

FFT Monthly Summary: September 2017

VANBRUGH GROUP PRACTICE
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
91	37	7	5	6	4	0	0	0	150	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:	489						
Responses:	150						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	91	37	7	5	6	4	150
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	91	37	7	5	6	4	150
Total (%)	61%	25%	5%	3%	4%	3%	100%

Summary Scores

85%
 7%
 8%

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:

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

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

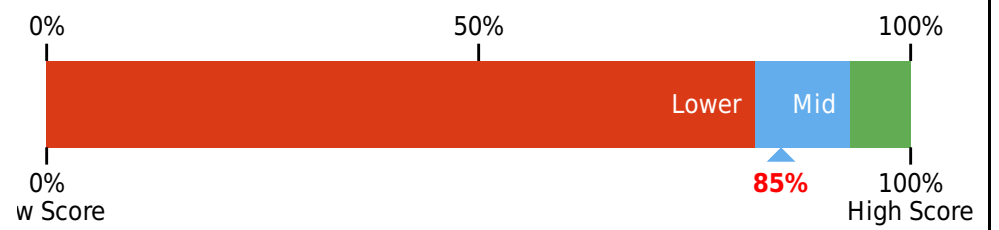
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

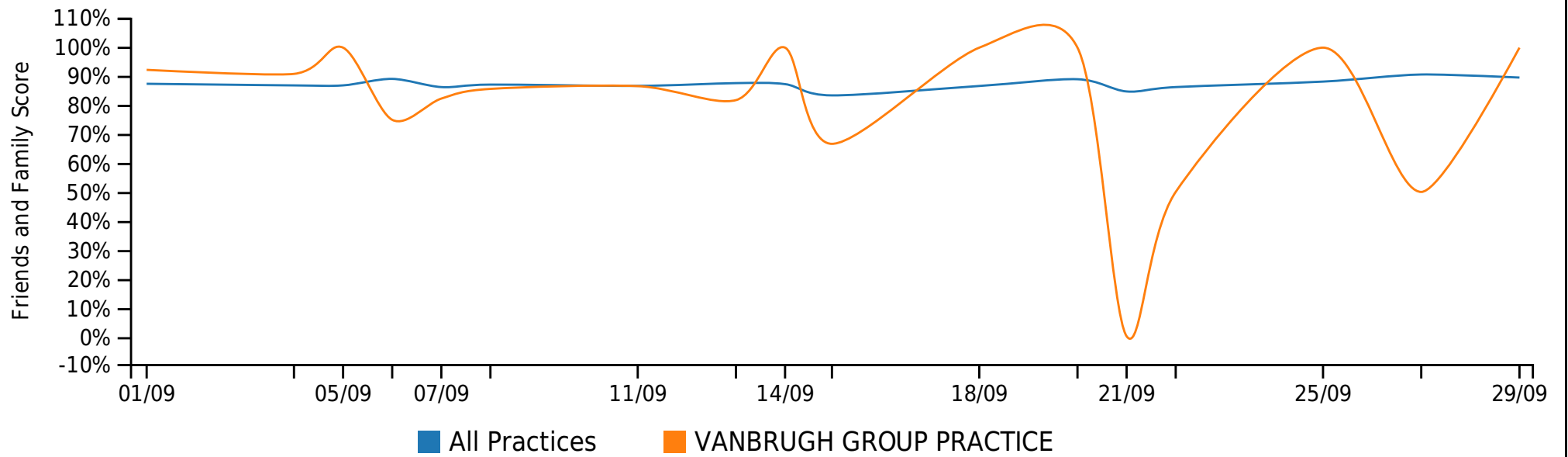
Practice Score: 'Recommended' Rank

Your Score: 85%
Percentile Rank: 40TH



- 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 40th percentile means your practice scored above 40% 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.

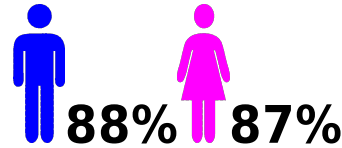
Practice Score: 'Recommended' Demographic Analysis

Age

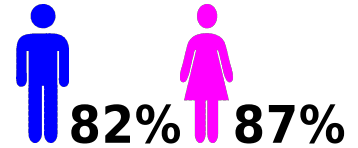
	< 25	25 - 65	65+
All Practices	83%	87%	91%
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Gender

