

FFT Monthly Summary: May 2017

VANBRUGH GROUP PRACTICE
Code: G83021

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
69	23	3	2	4	2	3	0	0	100	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: 317

Responses: 103

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	67	23	3	1	4	2	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	2	0	0	1	0	0	3
Total	69	23	3	2	4	2	103
Total (%)	67%	22%	3%	2%	4%	2%	100%

Summary Scores

 89%  6%  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:

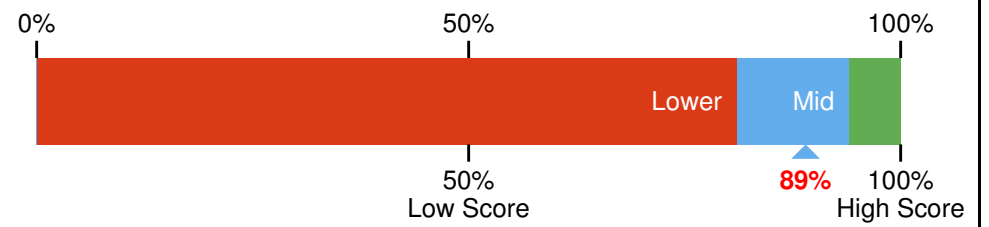
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: **89%**

Percentile Rank: **55TH**

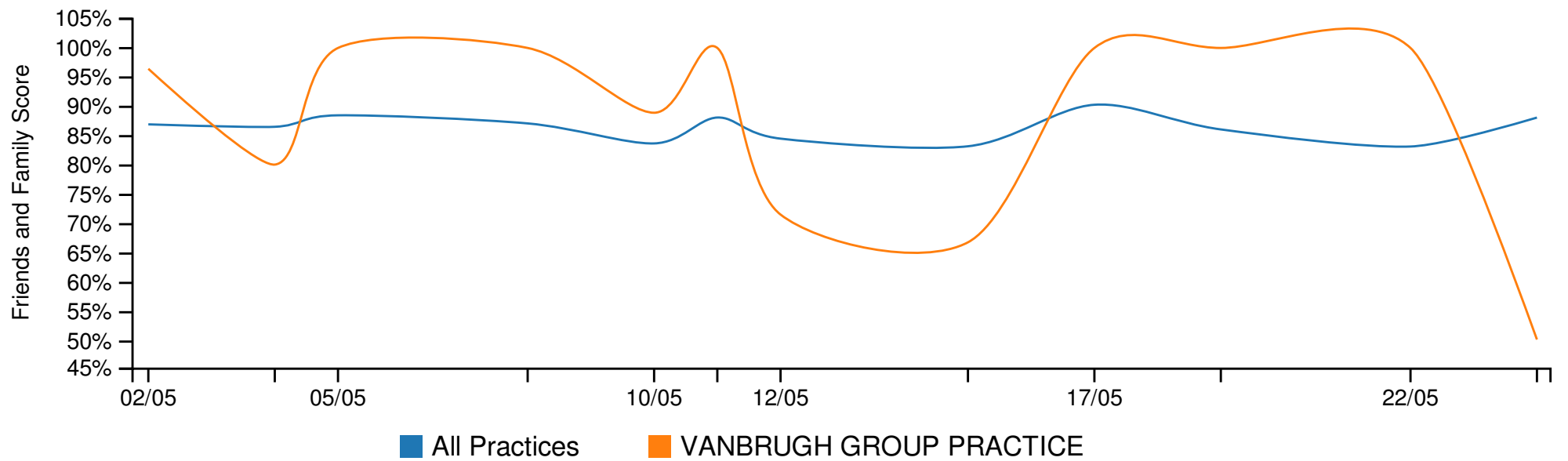


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 55th percentile means your practice scored above 55% 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.

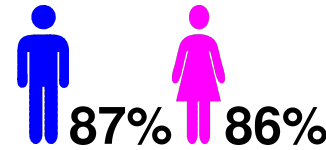
Practice Score: 'Recommended' Demographic Analysis

Age

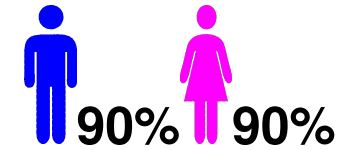
	< 25	25 - 65	65+
All Practices	80%	87%	91%
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Gender

