

# FFT Monthly Summary: December 2017

VANBRUGH GROUP PRACTICE  
Code: G83021



## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
102	29	5	7	5	0	1	0	0	147	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>509</b>						
<b>Responses:</b>	<b>148</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	101	29	5	7	5	0	<b>147</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	0	0	0	0	<b>1</b>
<b>Total</b>	<b>102</b>	<b>29</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>0</b>	<b>148</b>
<b>Total (%)</b>	<b>69%</b>	<b>20%</b>	<b>3%</b>	<b>5%</b>	<b>3%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

89%
 8%
 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:

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

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

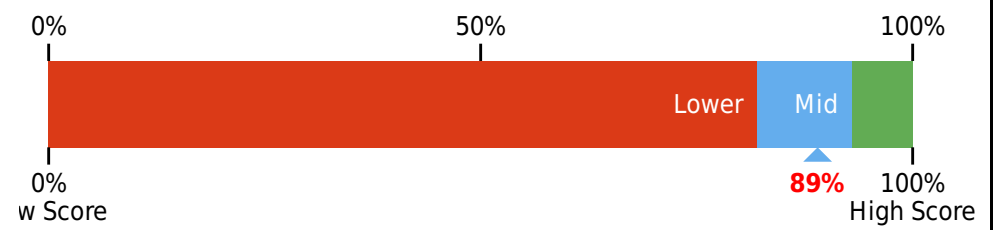
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

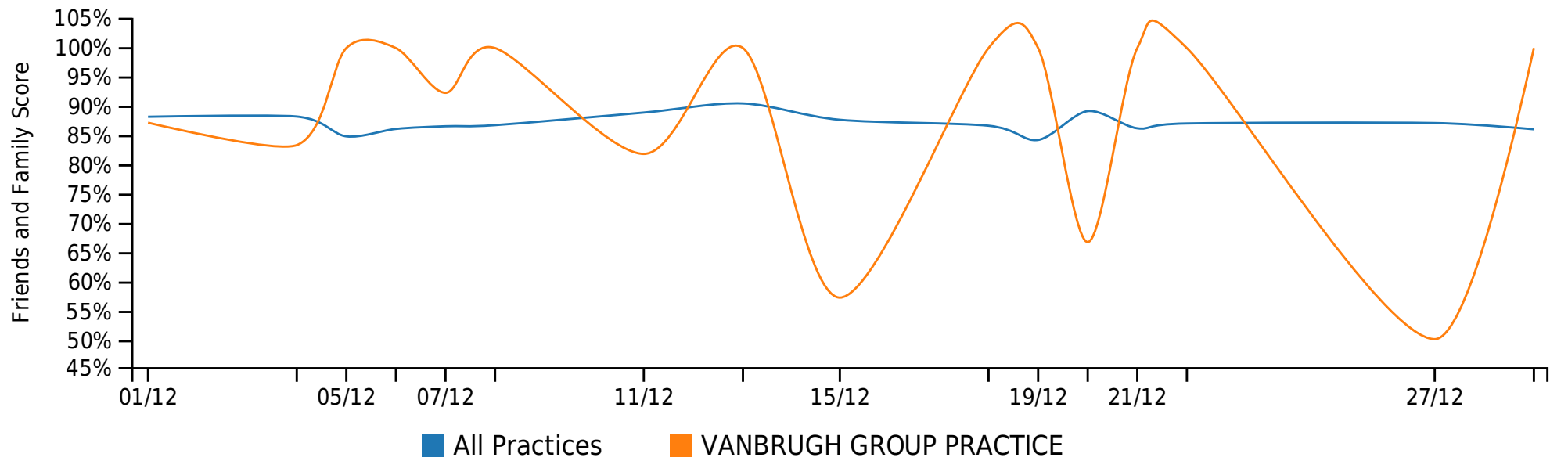
### Practice Score: 'Recommended' Rank

**Your Score:** 89%  
**Percentile Rank:** 55<sup>TH</sup>



- 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.

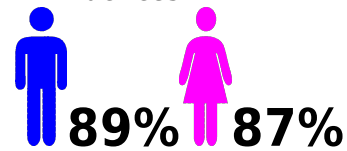
### Practice Score: 'Recommended' Demographic Analysis

#### Age

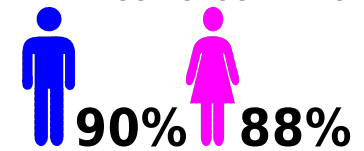
	< 25	25 - 65	65+
All Practices	80%	88%	92%
VANBRUGH GROUP PRACTICE	86%	88%	88%

