

FFT Monthly Summary: March 2017

VANBRUGH GROUP PRACTICE
Code: G83021

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
59	26	3	7	5	2	3	0	0	99	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: 301

Responses: 102

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	58	26	3	6	4	2	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	0	1	1	0	3
Total	59	26	3	7	5	2	102
Total (%)	58%	25%	3%	7%	5%	2%	100%

Summary Scores

 83%  12%  5%

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:

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

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

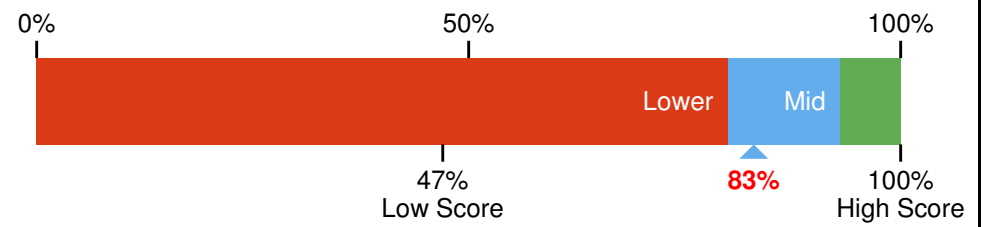
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

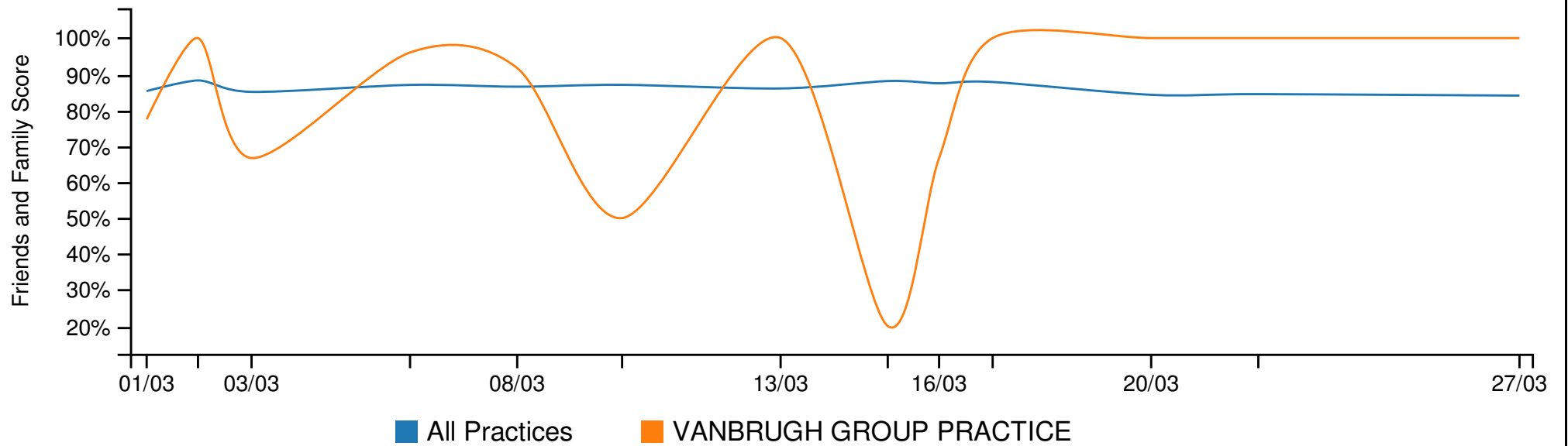
Practice Score: 'Recommended' Rank

Your Score: 83%
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



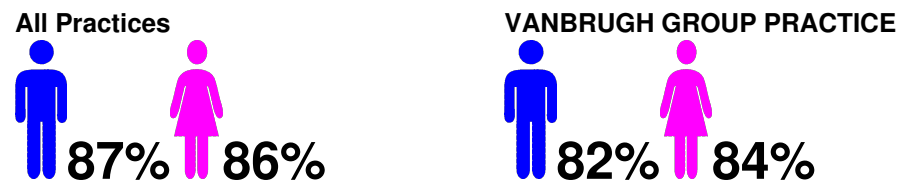
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

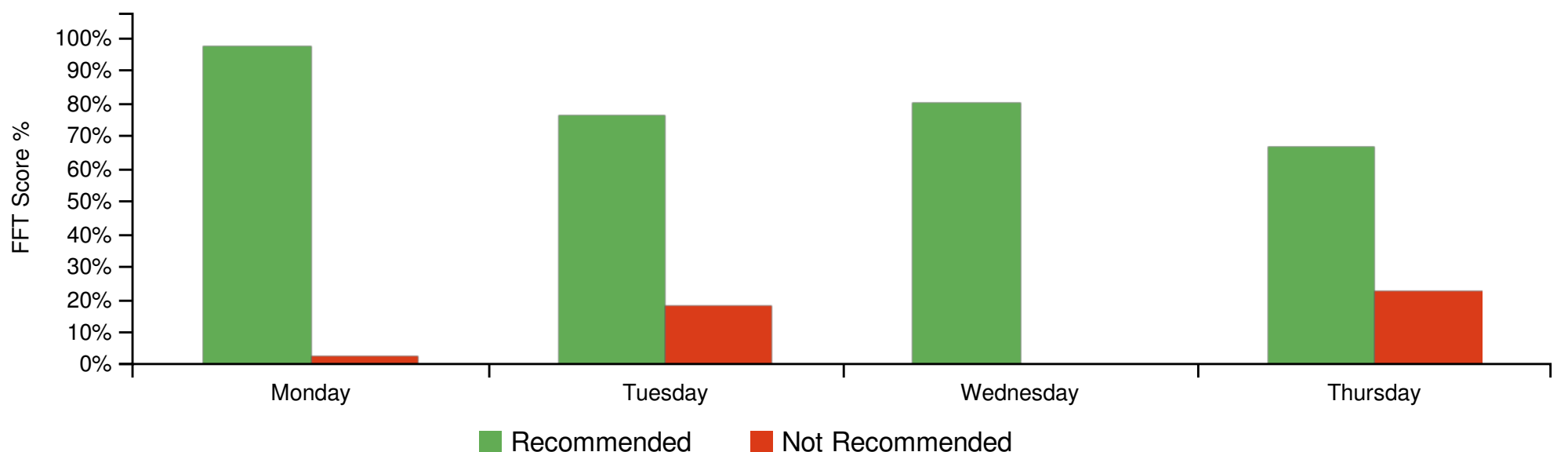
	< 25	25 - 65	65+
All Practices	78%	87%	91%
VANBRUGH GROUP PRACTICE	80%	82%	100%

