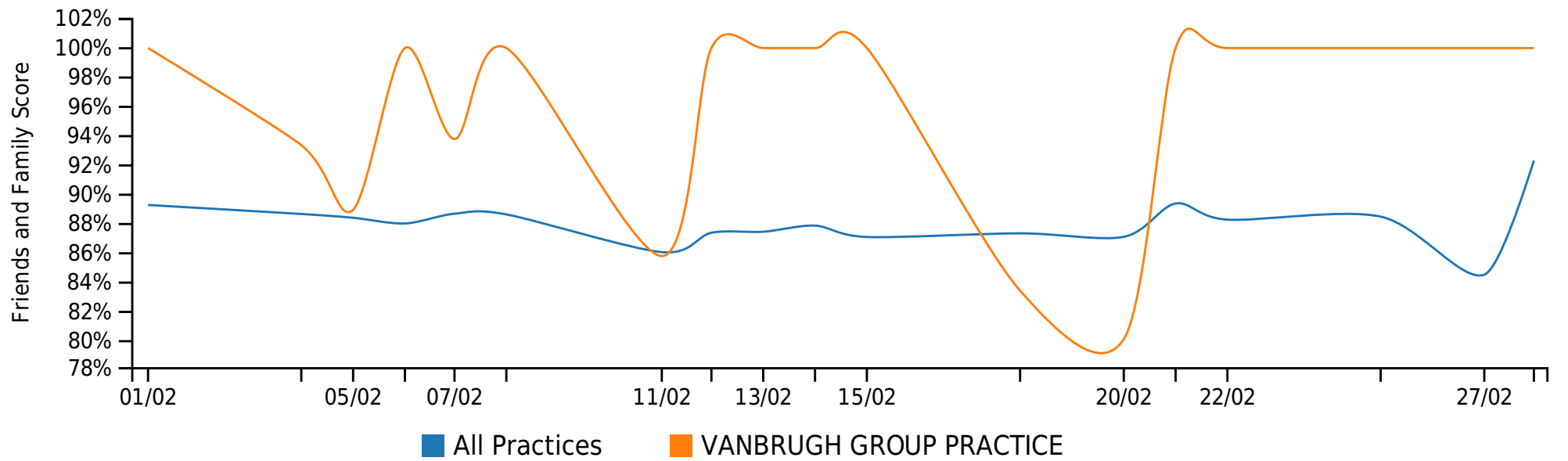
Practice Score: 'Recommended' Rank

Your Score: **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.

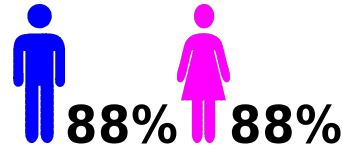
Practice Score: 'Recommended' Demographic Analysis

Age

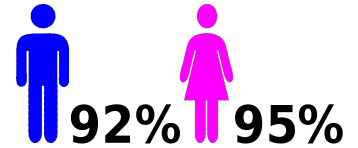
	< 25	25 - 65	65+
All Practices	80%	88%	92%
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Gender