All Practices

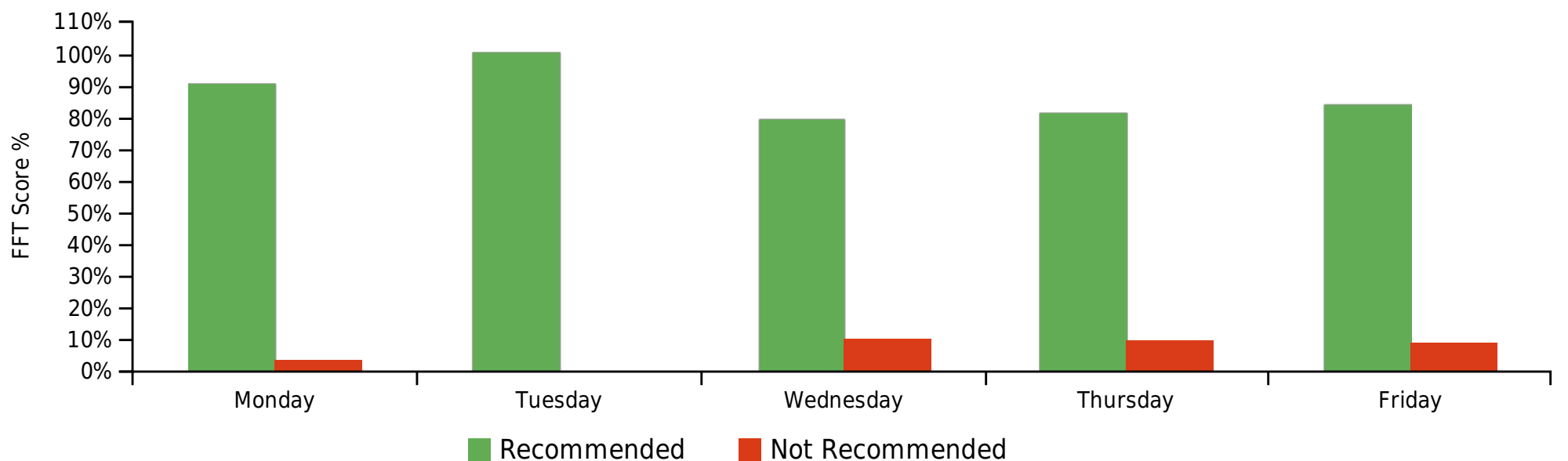


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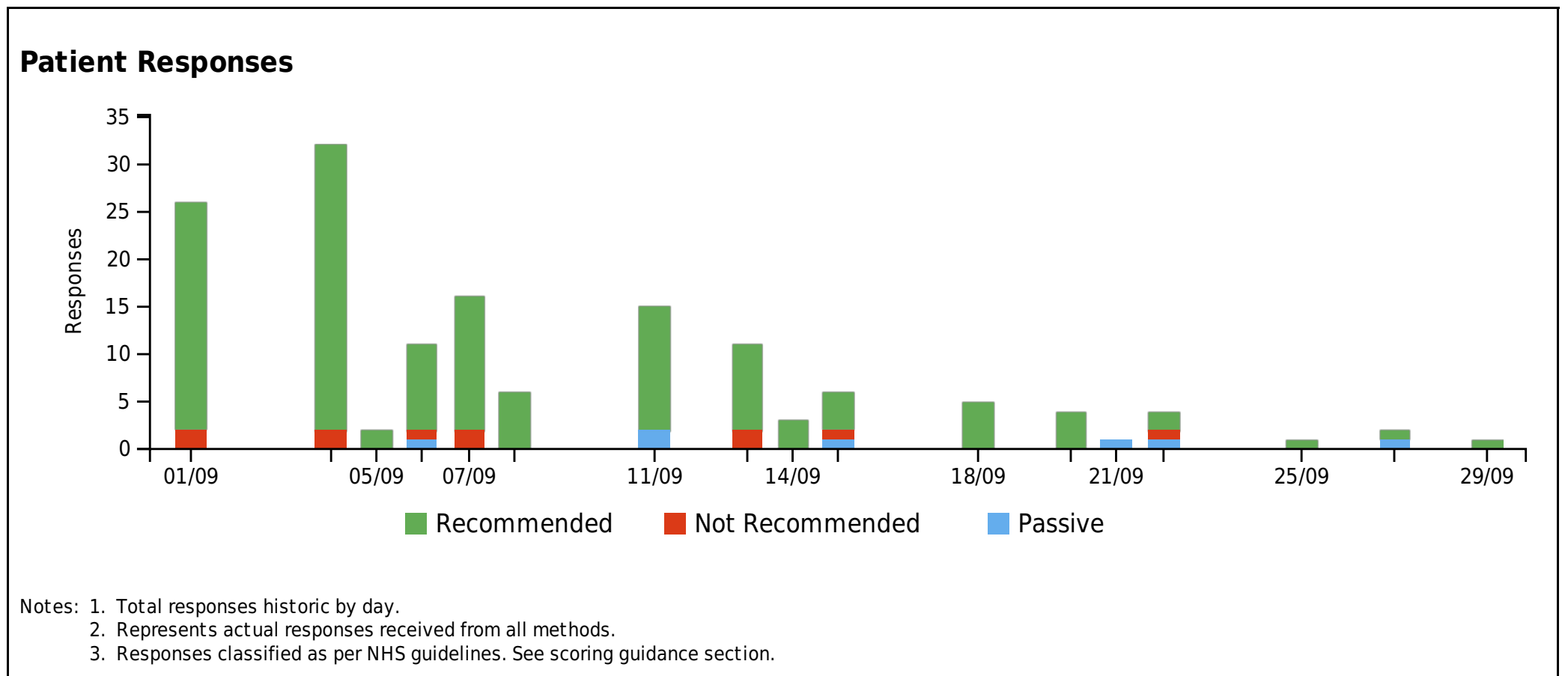
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓
- ✓ *Good service as usual*
- ✓ *The receptionist always try and help as much as they can. The doctors most of them are kind and caring. Thankyou for all you do. Dr home and dr smiley are angles*
- ✓ *We were seen on time. The doctor was very nice, but also professional. The reception staff did not acknowledge us waiting to speak to them. They just stared at their screens. One was holding the phone off the receiver. She wasn't having a conversation on the phone. It looked like she took it off to stop calls coming through.*
- ✓ *Staff were really nice. Clean place. Like the online service.*
- ✓ *Friendly, professional and helpful diagnosis*
- ✓ *Fantastic doctors who always give you plenty of time and attention and genuinely care. Great reception team. I can't recommend highly enough.*
- ✓ *Fast and friendly service.*
- ✓ *Difficulty of contacting by telephone*
- ✓ *We always have a great experience with Dr Home*
- ✓ *The place js clean welcoming & efficient*
- ✓ *The dr I saw was extremely good*
- ✓ *Staff very friendly and the doctor was great*
- ✓ *I didn't have to wait long upon arrival*
- ✓ *Booking appointments online and access to results online. Early morning appointments and nice GPs*
- ✓ *The service was efficient*
- ✓ *Although it is sometimes hard to get an appointment, it is a good practice, accessible, clean and most of the staff / Dr's are really easy to get along with*
- ✓ *The doctor is very caring with great experience*
- ✓ *Trustworthy doctors with a friendly service all round. The practice is proactive in bringing forward things such as the opportunity to have flu jabs and anti pneumonia injections.*
