

FFT Monthly Summary: February 2017

VANBRUGH GROUP PRACTICE
Code: G83021

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
64	19	3	3	7	3	1	0	0	98	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: 328

Responses: 99

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	64	19	3	3	6	3	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	0	0	0	0	1	0	1
Total	64	19	3	3	7	3	99
Total (%)	65%	19%	3%	3%	7%	3%	100%

Summary Scores

 84%  10%  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:

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

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

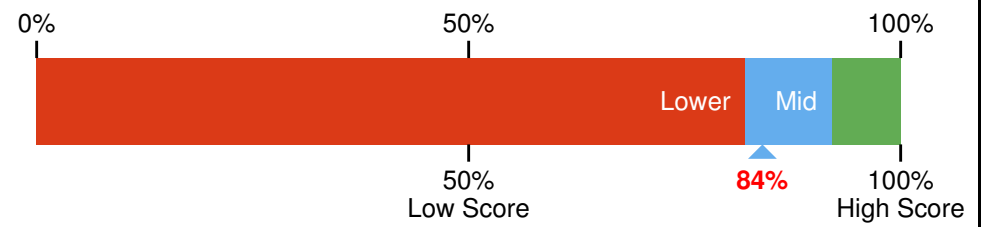
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

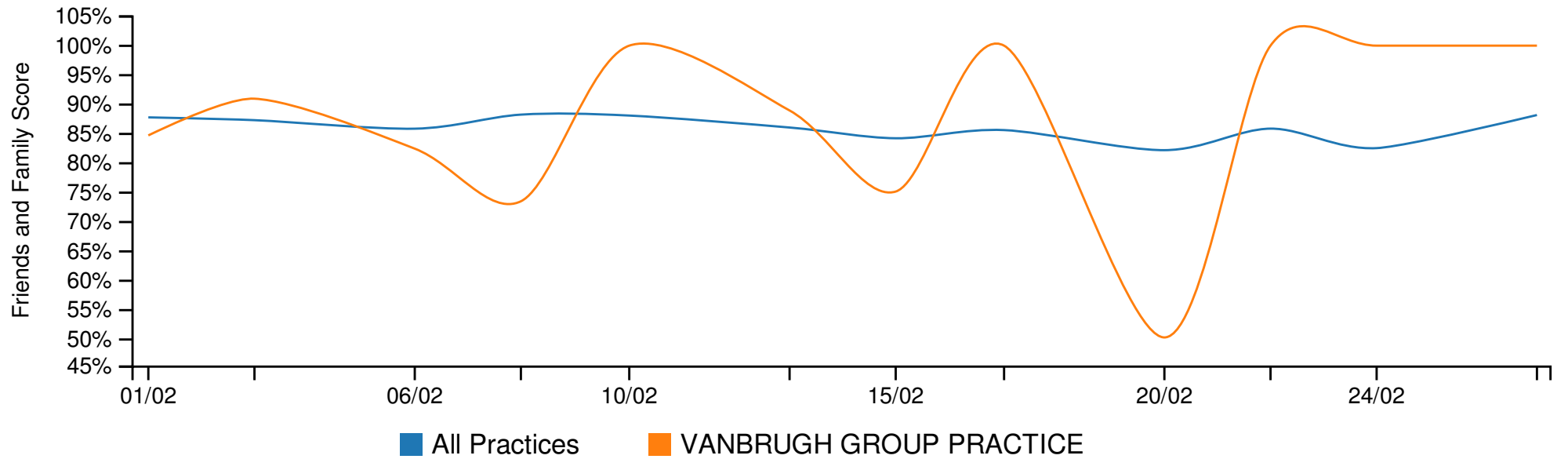
Practice Score: 'Recommended' Rank

Your Score: **84%**
Percentile Rank: **35TH**



- 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



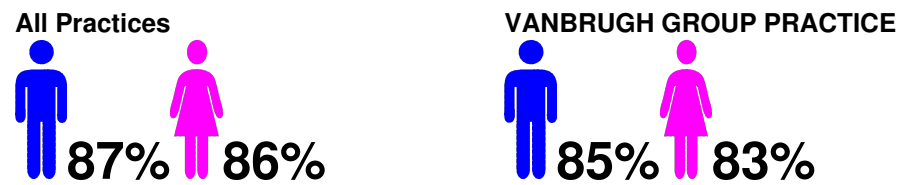
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

