

FFT Monthly Summary: June 2018

VANBRUGH GROUP PRACTICE
Code: G83021

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
92	33	2	8	6	2	1	0	0	142	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:	518						
Responses:	143						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	92	33	2	8	5	2	142
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	0	0	0	0	1	0	1
Total	92	33	2	8	6	2	143
Total (%)	64%	23%	1%	6%	4%	1%	100%

Summary Scores

 87%
  10%
  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:

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

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

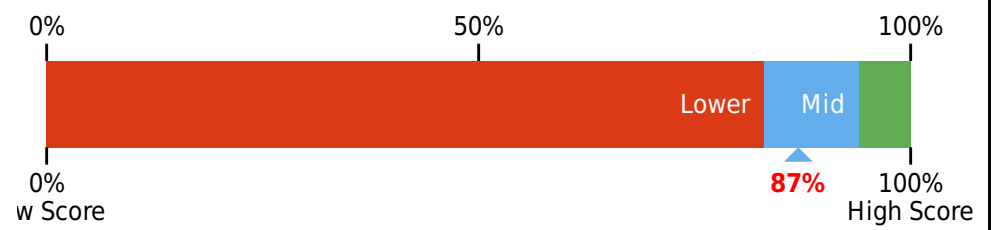
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

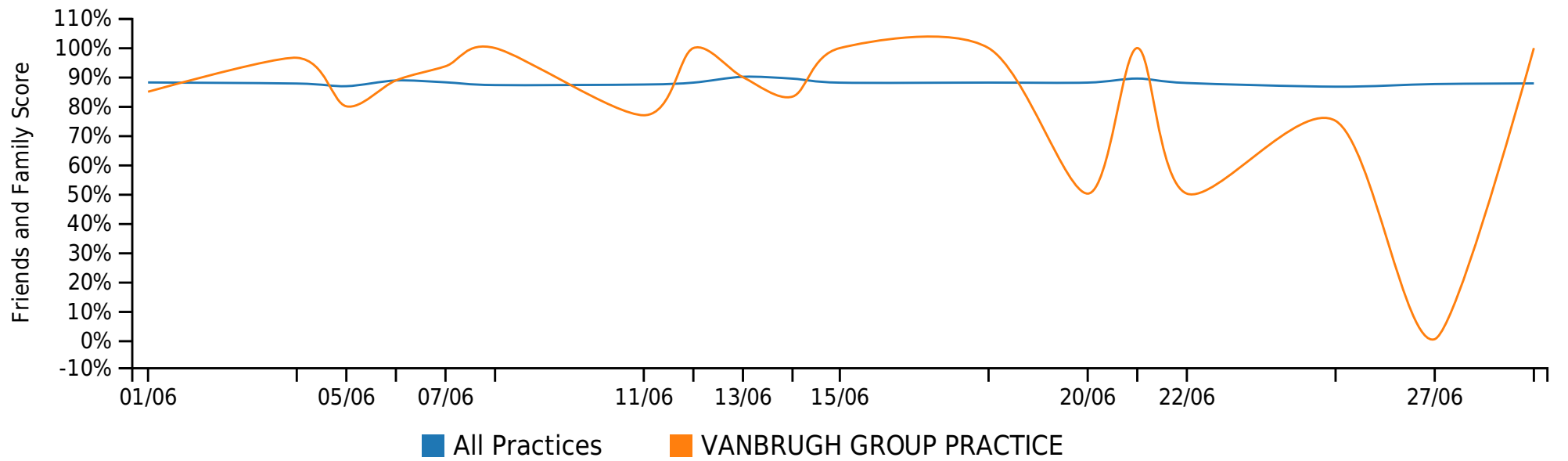
Practice Score: 'Recommended' Rank

Your Score: **87%**
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.

