

# FFT Monthly Summary: January 2018

VANBRUGH GROUP PRACTICE  
Code: G83021

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
99	35	6	3	5	0	0	0	0	148	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>495</b>						
<b>Responses:</b>	<b>148</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	99	35	6	3	5	0	<b>148</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>99</b>	<b>35</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>148</b>
<b>Total (%)</b>	<b>67%</b>	<b>24%</b>	<b>4%</b>	<b>2%</b>	<b>3%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 **91%**
 **5%**
 **4%**

## 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:

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

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

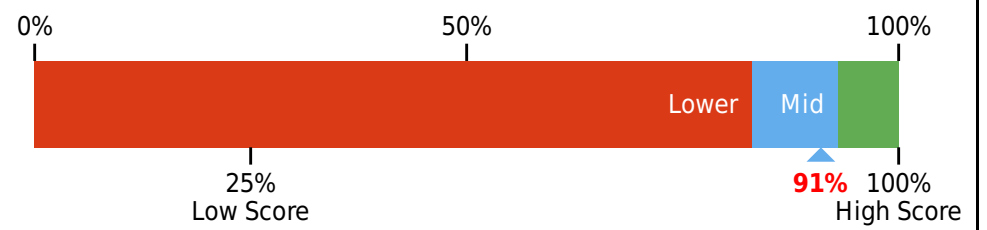
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

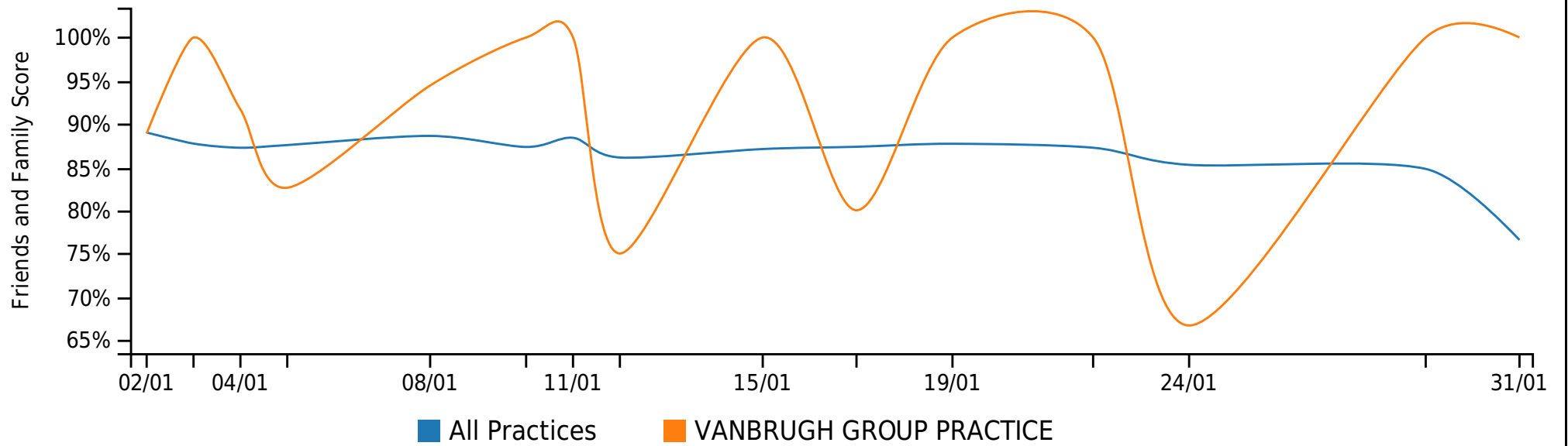
### Practice Score: 'Recommended' Rank

**Your Score:** 91%  
**Percentile Rank:** 65<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 65th percentile means your practice scored above 65% 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.

