

FFT Monthly Summary: February 2018

VANBRUGH GROUP PRACTICE
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
100	40	3	4	3	0	2	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	466						
Responses:	150						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	98	40	3	4	3	0	148
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	2	0	0	0	0	0	2
Total	100	40	3	4	3	0	150
Total (%)	67%	27%	2%	3%	2%	0%	100%

Summary Scores

93%
 5%
 2%

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:

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

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

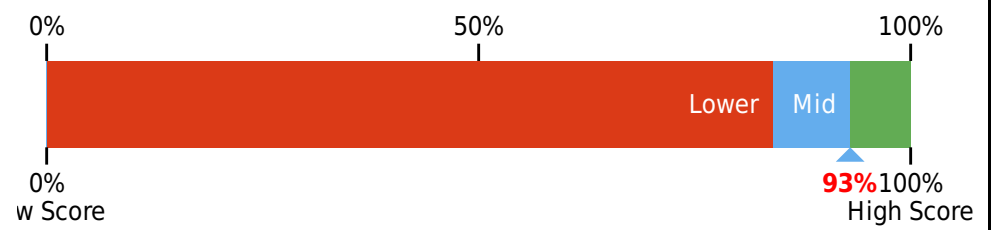
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

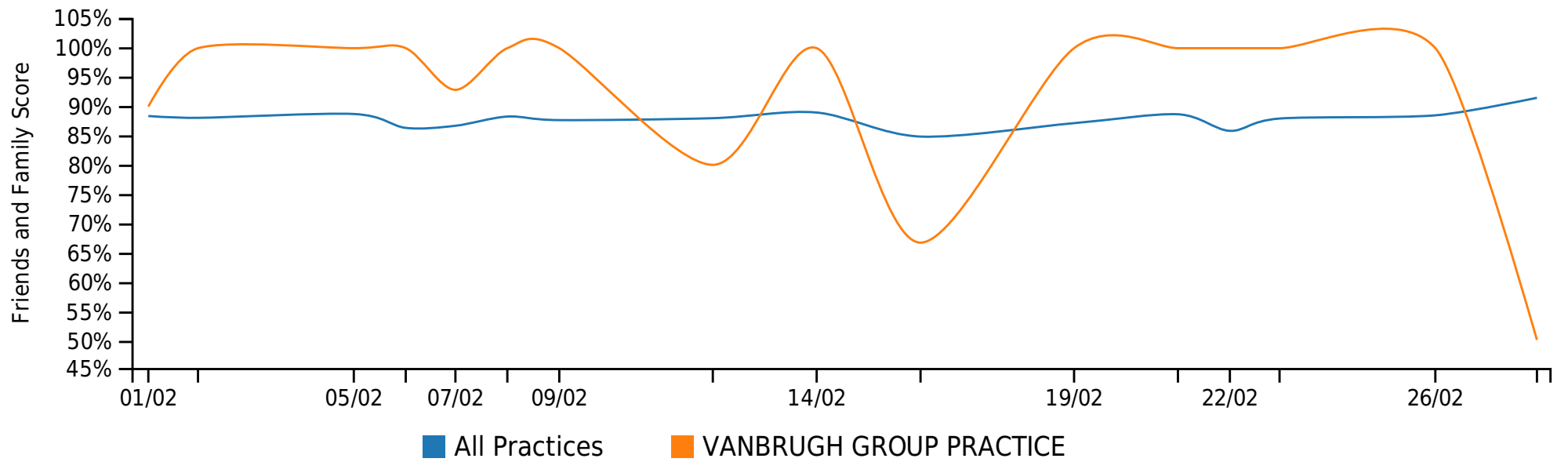
Practice Score: 'Recommended' Rank

Your Score: **93%**
Percentile Rank: **75TH**



- 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 75th percentile means your practice scored above 75% 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.