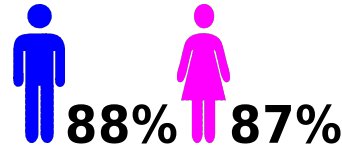
Practice Score: 'Recommended' Demographic Analysis

Age

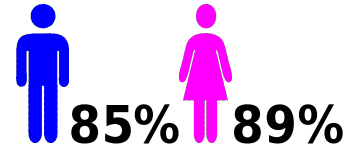
	< 25	25 - 65	65+
All Practices	79%	88%	92%
VANBRUGH GROUP PRACTICE	62%	91%	94%

Gender

All Practices

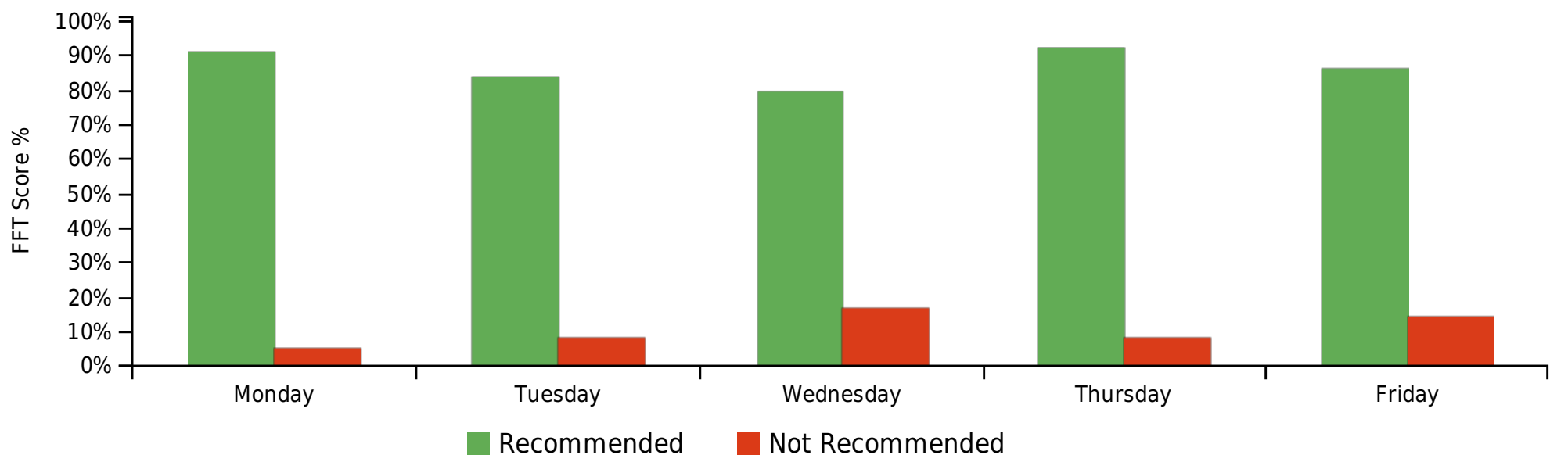