All Practices



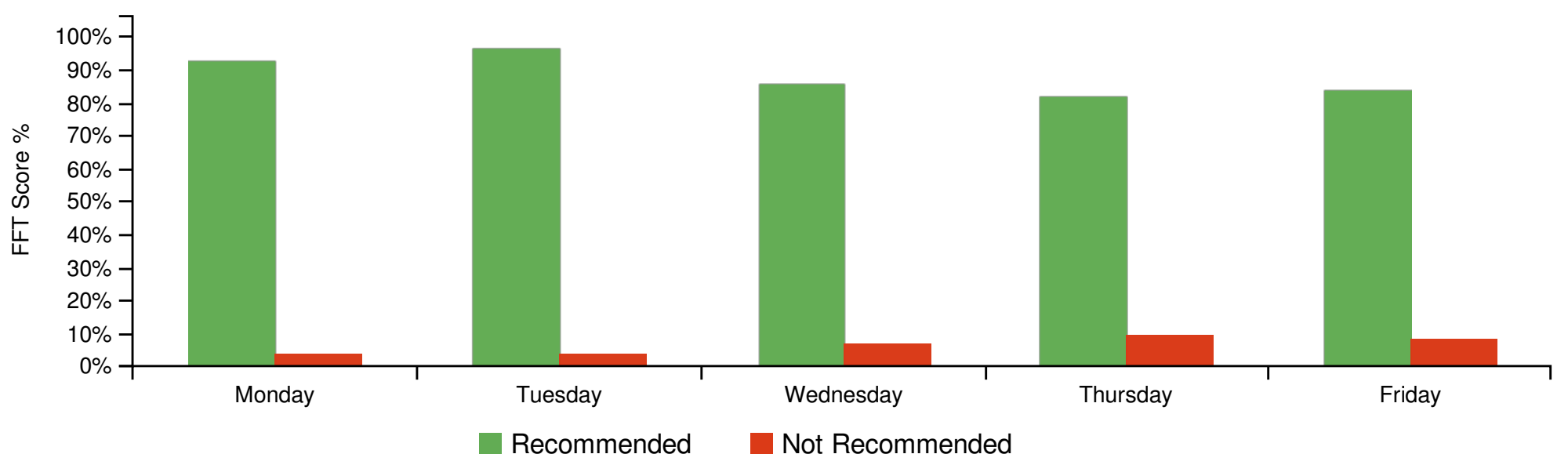
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Notes: 1. Scores for current reporting month.

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

Practice Score: Day of the Week Analysis

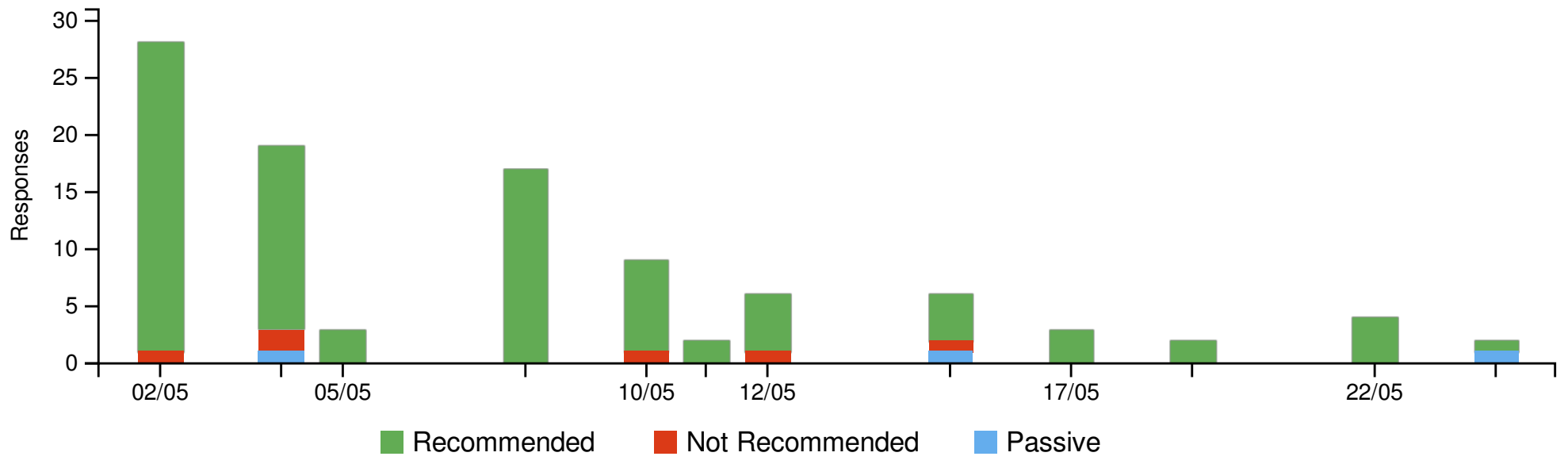


Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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

SECTION 4 Patient Response Analysis

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 didn't have to wait too long, the doctor was brilliant as always.
- ✓ *Short wait time, friendly nurse and efficient but personal service*
- ✓ Seen on time. Doctor professional and friendly. Receptionist helpful and efficient. Nice building and facilities.
- ✓ *Lovely Christine the nurse*
- ✓ Doctors were pleasant but not rated 1 because they all seem quick to send us home for yet another period of lets see what happens. How many times do I need to go back?
- ✓ *Usually prompt service, close to home.*
- ✓ Helpful advice and options from the doctor I saw, friendly service from doctor and reception staff.
- ✓ *Excellent in-surgery appointment service but follow up phonecall to make appointment for bloodtest had long wait for reply.*
- ✓ Very professional service all round
- ✓ *I'm a new patient and your team Dr and nurse have been great*
- ✓ The GP was really helpful and I was called in ten minutes before my appointment
- ✓ *Doctors are friendly attentive and knowledgeable.*
- ✓ I know my G P surgery are stretched to the limit, but the Doctors are doing their best. My consultation to day with the Dr. was very satisfactory!!
- ✗ *Kate Irving is reliable, informed , supportive and empowering - really trustworthy .*
- ✗ It takes too long to get an appointment

Not Recommended

- ✓ *Takes far too long to get an appointment*
- ✓ *My appointment was 45 minutes late and it took over 2 weeks to get the appointment!!*
- ✓ *When calling the surgery it can take anything up to 20 mins to get through*
- ✓ *To long waiting on phone*
- ✓ *Long lead time for docs appointments, no one ever answers the phone- some mornings when trying to get an emergency apt i have been 1 hour trying to call*

Passive

- ✓ *My appointment was cancelled and I can't get another one soon enough to be useful.*
- ✓ *25 mins late to see me but generally quite pleasant*