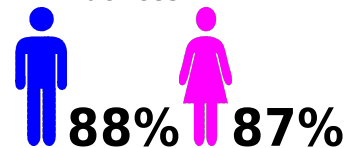
Practice Score: 'Recommended' Demographic Analysis

Age

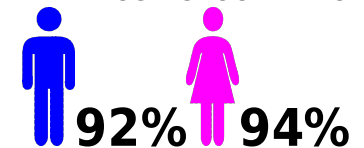
	< 25	25 - 65	65+
All Practices	80%	88%	92%
VANBRUGH GROUP PRACTICE	95%	94%	96%

Gender

All Practices

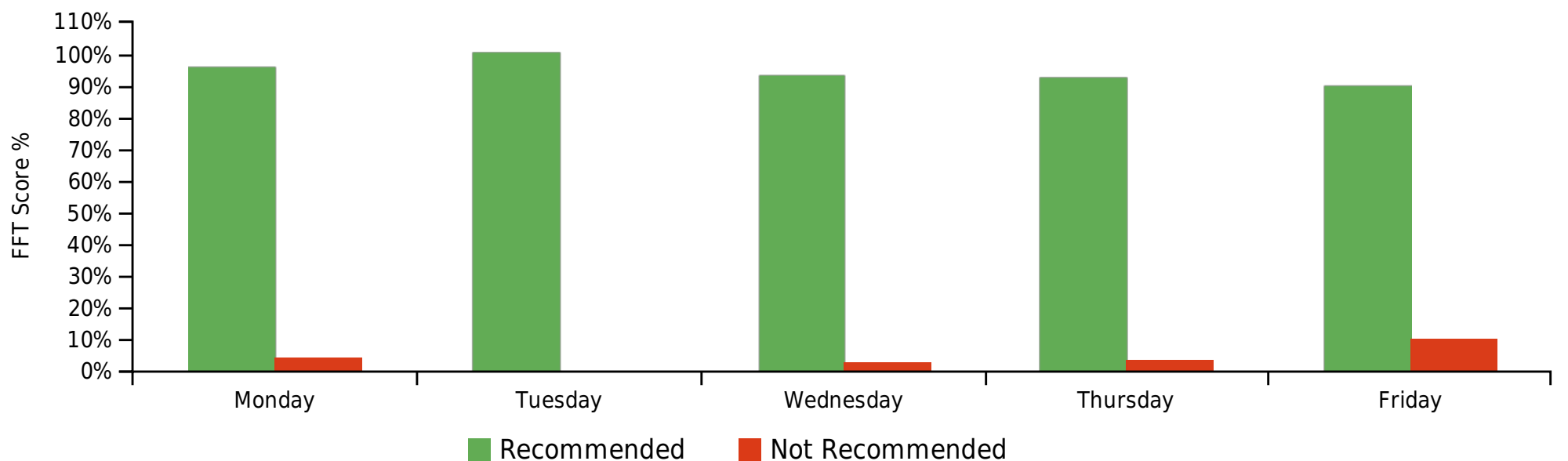


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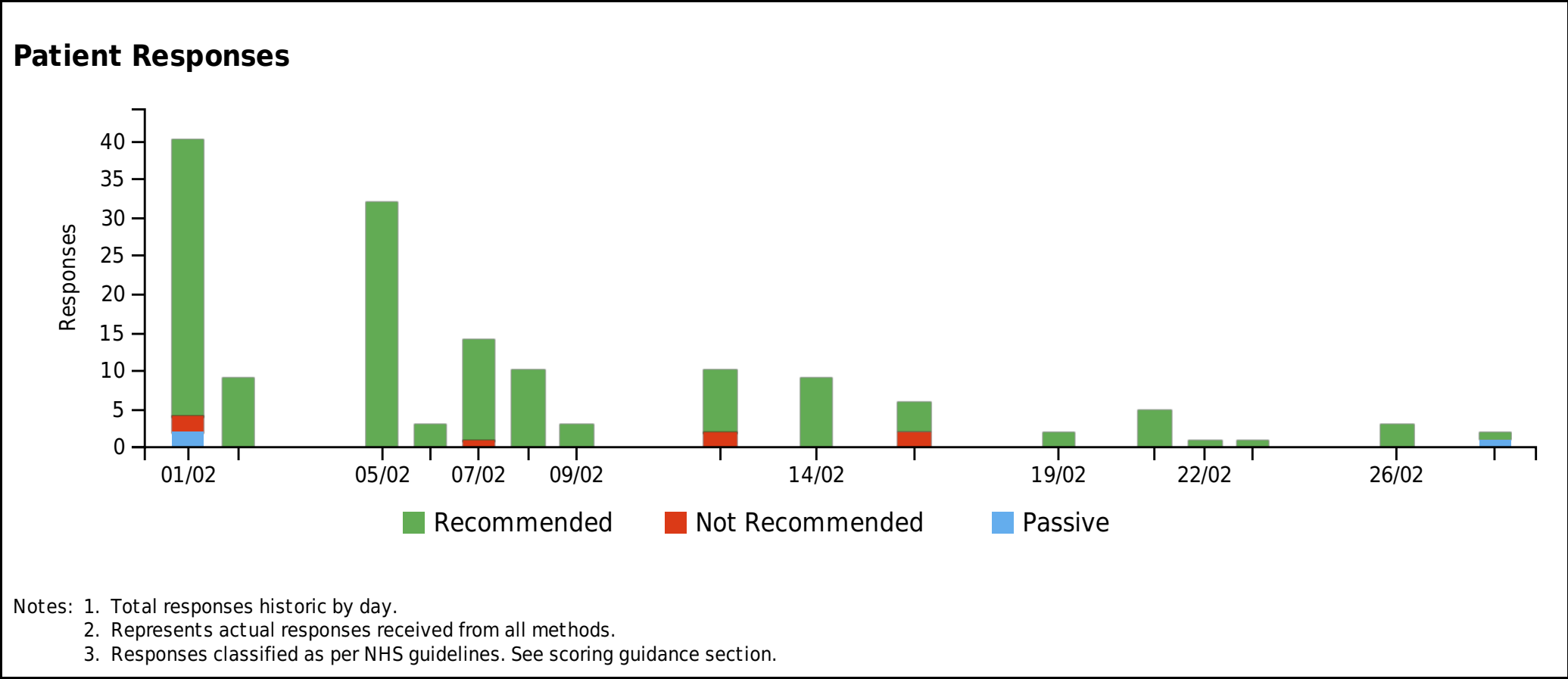
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