VANBRUGH GROUP PRACTICE



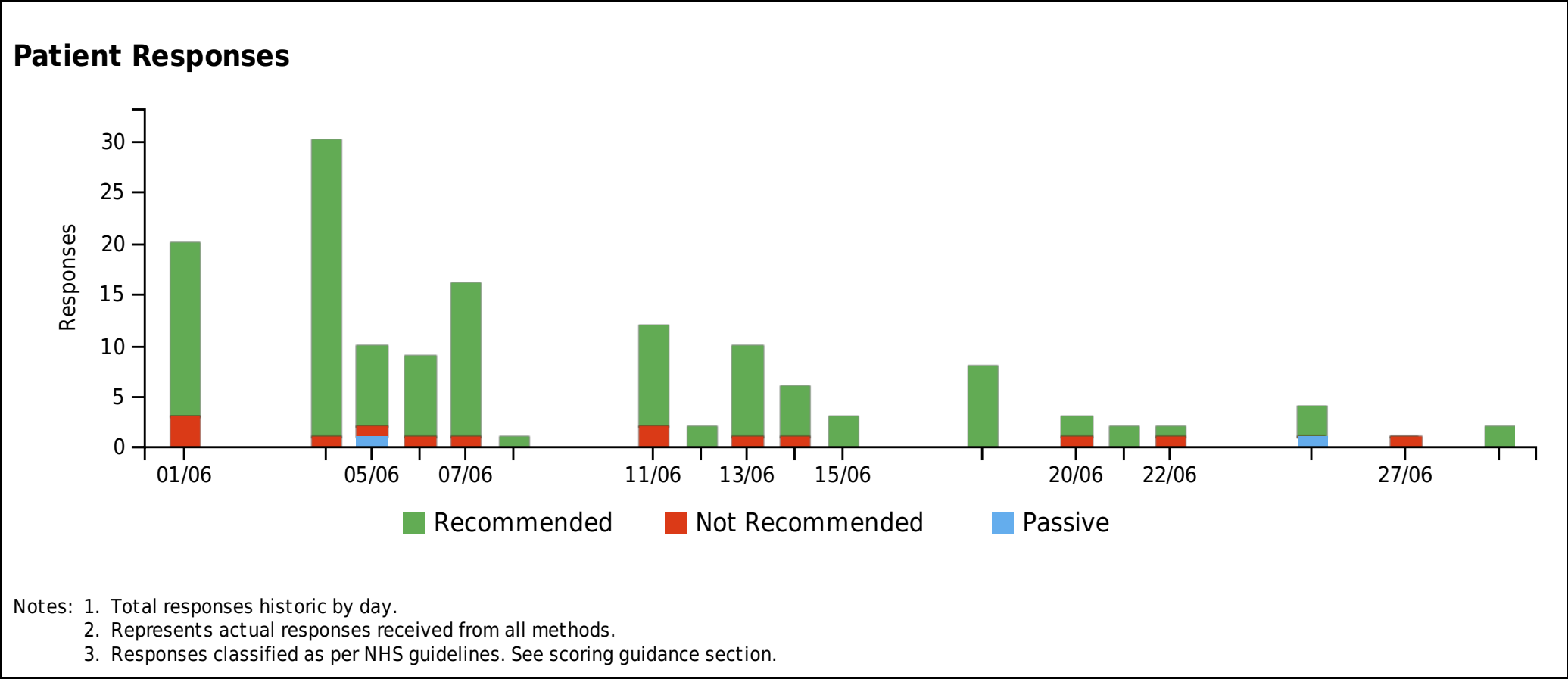
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



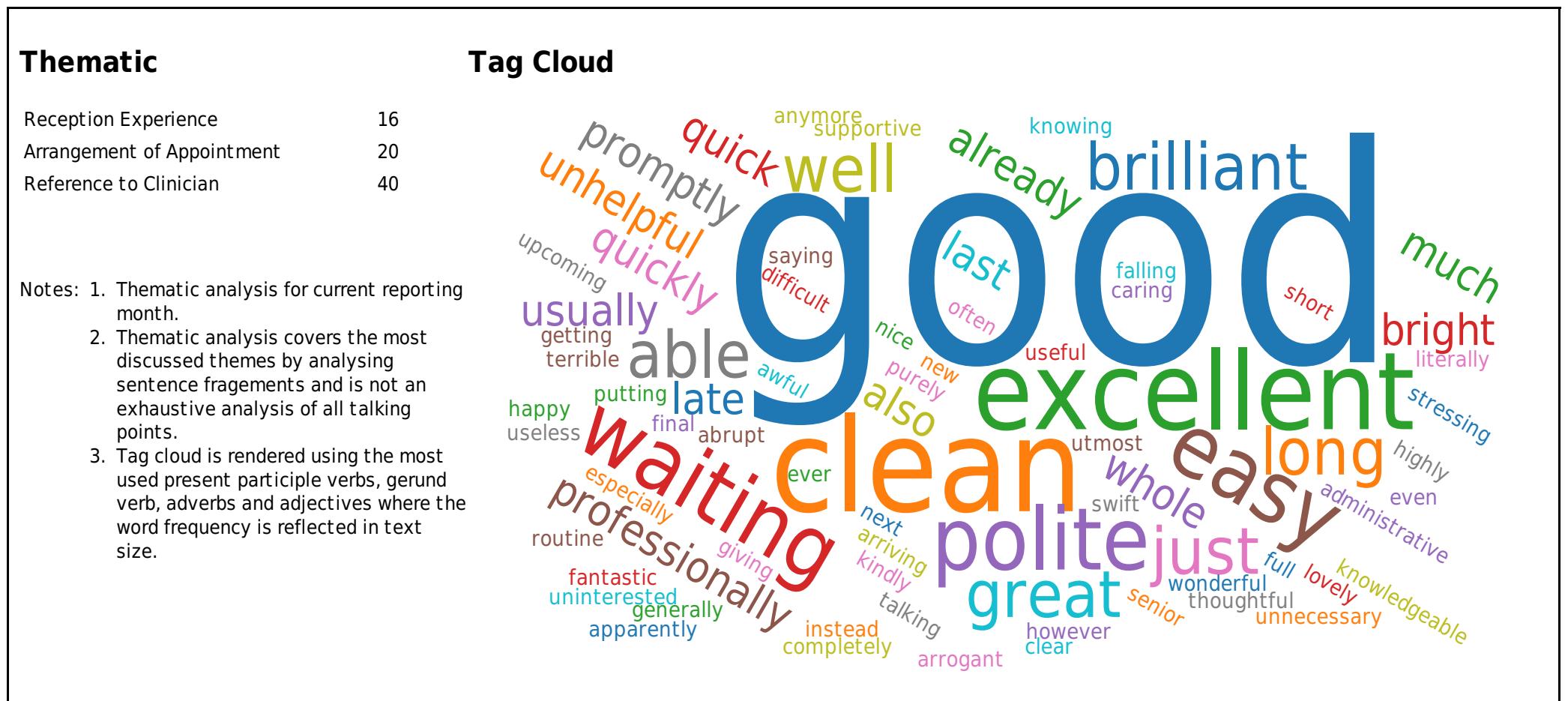
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4
Patient Response Analysis