#### Gender

##### All Practices

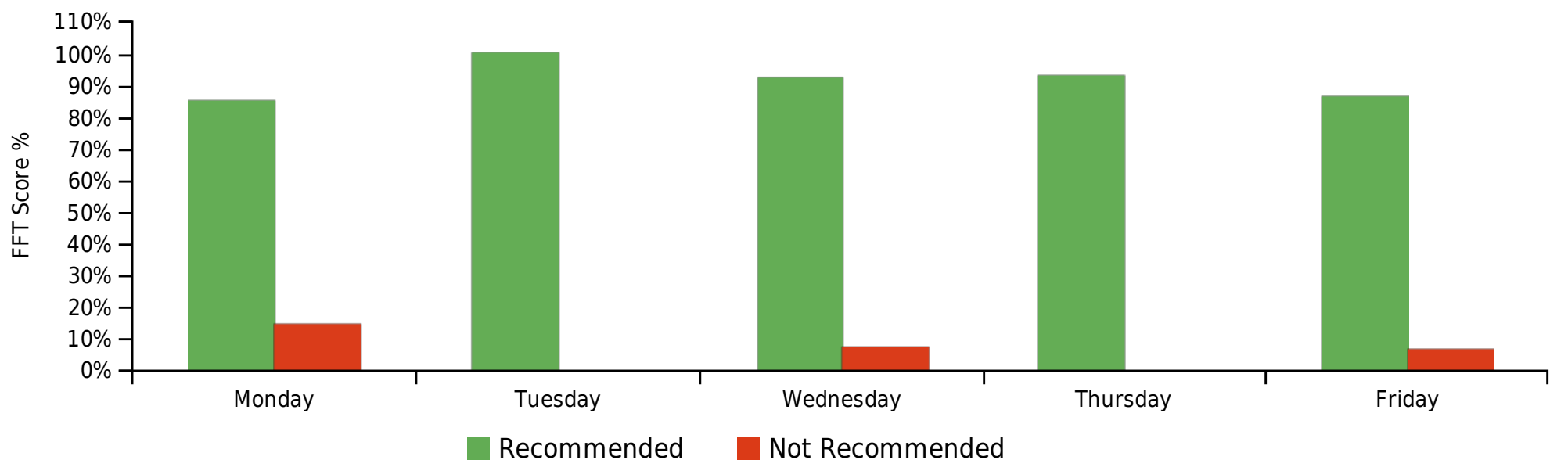


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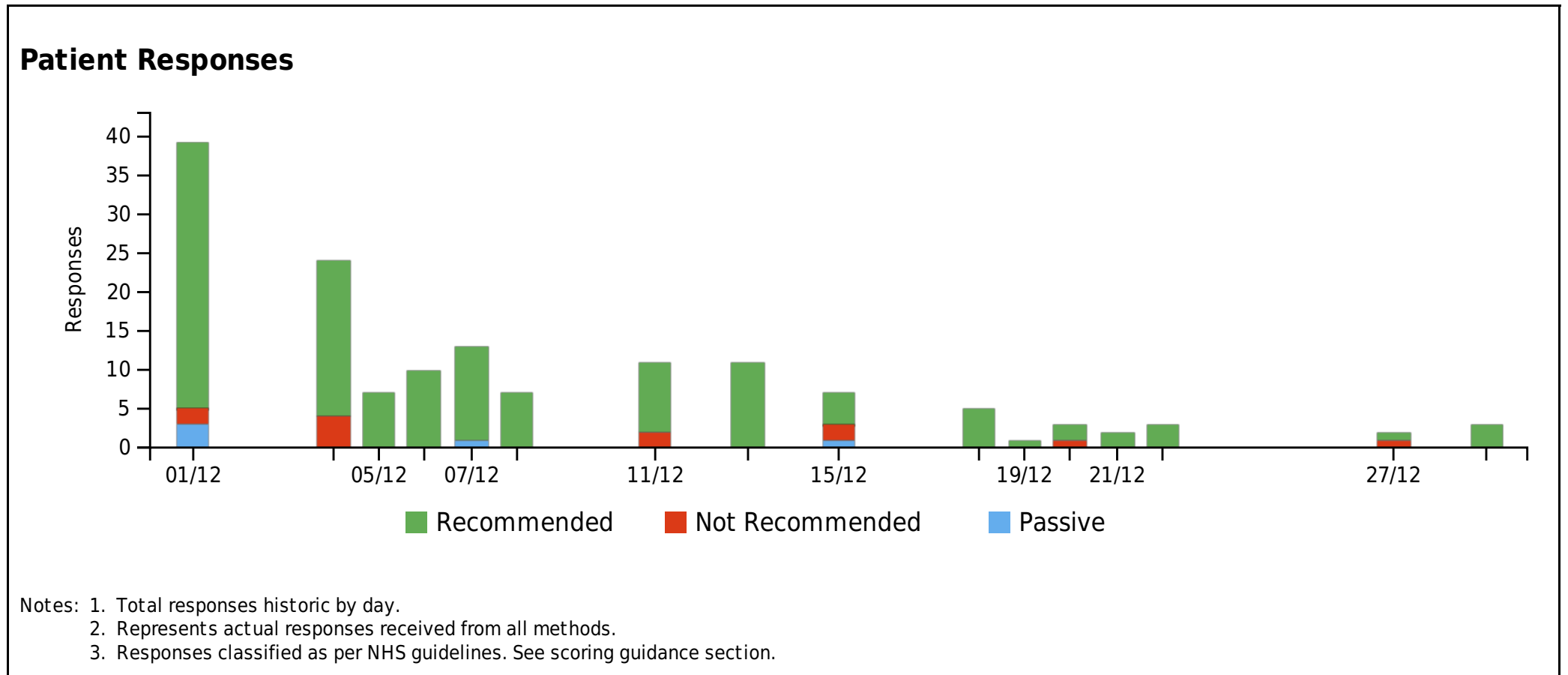
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### 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
- ✓I have been with the surgery for 20 odd years and all the doctor's and staff are friendly and courteous. Thank you.
- ✓No waiting time
- ✓Good when you do see someone, but hard to get an appointment and often running late.
- ✓Staff efficient and pleasant. Can get appointments easily and my first answer is a genuine sentiment. I always see Dr Parker and I A
- ✓When you get past switchboard and you see your doctor everything goes great
- ✓Good service and really friendly, caring and helpful doctors. However there aren't many options for phone appointments and it's difficult to get online access.
- ✓The nurse Joyce was brilliant and she took her time to give me an advise me. She is friendly and professional.
- ✓Well run practice, I'm able to get appointments quite easily. Gees are always helpful and understanding
- ✓Helpful staff and good GP
- ✓As I stated .Always had prompt treatment and referrals to Hospital of choice when needed
- ✓Dr Hannah Homes was very informative, asked many questions to try ty to establish the possible cause, was helpful and patient with a veryery genuine kind and polite manner. One of my previous experiencesces, with another Dr, at the practice, who was impatient, curt and rudrude , left me quite cross. So I was very relieved and happy with todotodays experience. e.
- ✓Punctuality, kindness, professionalism and state of art appliances. Today I had a blood test and provided results within minutes. I would like to mention that Ms Audrey Johnson was extremely competent and showed genuine and dedicated care to patients. My partner and I could not ask for a better healthcare service close by. Thank you.
- ✓Efficient
- ✓Phone answered straight away (an improvement), reception helpful, Dr helpful and all on time
- ✓Grear service and amicable
- ✓Gp listened and answered clearly all my concerns
- ✓Dr was very thorough