- ✓ *Time management*
- ✓ *Excellent GP. Friendly staff. NHS delivery excellent service.*
- ✓ *The friendly, professional and helpful staff and doctors*
- ✓ *Efficient booking, punctual, friendly staffing.*
- ✗ *Good responses to on going progress.*

Not Recommended

- ✓ *No one answers the phone. Appointments always late. X rays not ordered. And if I'm 10 minutes late, my appointment is canceled.*
- ✓ *Doctor Moore was great can't fault her - it's just a shame that you have to wait 3 weeks for an appointment! I was lucky that I had booked in for a medication review and unfortunately developed shingles 2 days before - if I hadn't already had that appointment booked then I would have been waiting weeks to be seen*
- ✓ *Not being able to get an appointment. Not getting through on the phone lines. Not enough time with the dr.*
- ✓ *The doctor dismissed my concerns about my baby and didn't do crucial checks later done by a private doctor*
- ✓ *Takes forever to get through on the phone for an appointment and when you do get through all the appointments gone for the day and you can't book for the following day. You have to phone again and go through the same rigmoral. You need to be able to book for the next day if you get through and an answering service which tells you which number you are in the que.*
- ✓ *1 hour 10 min delay to appointment time*
- ✓ *The nurse today listened and was helpful and accommodating*
- ✗ *One member of reception staff not particularly helpful/friendly.*

Passive

- ✓ *The appointment was good but it is too hard to get an appointment in a reasonable amount of time*
- ✓ *Unlikely to have anyone ask me*
- ✓ *The inability to get through to a receptionist. I have waited twice today for over 20 mins each time to get through to a receptionist*