

FFT Monthly Summary: April 2018

VANBRUGH GROUP PRACTICE
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
101	30	7	1	6	3	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	446						
Responses:	148						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	100	30	7	1	6	3	147
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	0	0	0	0	1
Total	101	30	7	1	6	3	148
Total (%)	68%	20%	5%	1%	4%	2%	100%

Summary Scores

 89%
  5%
  6%

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:

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

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

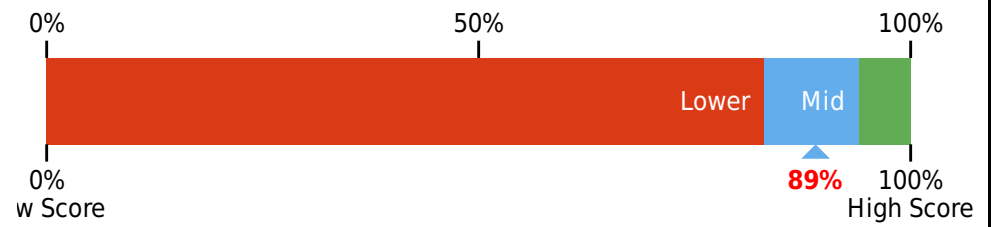
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

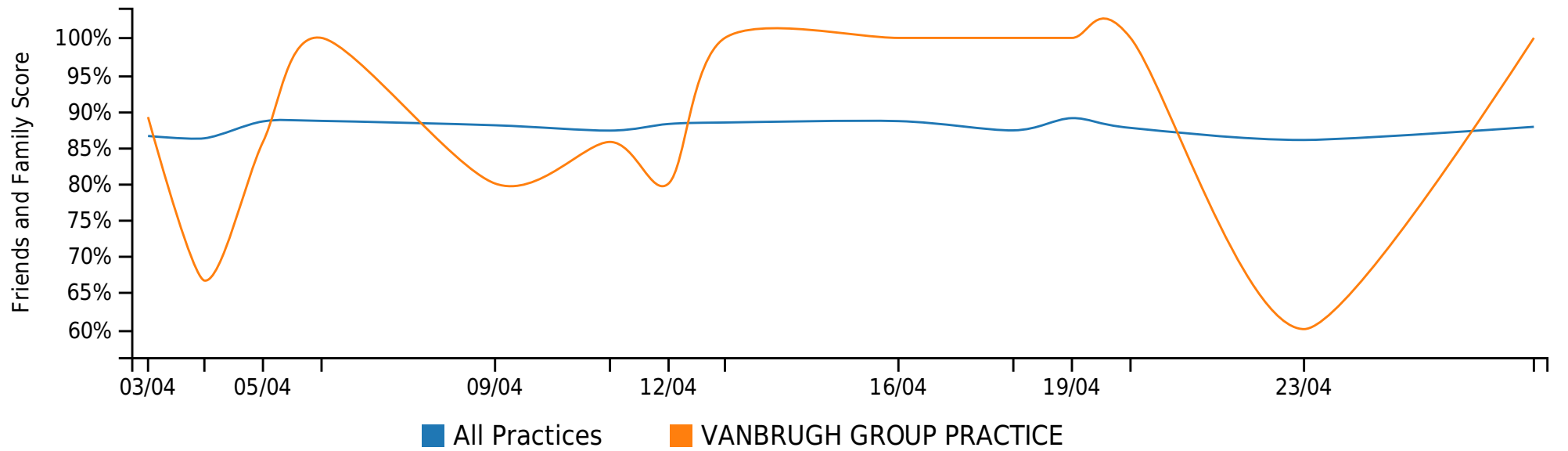
Practice Score: 'Recommended' Rank

Your Score: 89%
Percentile Rank: 55TH



- 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.

