

FFT Monthly Summary: June 2017

VANBRUGH GROUP PRACTICE
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
68	22	3	6	3	0	5	0	0	97	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:	319						
Responses:	102						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	65	21	3	5	3	0	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	3	1	0	1	0	0	5
Total	68	22	3	6	3	0	102
Total (%)	67%	22%	3%	6%	3%	0%	100%

Summary Scores

88%
 9%
 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:

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

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

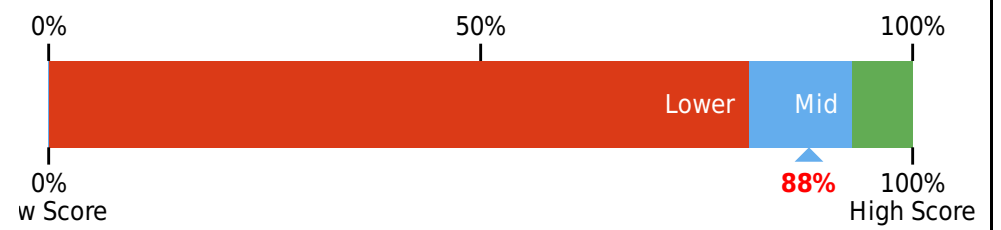
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

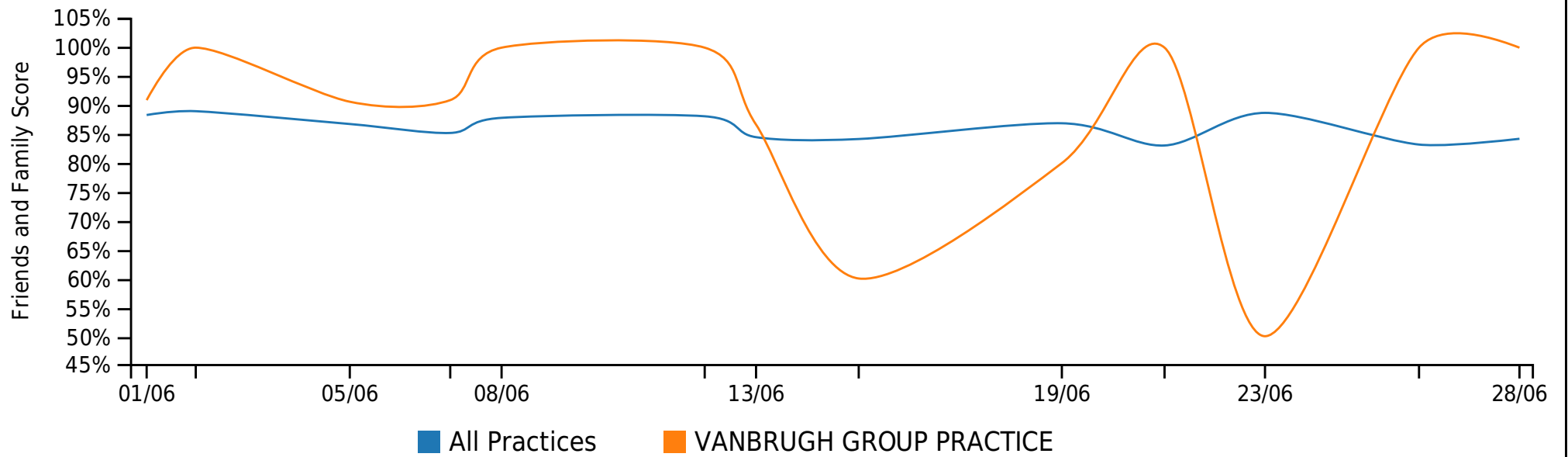
Practice Score: 'Recommended' Rank

Your Score: 88%
Percentile Rank: 50TH



- 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 50th percentile means your practice scored above 50% 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.