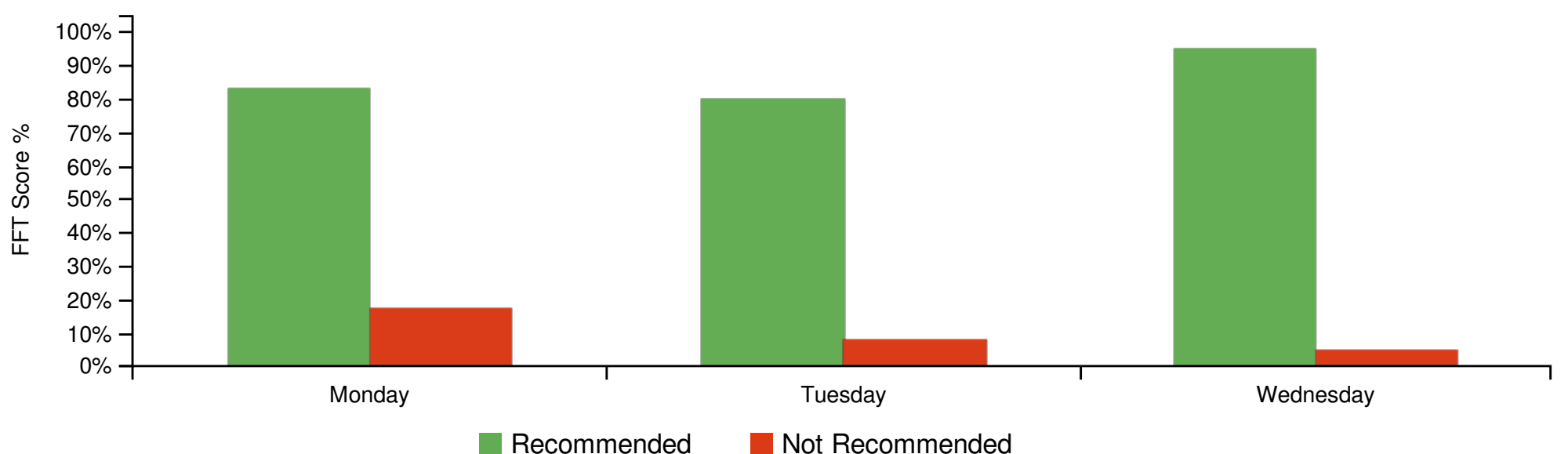
	< 25	25 - 65	65+
All Practices	80%	86%	93%
VANBRUGH GROUP PRACTICE	91%	82%	86%

Gender



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

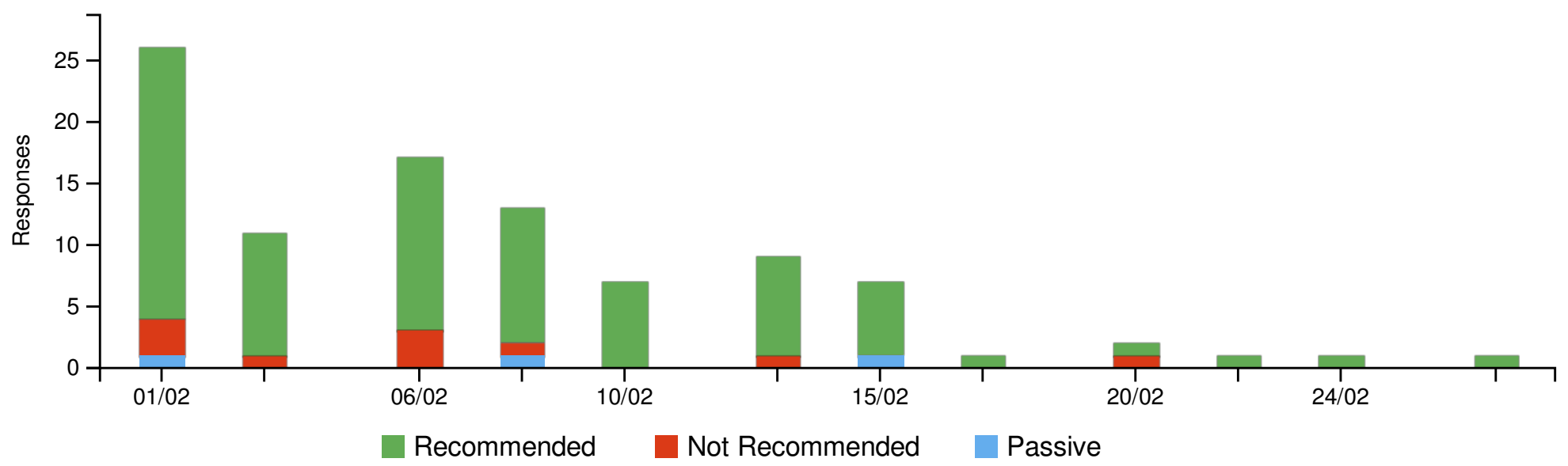
Practice Score: Day of the Week Analysis



- 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 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.

- ✓ Felt well looked after.
- ✓ *Always had first. Class treatment, receptionists have always been kind and very polite. In my view, there is nothing to improve on. Thank you.*
- ✓ Good service provided
- ✓ *The doctors are good*
- ✓ I like the practice, in the way that there are a variety of doctors so I can find one that suits me. However it is difficult to get an appointment sometimes
- ✓ *Kate Irving very good nurse and puts you at ease.*
- ✓ Fast reliable appointment system

Not Recommended

- ✓ *Doctors are not helpful and rude*
- ✓ *Wrong number!! Meant to be 1*
- ✓ *unable to get through on the phone on repeated incidents had to take time off work to come down and physically book an appointment. Imagine if I were disabled ?*

Passive

- ✓ *Unfriendly doctors*
- ✓ *I found it a bit useless*
- ✓ *I got what I went for but had to wait for an hour to get the inoculations I needed. There was no obvious reason for the delay although apologies were proffered and accepted.*