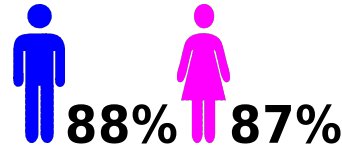
Practice Score: 'Recommended' Demographic Analysis

Age

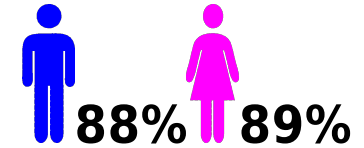
	< 25	25 - 65	65+
All Practices	81%	87%	92%
VANBRUGH GROUP PRACTICE	90%	87%	94%

Gender

All Practices

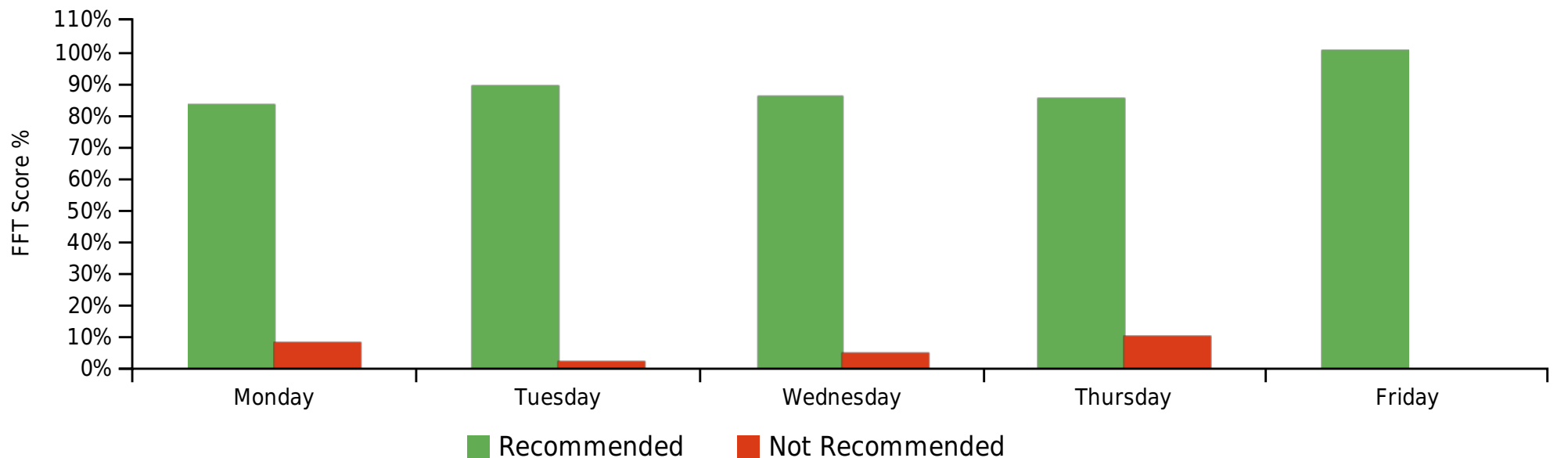


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- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