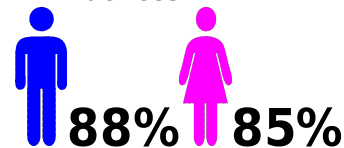
Practice Score: 'Recommended' Demographic Analysis

Age

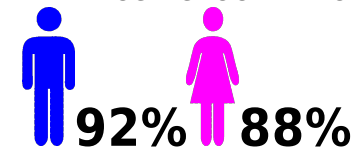
	< 25	25 - 65	65+
All Practices	81%	86%	91%
VANBRUGH GROUP PRACTICE	85%	86%	100%

Gender

All Practices

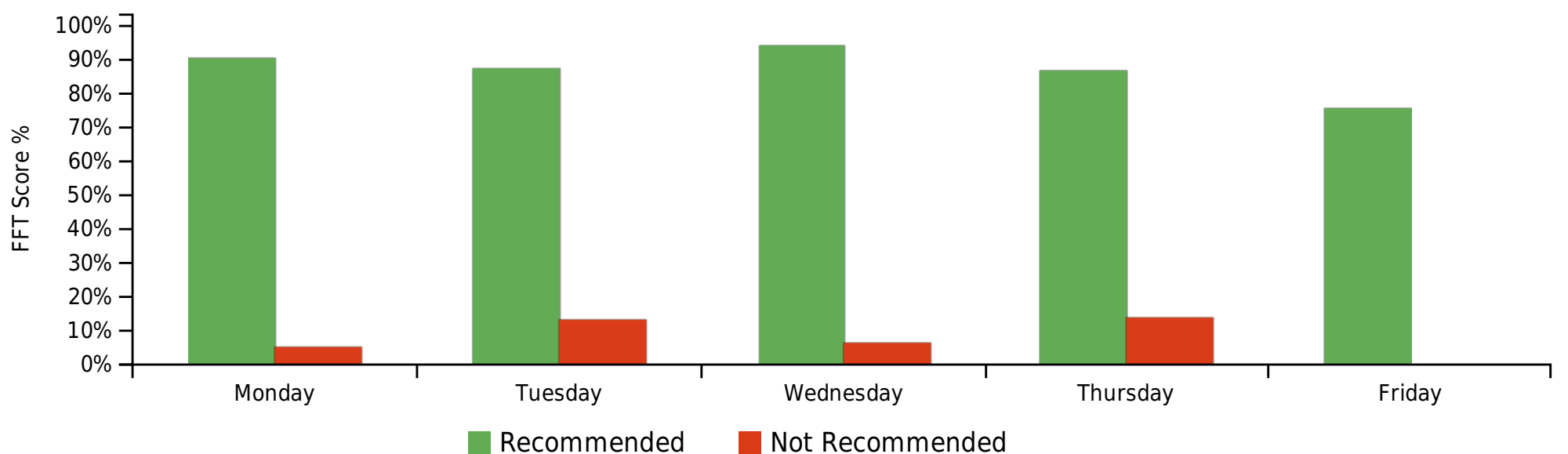


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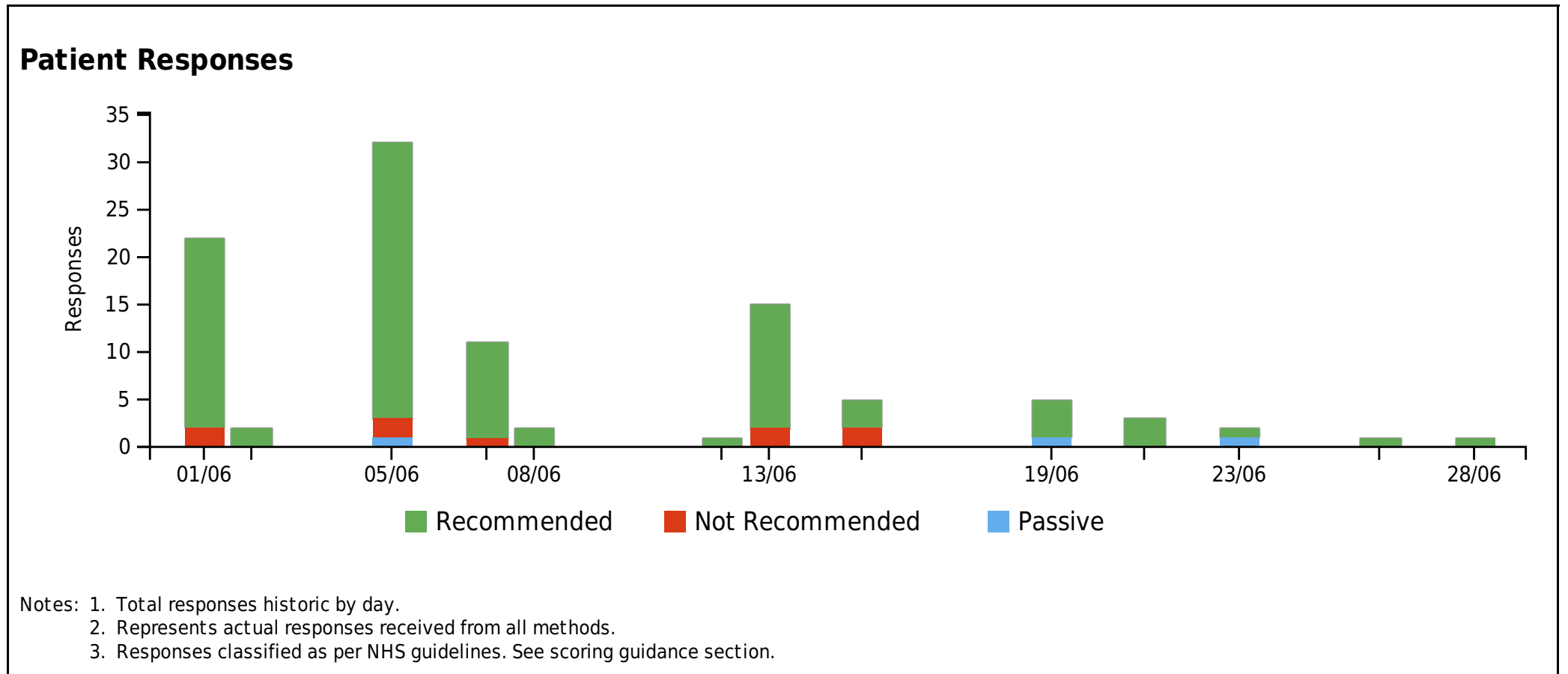
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓very helpful and lovely receptionists nice doctors especially Dr Crane.
- ✓receptionists are very nice BUT too long waiting time when arriving for appointment. 30 Minutes is unacceptable
- ✓Just a great Service
- ✓Clean surgery, great reception staff, good drs.
- ✓Helpful reception. Very local. Not too long to wait. Pleasant surroundings.
- ✓Friendly, professional and effective service
- ✓Dr Smiley Crane. So supportive and has been so helpful.
- ✓Happy with walk in service without making any appointment in some urgent cases. Friendly staff and helpful consultant from doctor
- ✓Been under your care since i was born when it was Dr Livingstone 73 years ago
- ✓because I love the NHS.
- ✓Because its a good service and all the Staff are helpful
- ✗Nice caring attitude from GP and reception staff to help me out.
- ✗The doctors are good people and same as the receptionists.

Not Recommended

- ✓Unfriendly
- ✓Patient problems are not dealt with efficiently
- ✓I have been at this practice for many years and I can't believe the decline in medical care. In fact I am frustrated by the lack of care I received due to the inability in diagnosing my symptoms. As a result I keep returning in deep hope of a care plan that might actually help. On occasions I google my symptoms and ask the doctors to examine my medical guesses. I have symptoms that at times require more thorough examinations and sadly the GP practice as a whole does not support my needs. This view is shared with many of my neighbours. I hate to complain because I am actually very fond of the Doctors and I do recognise their value in all our lives. The truth is that more is needed in particular for working people who simple do not have easy access to the fast lane of daily appointments. B Johnson
- ✓poor prescription service 4 requests for loratadine not dealt with repeated chasing eventually told by boots this has to be bought over the counter. I appreciate I need to buy this but you have wasted a lot of my time
- ✓Sorry I forgot to say after my rant about being seen late dr Sheppard was amazing. Have been suffering for three weeks and thanks to the drops and tablets he supplied I feel normal again !

Passive

- ✗Its a fairly good service but needs more staff on reception to answer the calls because of the length of time it takes to get the calls answered