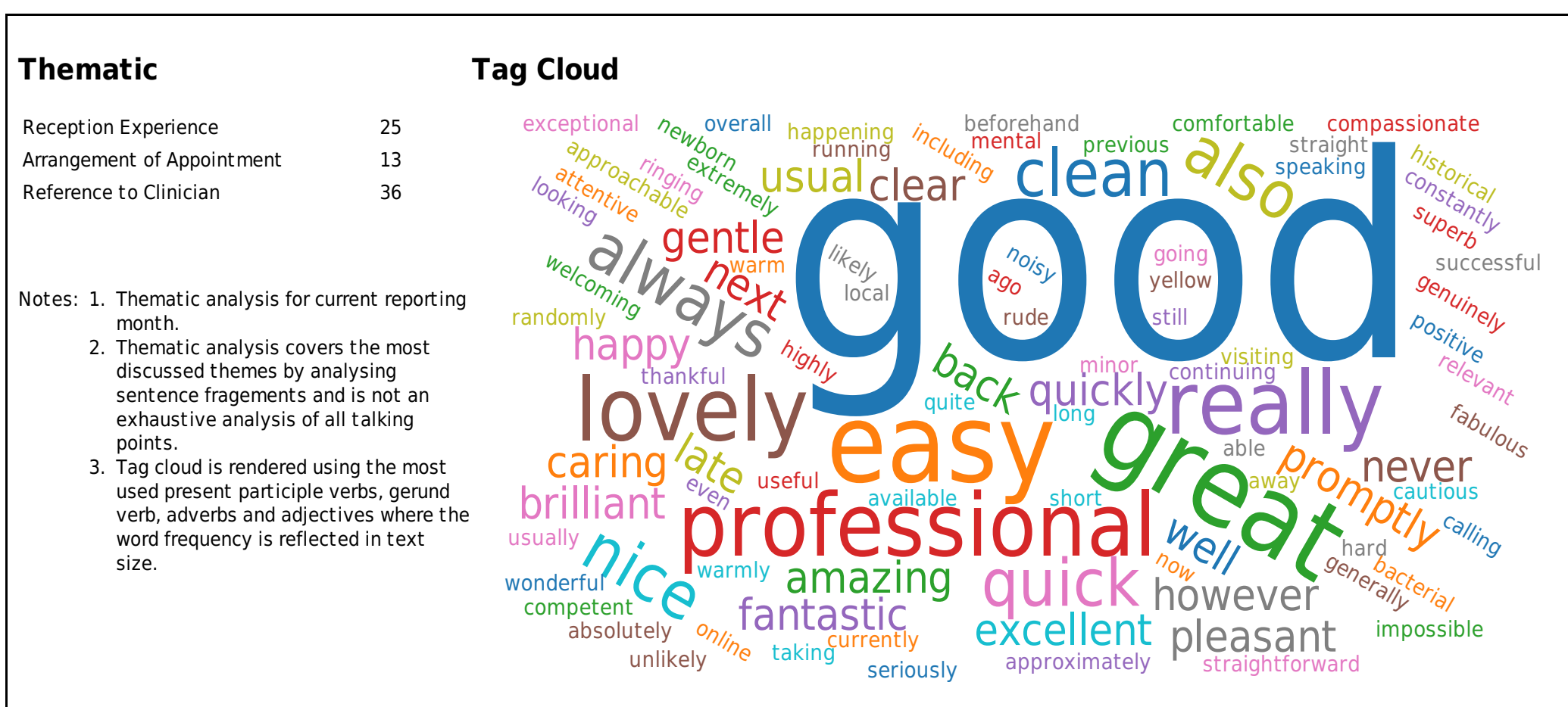


- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4
Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary



Patient Free Text Comments: Detail

- Notes:
1. Free Text Comment received for current reporting month.
 2. Classification based on initial response to Q1 rather than content of message.
 3. Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

Recommended

- ✓ Friendly and efficient staff
 - ✓ Easy and quick to make an appointment
 - ✓ Good doctors and friendly receptionists
 - ✓ Was waiting only 5 mins and warmly welcomed
 - ✓ All positive from reception to Doctor including being seen promptly.
 - ✓ All staff extremely friendly and helpful.
 - ✓ Highly respect the continuing GP care I receive
 - ✓ I went to get a yellow fever jab and received good advice about other relevant jabs I need.
 - ✓ On time
 - ✓ The doctor I saw called me back for feedback and she was kind and gentle
 - ✓ Treatment And Care
 - ✓ Dr Parker who is a great approachable professional
 - ✓ Quite a lot of noisy children in the waiting area
 - ✓ The staff from receptionists to Drs are all very helpful and give the practice a warm welcoming feel. I've only been with the practice for a couple of months and I am amazed how quickly I've been dealt with and referred to specialists and am genuinely thankful to all staff@staff
 - ✓ Every one needs a good Doctors
 - ✓ Depends where they live
 - ✓ Organisation and waiting times are ok, and doctors are generally ok
 - ✓ I attended the minor surgery clinic with a follow up visit to a nurse. All members of staff were friendly, professional and put me at my ease. The treatment was successful, it was made clear that I could return at any point if I had any concerns. I have always been happy with my experiences visiting GPs at this practice.
 - ✓ Didn't have to wait too long to see the doctor. Doctor was really patient to check my 2 children, she answered all my questions. This morning was easy to get the appointment, some days I have to wait 30-45 mins on the line before speaking to receptionist. It's good to know which number you are on the queue on the phone.
