

FFT Monthly Summary: April 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	24	2	6	8	1	2	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: 281

Responses: 100

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	58	23	2	6	8	1	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	1	0	0	0	0	2
Total	59	24	2	6	8	1	100
Total (%)	59%	24%	2%	6%	8%	1%	100%

Summary Scores

83% 14% 3%

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:

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

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

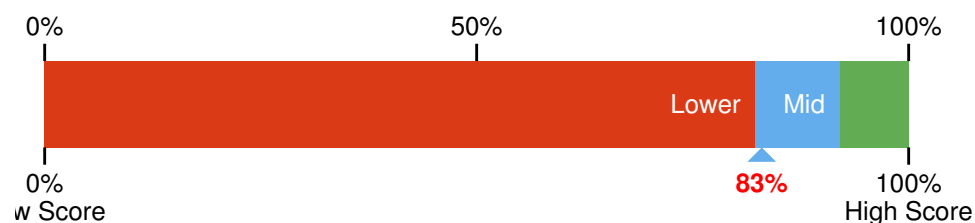
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

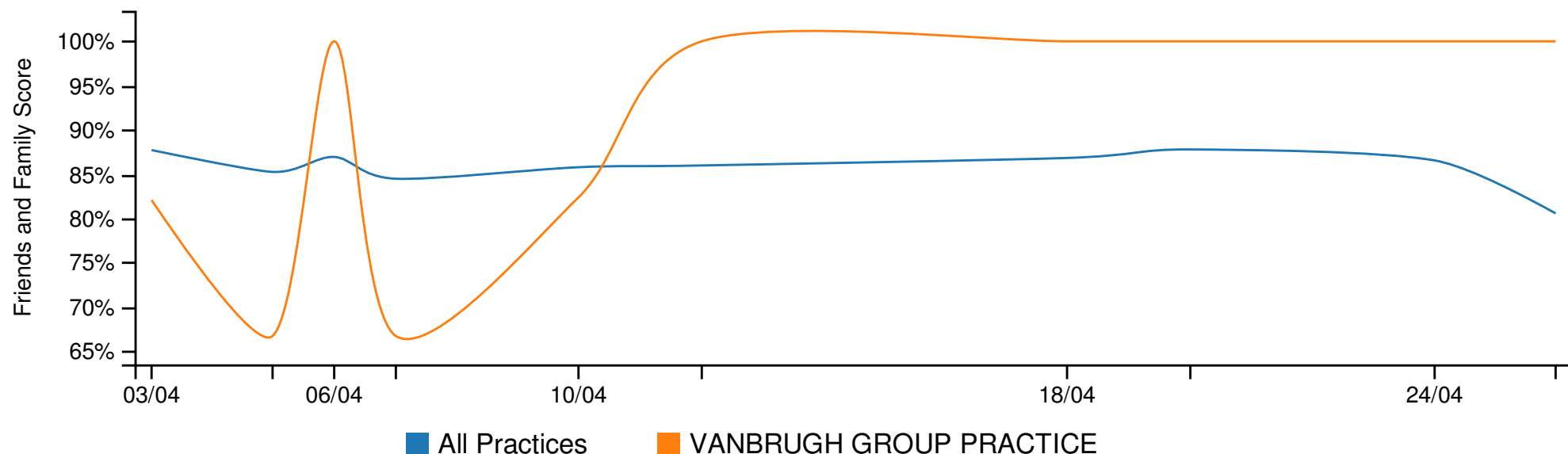
Practice Score: 'Recommended' Rank

Your Score: 83%
Percentile Rank: 30TH



- 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 30th percentile means your practice scored above 30% of all practices.

Practice Score: 'Recommended' Comparison



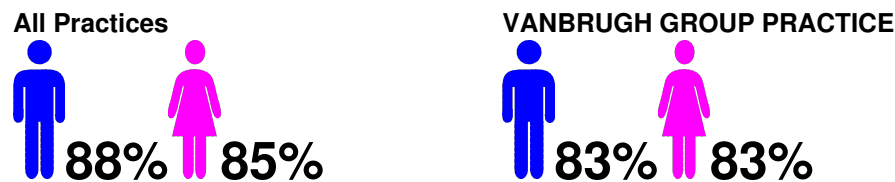
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

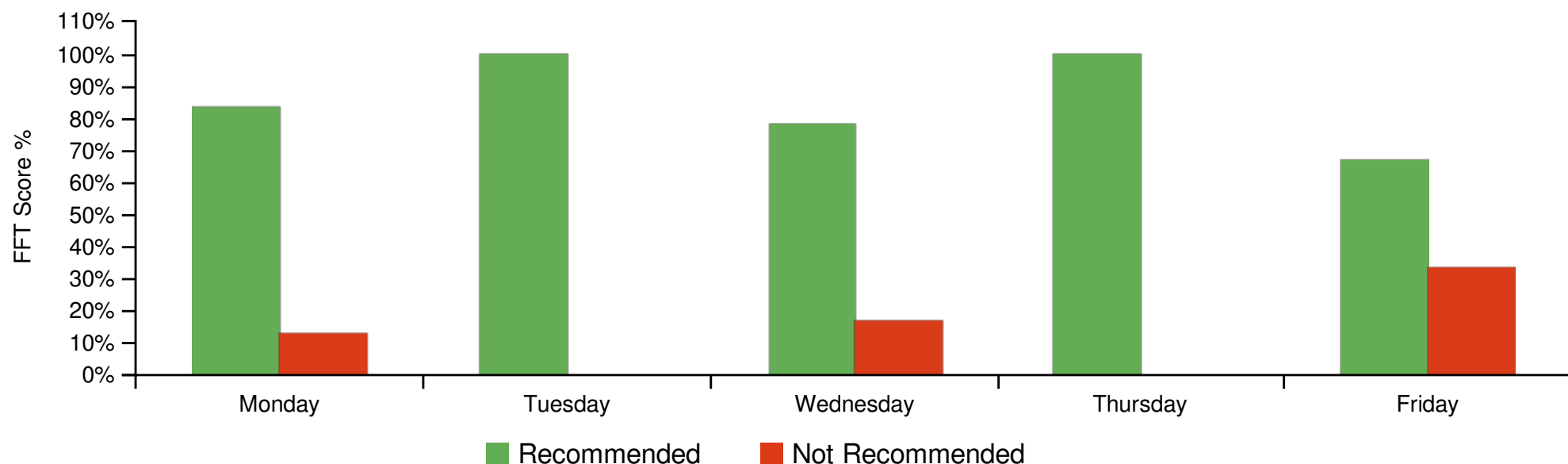
	< 25	25 - 65	65+
All Practices	82%	86%	91%
VANBRUGH GROUP PRACTICE	50%	88%	90%