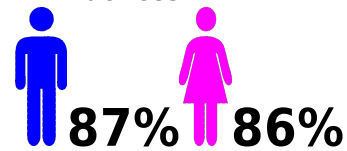
### Practice Score: 'Recommended' Demographic Analysis

#### Age

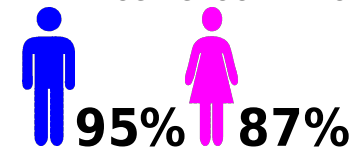
	< 25	25 - 65	65+
All Practices	80%	87%	92%
VANBRUGH GROUP PRACTICE	71%	93%	93%

#### Gender

##### All Practices

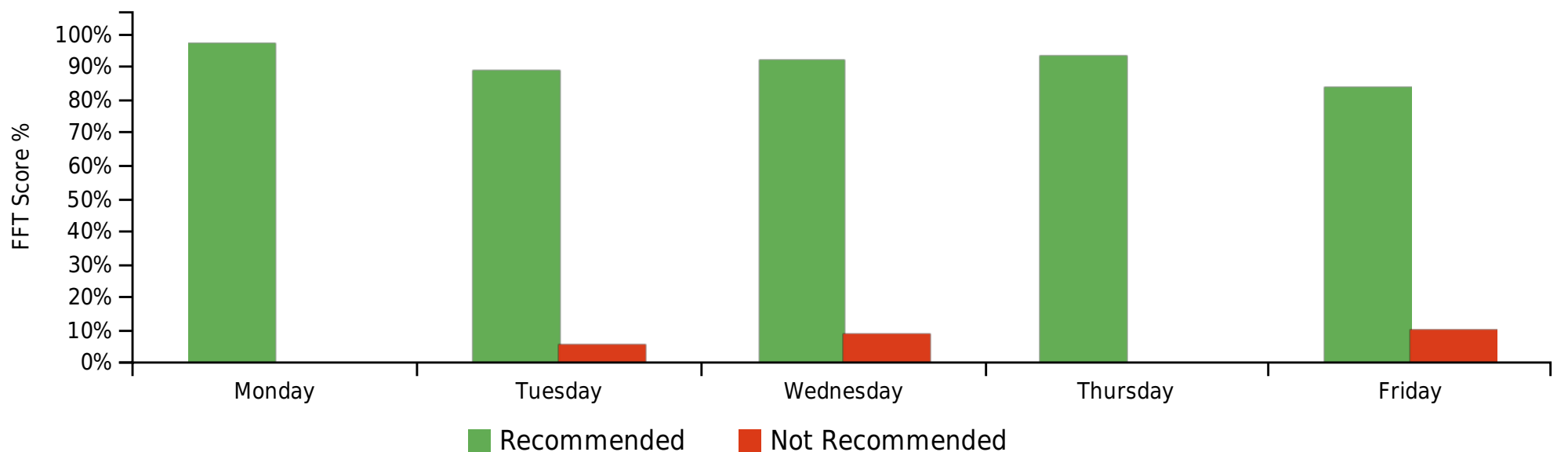


##### VANBRUGH GROUP PRACTICE



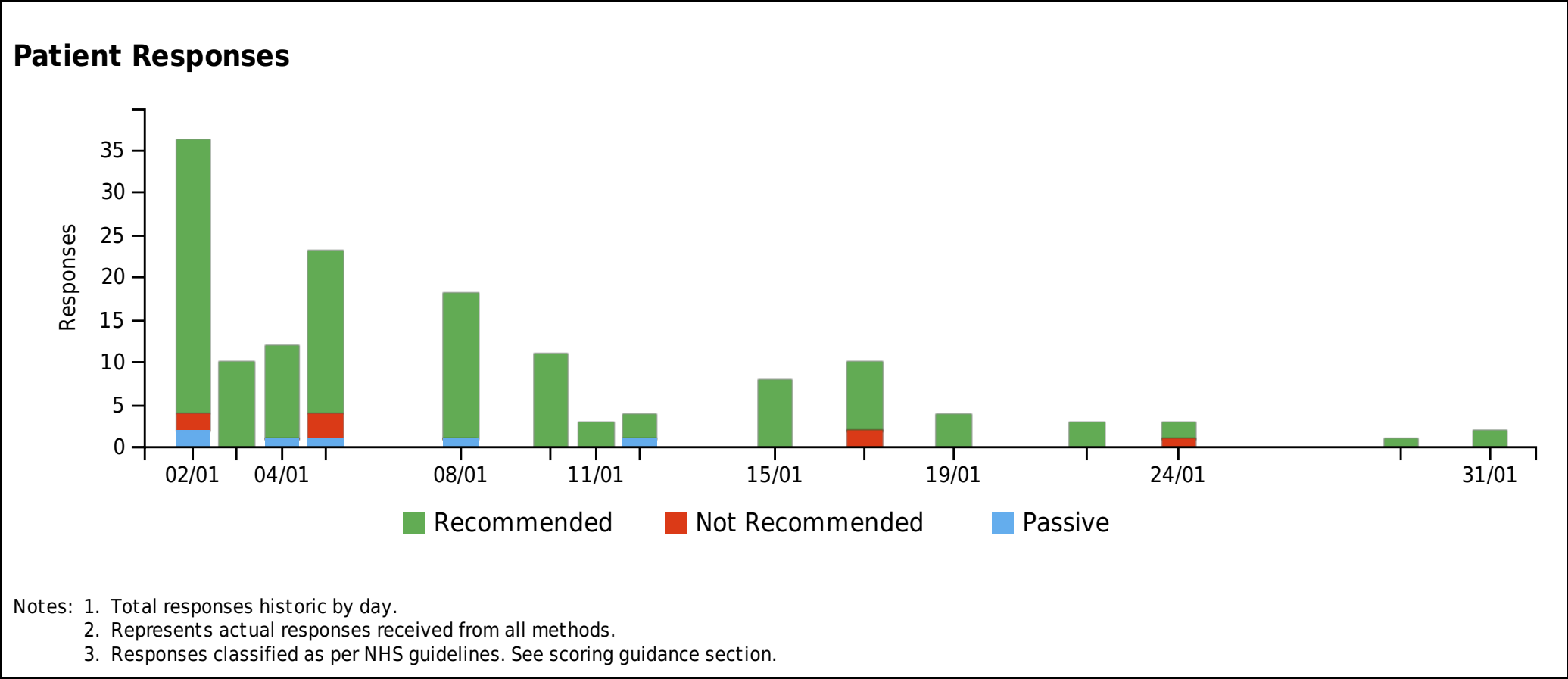
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### 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**





- ✓ *its easy to book appts and order meds online. Got seen on time at at last 2 visits and both Dr Sheppard and Nurse Johnson were attentive and professional. I.*
- ✓ *Because some of the procedures are antiquated. Why do I have to physically come to the surgery to pick up a referral letter. Have you heard of email or even post? Think you need to make life easier for your patients rather than what you have always done.*
- ✓ *All ways great polite quick service. good doctor's*
- ✓ *Online booking service, efficient check in and friendly doctor.*
- ✓ *Dr Cassidy is amazing*
- ✓ *Online/telephone services are much better than used to be. Reception staff also more helpful I find.*
- ✓ *The NHS is stretched to the limit but the staff and doctors are always professional and friendly*
- ✓ *Professional & Reliable.*
- ✓ *I found that the doctor is very competent and professional asking good proper questions in order to sort the issue and making good advice.*
- ✓ *Kind nurse, everything on time*
- ✓ *I have been a patient for almost 20 years and always get excellent service from the VGP. Receptionists could do with some customer service / friendliness / empathy training and appointments can be hard to secure, but GP quality is the most important thing.*
- ✓ *The service I received from receptionist is excellent and friendly and the gp always take time to establish what help and support I need which leaves me very satisfied thank you*
- ✓ *A good service from my GP*
- ✓ *I have had good services from this GP.*
- ✓ *Friendly and helpful reception personnel.*
- ✓ *I like the drs and the service /availability is good*
- ✓ *I made the appointment easily online, I was seen at a time which suited me and the doctor was helpful and attentive.*