- Thanks
- ✓ Not always easy to get an appointment, but staff all helpful and friendly.
 - ✓ I had to wait 40 minutes before I was seen, however the Dr was lovely and very helpful when I did see her
 - ✓ Blood test results provided and agreed repeat prescription - straightforward - would prefer a shorter time frame for phone call - hard to be randomly available for extended periods
 - ✓ Great service and wonderful staff. I love the online system which allows me to book appointments and view previous results.
 - ✓ Kind doctor
 - ✓ GP is helpful and informative, however my appointment was 40 mins late. In future it would be useful if a message went across the screen to inform patients approximately how late doctors are running.
 - ✓ Doctors are great and usually on time, reception staff are lovely and helpful.
 - ✓ It was efficient, friendly and good service. My GP was excellent and made me feel listened to and cared for.
 - ✓ Nurse explained the procedure beforehand and answered my questions, during the procedure she explained what was happening, responded to my concerns and appeared to have done it well.
 - ✓ Caring and professional at all levels.
 - ✓ Rebecca Moore has been very helpful by taking me and my complicated case seriously
 - ✓ Attentive care
 - ✓ Helpful staff
 - ✓ staff always friendly and helpful
 - ✓ Helpful staff
 - ✓ Good service
 - ✓ Quick appointments, efficient reception staff, good doctors and comfortable waiting area.
 - ✓ The receptionist was helpful to fit in the booking on the day and the doctor was very clear, informative and helpful with my issue.
 - ✓ Efficiency
 - ✓ Nurse Pam Sinclair was amazing, my daughter fainted while having an injection, nurse Pam couldn't have been more professional, she was superb. She even phoned the next day to see how my daughter was - I am amazed and touched. What a lovely lady and fantastic nurse @urse