Gender



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

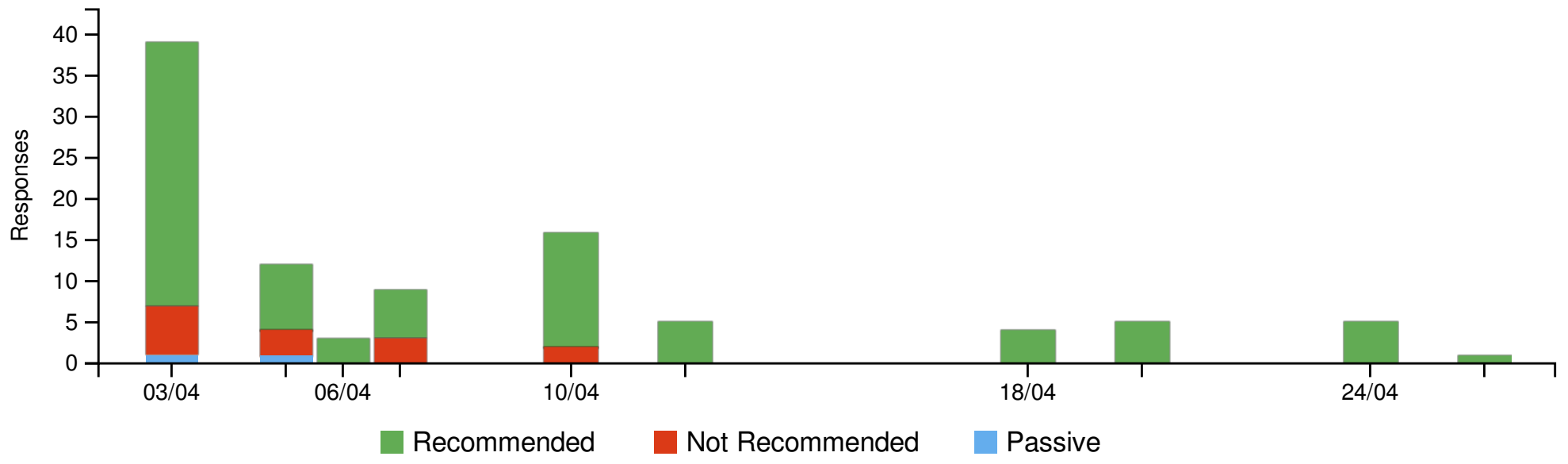
Practice Score: Day of the Week Analysis



- 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.

- ✓ *I find that the doctors nurse and receptionist are all very help and professional*
- ✓ *Helpful receptionists and very happy with Doctors services*
- ✓ *No waiting time*
- ✓ *Efficient on time service. However if anything can be improved it is the waiting time to get an appointment*
- ✓ *Care, thoroughness & lovely approach taken by GP*
- ✓ *Good Practice and Nice Modern Building Receptionist are always very helpfull*
- ✗ *My experience of the practice is excellent. From the reception team through to the doctors and nurses. Sometimes it's hard to get an answer when you call it other than that: excellent.*

Not Recommended

- ✓ *Waiting time to see a Doctor and Doctors failure to diagnose what was wrong with me yet when I went private I got a dig iced with in 4 minuets because the Doctor took the time to listen to me and asked what had gone on in my life leading to me fealing unwell the pharacy side of the practice is exelant as are the nieces*
- ✓ *Takes forever to get an appointment, staff are rude and got double-charged for a prescription that was recommended on top of my usual requirement even though i was told it was a trial.*
- ✓ *Impossible to book an appointment even if staying in the line at 8 am sharp*
- ✓ *I didn't recieve a call from the emergency doctor when I was supposed to. I can never get an appointment either.*
- ✓ *Phone takes long time to be picked up and sometimes never picked up or auto message saying mailbox is full*
- ✓ *Waited an hour to be seen even though i had an appointment. And also waiting times for appointments, next one being over 2 weeks!*
- ✓ *I think you already have too many patients to deal with, appointments for my 1 year old are difficult to make, no flexibility around who does children's vaccines and when (we have to fit in with a 'vaccine clinic - v difficult when working full time)*
- ✓ *Lack of attendant on appointments booking.. The Gps are too busy doing nothing.*
- ✗ *Very hard to get through when calling*

Passive

- ✓ *I was always very happy with this gp. I really like the fact that you can have an appointment in a short period of time. The waiting time is never long. You get reminded. This is all facts why I like this gp. However the friendliness of the reception staff is not always given. And unfortunately I recently had an unlikely case with one of the doctors where I lost lots of time and some money for no reason.*
- ✓ *Waiting times. Today waiting 75minutes for an appointment.*