All Practices

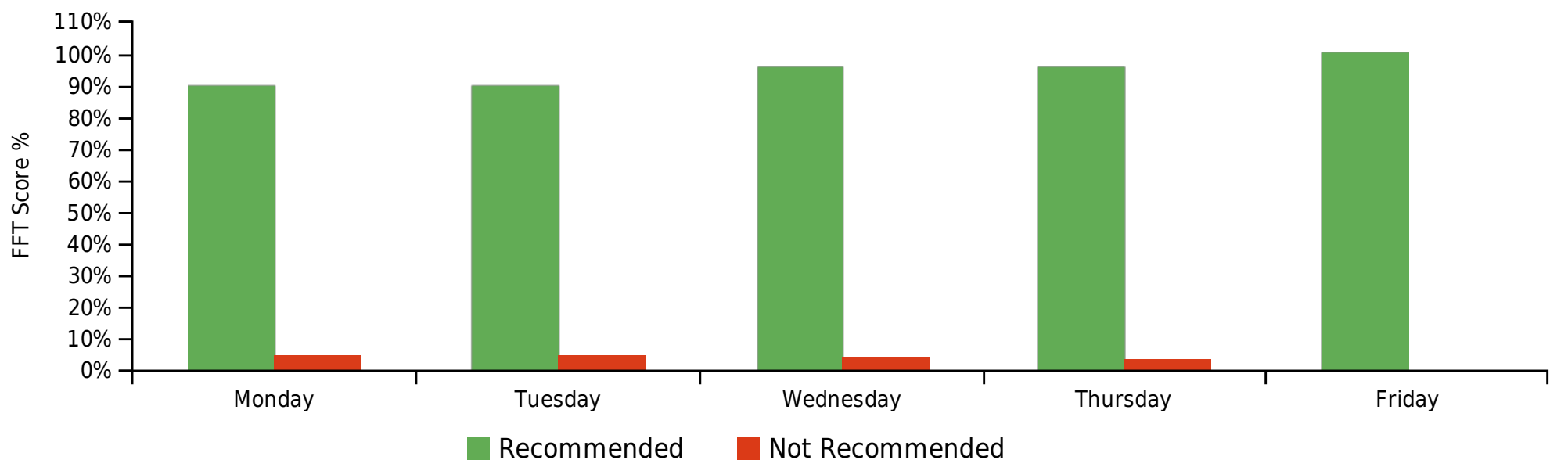


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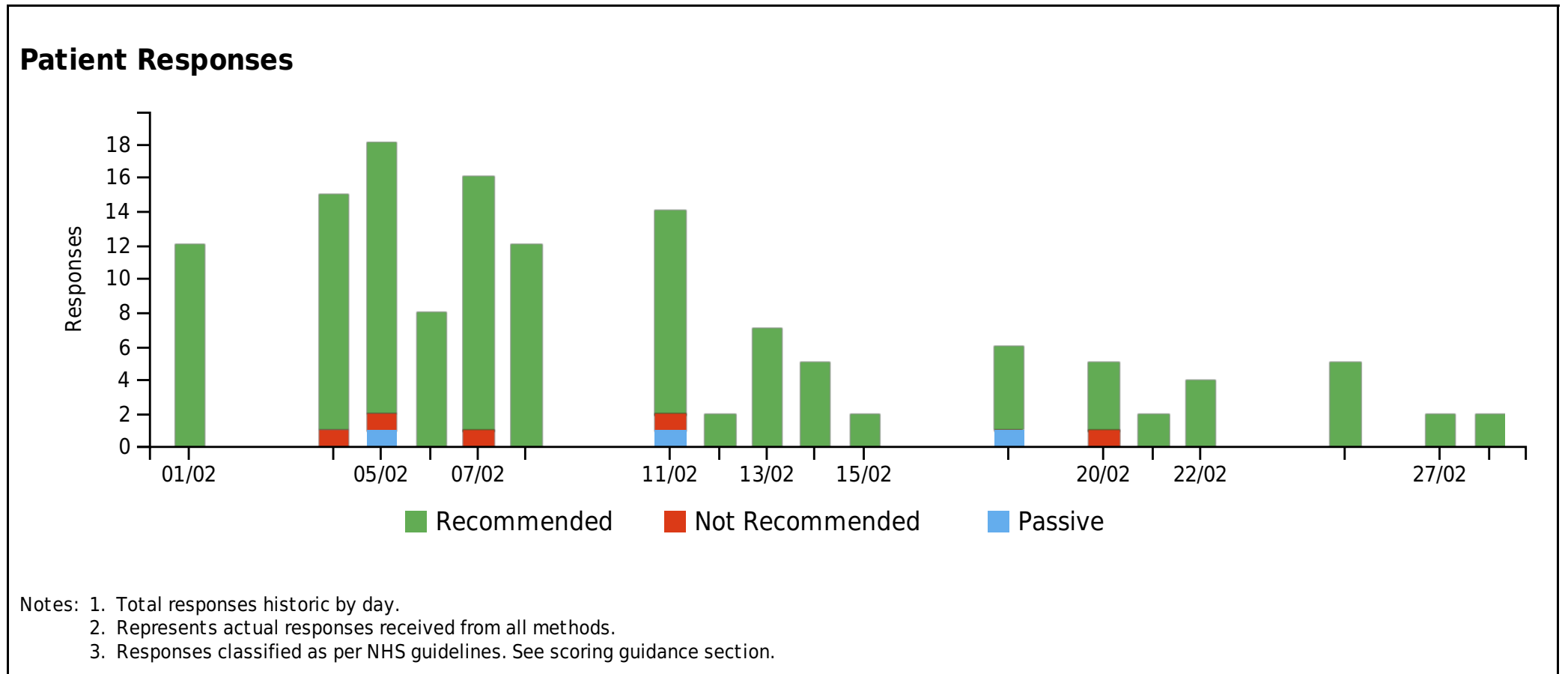
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



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 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 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. 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'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 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 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 monitoring sometimes as this would be ideal for staff training! If the camera was aware I know the consultation would have been altogether different! I hope this is constructive & helpful feedback.

- ✓ Because my last two or three consultations have been with young trainee or post trainee doctors who were excellent, thorough and in hurried.
- ✓ No delay
- ✓ 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 very 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 ails 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 reason for marking as 2 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 staff Caring doctor (Rebeca Moore)
- ✗ I don't know many people who live in your catchment area any more
- ✗ 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 can't 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.