- ✓ *Quick and efficient service and doctor very friendly and helpful.*
- ✓ *Kate Irving was fabulous*
- ✓ *excellent customer care from receptionists and doctor was exceptional in her helpful manner*
- ✓ *Very efficient and friendly service*
- ✓ *Had an appointment straight away and was prescribed the right course of medicines. Also, I really like the on line booking service.*
- ✓ *Very efficient and nice*
- ✓ *Very short waiting times, clean surgery and midwife is fantastic*
- ✓ *GP listens*
- ✓ *Friendly staff, clean waiting room*
- ✓ *Helpfulness of Dr and reception staff*
- ✓ *Helpful attitude from doctors*
- ✓ *Friendly staff, great doctor and nice building*
- ✓ *The doc Patel was very helpful and kind*
- ✓ *Very good Doctors that get emergencies dealt with quickly*
- ✓ *Doctor was friendly, informative and caring. Reception staff very helpful with appt day and time.*
- ✓ *Appointment promptly. Helpful doctor.*
- ✓ *Dr Cassidy*
- ✓ *Very helpful and easy*
- ✓ *Based on overall experience*
- ✓ *Really helpful dr, who listened, empathised and gave me good advice/treatment.*
- ✓ *I have always received good service from the practice*
- ✓ *Really good Gps and great practice.*
- ✓ *Aubrey is amazing so gentle & kind service was absolutely brilliant*
- ✓ *Friendly, efficient and prompt assistance.*
- ✓ *Brilliant Doctors, Nurses, very pleasant reception staff. Thank you.*
- ✓ *Appointments on time. Clean and pleasant waiting area. Nice staff.*
- ✓ *Today was the first time ringing and being able to get an appointment same day. I did see trainee doctor Beth who was very good and listened to my concern of historical problem and was very cautious calling on doctor Parker. She did the right procedure and sent of swabs. I was very happy with this because cause when I had the bacterial infections 5 yes back it was left to progress. Very efficient on both doctors part. Also reception answered quicker than usual.*
- ✓ *Efficient service, lovely building, friendly competent staff*
- ✓ *Compassionate and efficient with referral. Also today we were seen within 15 minutes which is an improvement*
- ✓ *Coz at the start of the day it was looking unlikely I was going to get to see a doctor, but by the afternoon when I tried again I got an appointment.*
- ✓ *Easy access to local blood testing facilities*
- ✗ *In that you think wellness which is likely*

Not Recommended

- ✓ *Currently waiting to see s doctor with my newborn baby. My appointment was 40 mins ago and Im still waiting to be seen! In addition, n, the reception staff are rude.de.*
- ✓ *Rushed appointment. Lack of empathy*
- ✓ *Never booking in to see a nurse again, will only visit the drs from now on. Will never recommend to see the nurse you employ again*
- ✓ *Impossible to get an appointment. 7.30 today, next appointment at 9.50. People have jobs. Not good with mental health issues constantly battle to get an @t an appointment.*
- ✓ *Prompt service*

Passive