Gender



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

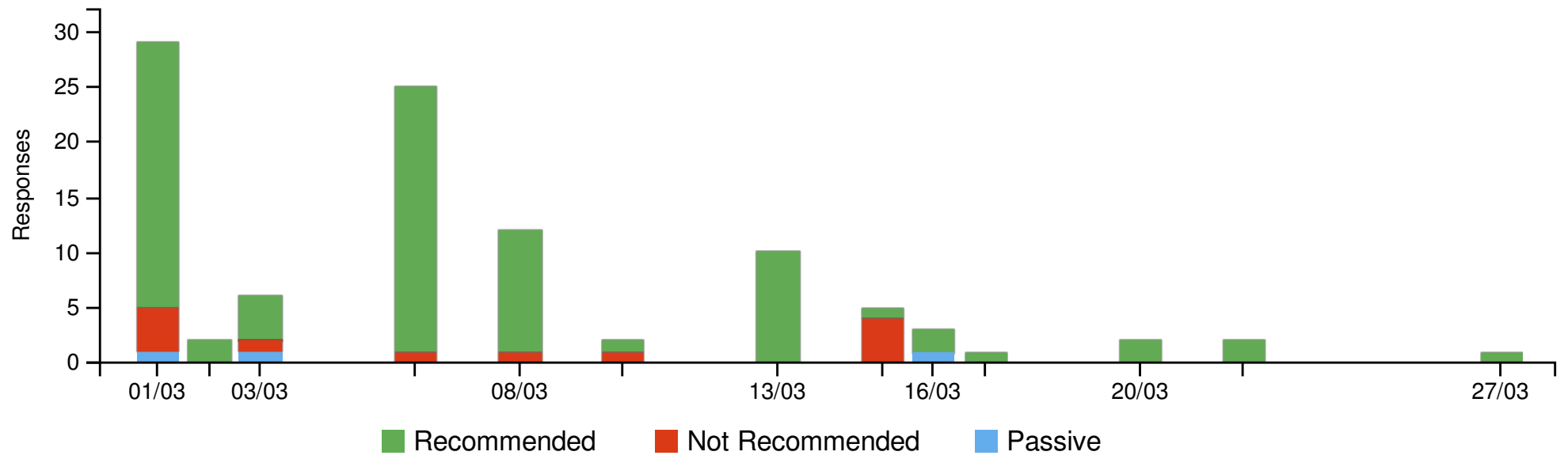
Practice Score: Day of the Week Analysis



- 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.

own backsides. There is one young Asian male GP, not Dr Jaison, who is very patronising, off hand, talks at you with attitude rather than listen and talk to you on an equal level, not good.

- ✓ *Professional, efficient and friendly*
- ✓ *I am always able to get an appointment or have a GP call me the same day. The service is always efficient and friendly and I must say it seems superior to a lot of GP practices based on the experience of friends and family living both in the same area and elsewhere.*
- ✓ *Doctor Monah and Dr Moore are the two doctors I see the most. They're both excellent listeners, and make me feel like they care about my health issues and provide excellent service in that department. The nursing and reception staff are also super. Kind, helpful and always go above and beyond. Thanks to everyone! I appreciate you.*
- ✓ *Good availability of appointments when needed.*
- ✓ *The exceptional service provided by the nurse I saw*
- ✓ *Good professional help and support but not always seen on time and often very difficult to get a quick appointment for important but not emergency problems.*
- ✓ *The Dr was extremely thorough, put me at my ease, asked me lots of questions, told me how she was going to examine me and what happens next.*
- ✓ *All good except quite hard to get an appointment.*

Not Recommended

- ✓ *gp was impatient behaved rather condescending towards serious questions by parent. she was non committal in her consultation. Four to ten weeks is a long window to me.*
- ✓ *because I start ringing at 8am but no one answers for 20 or 30 minutes*
- ✓ *It's very difficult to get an appointment or to talk with anyone properly with enough time*
- ✓ *Last week I saw a GP who wanted me out of the door as soon as I walked in, and dismissed anything I said. He phoned me this week to discuss bloods and told me he wasn't going to do anything and again dismissed my suggestion. I asked for a second gp to phone me with a second opinion today but not between the hours of 9 and 11 but phoned twice before 930. Was then told by reception that that was my appointment and I missed it. The service here is diabolical and will be moving surgery to get the care that is not being provided*
- ✓ *Nurses are really friendly*
- ✓ *Never answer phones, difficult to get appointments, short and sometimes rude doctors*
- ✓ *Length of time in getting an appointment. Also my appointment always runs late.*

Passive

- ✓ *Inability to get through on phone. Rang for 30 mins first thing on Monday without getting through, when I did get through was told all Monday appointments had gone. Phone response time in general seems to have gone downhill in recent times.*
- ✓ *Takes ages for phone to be answered*