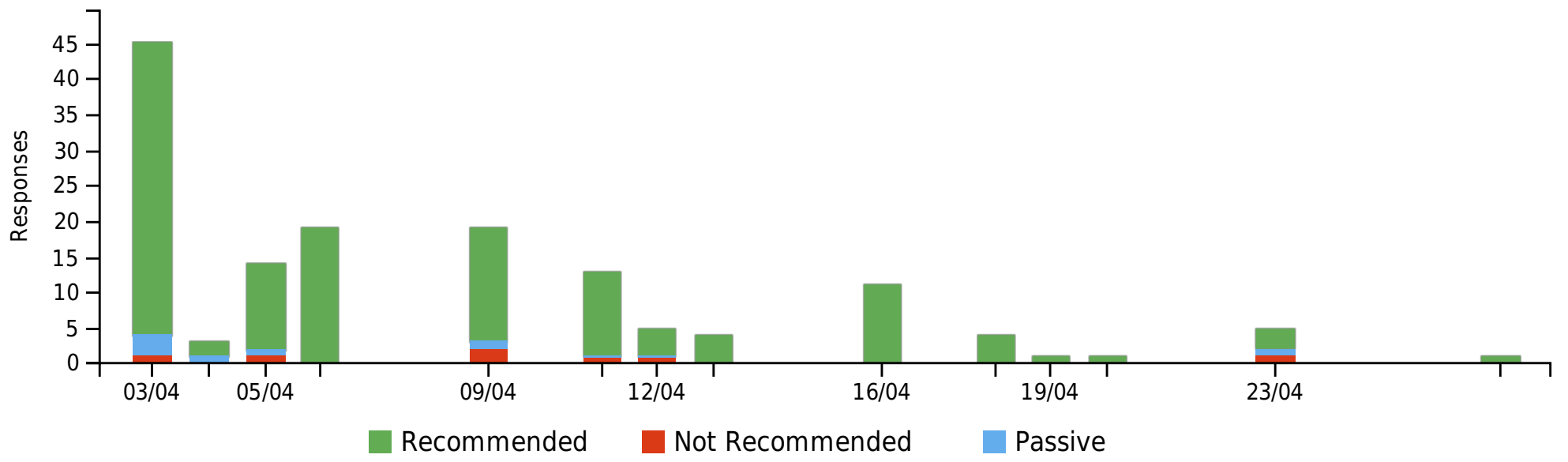
Practice Score: Day of the Week Analysis



- 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

Patient Responses



- Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

- ✓
- ✓ *Friendly helpful service*
- ✓ *Helpful counter staff and sensible booking system.*
- ✓ *I was late for my appointment and the doctor still saw me. I am very great for this as I have had to go to Moorfields eye hospital*
- ✓ *Prompt, polite efficient service*
- ✓ *Doctor was very helpful*
- ✓ *Helpful reception staff when called for appointment. Seen exactly on time for morning appointment.*
- ✓ *I always get an appointment when I need one and the waiting times are not long*
- ✓ *Quality of the service*
- ✓ *I like the music which improves the atmosphere*
- ✓ *Was seen quickly by doctor*
- ✓ *Been using surgery for nearly 20 years. Always great service and support. Thank you.*
- ✓ *I has an IUD placed and was grateful for the practice to offer clinics to do this instead of my having to travel to another location.*
- ✓ *The services are great but trying to get through to reception by telephone is a nightmare often waiting 20 mins for phone to be answered*
- ✓ *Made to feel v comfortable at a smear test*
- ✓ *Good service*
- ✗ *Fast*
- ✗ *Dr Mownah.*

Not Recommended

- ✓ *Because I waited weeks for a phone appointment that hasn't happened so very helpful you might as well not have bothered ringing...oh wait...you didn't*
- ✓ *Happy enough with how long I had to wait to get an appointment and the doctor when I did see her was genuinely very attentive*
- ✓ *Waiting over an hour for a 5 min appointment for a repeat prescription*
- ✓ *Not happy with the service, cannot get an appointment. My husband is really ill, cannot walk and he had enquired about disability, but was told to 'get @'get another job' Perhaps he can get one in your practice, if it's that easy. Cannot set up online as I do not possess a utility bill proving my address, al@s, although I have a personal licence, issued by Greenwich council with photo and address, it is not accepted. Tried to get my husband set up but was told he@d he had to personally come up!! I will also be requesting home visits now as told by your receptionist I can do when I cannot get an appointment. Not idea@ ideal I know but neither is the experience I have had. @ad.*
- ✓ *My GP did not respond to my symptoms*
- ✓ *Dr seemed inexperienced and very tired/unhappy to be working so early in the morning. I was worried that she was not very alert and not very knowledgeable@gable about my problem@oblem*

Passive

- ✓ *Poor service, having to wait 2 weeks + to see own doctor, Having to wait days to speak to own doctor on phone*
- ✓ *Long lead times to appointments*