- ✓ *Easy online appointment booking & no delay seeing gp*
- ✓ *The doctors are great*
- ✓ *Doctor was excellent and the reception team really helped me*
- ✓ *I was well treated and the doctors listened to my concerns properly so far.*
- ✓ *Doctors are great, good location and facilities, but hard to get appointments in a reasonable time*
- ✓ *Good service*
- ✓ *Very efficient checking in service and pleasant atmosphere*
- ✓ *Very good medical team and helpful front desk.*
- ✓ *Exemplary care from doctor mownah she is one of a kind by far the best gp at that practice*
- ✓ *Once I get to see a doctor, the service is invariably great, but my appointment never, ever starts on time, even when I'm the only person in the waiting room.*
- ✓ *The Drs never rush you out the door like my last GP surgery*
- ✓ *Very pleasant and efficient gp*
- ✓ *It wud have been extremely likely but the phone system has changed recently which makes it very difficult to get to speak to anybody for emergency appointments for example I spent 2 1/2 hrs ringing non stop this morning trying to get my call answered instead of just waiting in a queue which was there before and I think was better*
- ✓ *Good service and professional.*
- ✓ *Doctor was friendly, professional and reassuring*
- ✓ *Staff are great.*
- ✓ *Good doctors but usually have to wait at least 20 min to see a doc. (I appreciate the pressure on the nhs which is why I still rated you highly! )*
- ✓ *Punctual informative professional helpful encouraging and kind .*
- ✓ *I was sent a message to book for my babies flu vaccine. Prior to that I couldn't call to book, the GP called to remind me to book and also the lady behi@ behind the counter today was good because I came before 25 minutes to my appointment time and she made me see the doctor before time.@time.*
- ✓ *As the vgp is 100% every time*
- ✓ *Seen on time*
- ✓ *They are timely bounded.*
- ✓ *Difficulty with phone*
- ✓ *Always get to be seen when calling up for emergency appts. And Almost all doctors are very kind caring and really listen and understand and are thorough @ough when diagnose the problem. Never have to wait too long in waiting room to be seen either. @her.*