- ✓We were seen on time. The doctor was attentive, courteous and helpful and the surgery was clean and tidy
- ✓Punctual. Very efficient, professional and sympathetic doctor
- ✓Professional, caring and reassuring staff and service
- ✓lovely people very good gps always listens especially Dr Mownah
- ✓The doctor listen to me and the parson on the dest was very nice to me so that why thanks
- ✓Quality of attention and care given to me.
- ✓Doctors are friendly and listen
- ✓Receptionist fitted me in the same day. Doctor was very caring of my problem

### **Not Recommended**

- ✓L have been waiting for see the doctor for 45min what is this no one same to know anything just ask me to wait
- ✓Its extremely difficult to get an appointment. Appointments are ei either at ridiculously early times of the morning or you have to waitait a long time.me.
- ✓Double misdiagnosis and doctors mistakes
- ✓Simple request wasn't followed meaning have to go through process again to resolve situation
- ✓A dreadful experience, traumatic for me and wasting time that could be spent on other appointments. If that's typical no wonder every appointment is running so late. And when the patient knows far far more about her particular situation AND about the more general picture but the medical operative argues AGAINST HIS/HER SELF patience wains. An appalling experience. No more here but if you'd like me to come in personally and explain I'd be happy to do so.
- ✓Very little advice given on two phone chats before appointment which meant i have experienced more discomfort than necessary. And GP's interactions have felt quite cold and impersonal.

### **Passive**

- ✓Because I was left waiting for a very long time over 20 minutes if I was that late I would not have been seen but eventually when I was called in the doctor did her job I do not always agree on medical students being in the room and just being asked on entry you should be told when making appointment
- ✓Getting an appointment or seeing a doctor is practically impossible unless you get past the gestapo!!
- ✗Had to wait about 45 mins after appointment time. Pleasant doctor but discovered a lack of prescribing knowledge when I attended cardio rehab later in day.