## Not Recommended

- ✓ *doctors are not always helpful*
- ✓ *Repeated late running (nearly an hour last time) of appointments.*
- ✓ *Poor care, poor help and negligence: post pregnancy 2.5 weeks I calcalled as I was feeling a terrible pain in the coccyx, I was called ba back to say its ok no need to see you just watch YouTube videos!!! T! The next day luckily I had an appontement with a physio at st Thomasmas she immediately saw there was a wound, turns out I had a penidonianial abscess to operate in 24h!!!! St Thomas took me in charge the nexnext morning. Then I was supposed to get a nurse in charge home to tretreat me every day, as on top I had a baby of 2.5 weeks. Turns out nobnobody came in 3 days and letters kept on not beeing delivered to the he nurse in charge and i spent a day myself waiting 20 min each time oe one the phone doing the liaison with the nurse in charge and the prapractice to make sure the letter is delivered ( forgetting about the ee excruciating pain because I had to go to a walk in clinic who literaerally was not equipped to deal with this and ended up not being able le to move for hours crying ) i mean come one I dont think its bad Id luck there just no care from your side about trying to help, follow ow up, and a lot of negligence over a post partnum pregnancy !!! Im tm this happening in May 2017 and Im still contemplating complaining tg to the relevant body... st Thomas midwife themselves told me to compomplain. n.*
- ✓ *The doctor didn't send my prescription immediately I had to come back to the practice to collect it the next day and had to carry on in pain without the prescribed medication until I'd done so*
- ✓ *The doctor was not helpful and made me feel worse than when I went in*
- ✓ *Not being able to get through to the surgery to even make an appointment. That's madness. If I have an emergency I might as well go straight to hospital.*
- ✓ *Can take 15-20 min for receptionists to answer or sometimes cannot ot even get through On the phone. Cant get appointments for weeks eveeven though the waiting area is almost always empty. Could not get an an appointment to have a blood pressure monitor for over a month becaecause nurse who fits them only works 2 days a week!!!! Has been a lealeak over front door for over a year may be longer. r.*

## Passive

- ✓ *Takes too long to get an appointment and the receptionists do not make you feel welcome when you arrive - a chore to help you*
- ✓ *Could not get my call through all morning to make an appointment*
- ✓ *The practice is wonderful but my f and f live like me the other side of the park*
- ✓ *The receptionist seemed a bit offhand and chided me for speaking to her instead of booking in on the computer screen. Nurse and doctor were lovely.*