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

- ✓ Polite, efficient and excellent service. Thank you
- ✓ Good doctor
- ✓ very efficient and always putting patients first
- ✓ Helpful and friendly staff. Able to help with my problem/issue
- ✓ Helpful, knowledgeable staff, clean and friendly facility.
- ✓ Condition well managed by doctor and nurses.
- ✓ Always looked after.
- ✓ I have been with the Vanbrugh Surgery for a number of years. For the most part, I've received good care and support from all staff!
- ✓ Environment, service
- ✓ Because I receive a fare and just service
- ✓ Appointment on time and helpful advice
- ✓ Clean and bright. Excellent nursing staff. Good medical records.
- ✓ Seen on time and efficient treatment.
- ✓ It would be useful to have a phone app in order to book appointments and order prescriptions
- ✓ Easy access. Staff and doctors are very friendly
- ✓ All the administrative staff are very helpful, polite and friendly as well as the medical staff. They have always treated me and my daughter with the utmost care and respect. Would recommend this practice to anyone. @yone.
- ✓ Whole process was very efficient and Dr Moore is excellent.
- ✓ I had to wait over 30 minutes after my appointment time. The dr was good though.
- ✓ Confidence in the quality of the GPs advice.
- ✓ Friendly, kindly talking & listen. Inform, remind appointment. Clean facilities & Professionally good
- ✓ easy to book quickly seen
- ✓ Location
- ✓ Very efficient friendly service
- ✓ The doctor was full of knowledge and she cared about my situation instead of other doctors there
- ✓ The whole atmosphere is very good receptionists are very polite and doctors very good and will listen to you so you don't feel you are being a nuisance
- ✓ Generally a great surgery but difficult to get an appointment
- ✓ Brilliant practice, brilliant doctors, nurses and staff. friendly, clean and efficient.
- ✓ Good doctors who care for their patients' well being
- ✓ I was seen promptly and the doctor was very helpful. I also got the appointment time and date I wanted
- ✓ No waiting time, swift and friendly service.
- ✓ On my last two visits I have been seen on time by the doctor.
- ✓ The nurse was very professional
- ✓ I cannot fault the wonderful service at vanbrugh park clinic, and your reception team especially are so polite, helpful and patient!
- ✓ We were seen quickly today
- ✓ I called in today and was able to see a doctor today within stipulated time of appointment.
- ✓ On time
- ✓ Because I think the Vanbrough group practice provides a good service
- ✓ It's the best surgery I've ever been too, everything in one place. Pleasant receptionist. Easy booking appointments and at last can book in advance
- ✓ Very helpful, pleasant staff and location
- ✓ Great doctors and facilities but wait time for appointment is too long! It can be over two weeks.
- ✓ I have always had prompt and brilliant help with booking and the Doctors services.
- ✓ The doctor was very helpful, she answered all my questions and explained to i should do.
- ✓ Service from doctor was good but I had to wait a long time to see the doctor, around 40 minutes after my scheduled appointment
- ✓ Quality of medical care
- ✓ Got appointment same day and Dr Parker was fantastic.

- ✓ Doctor and staff helpful but was not that easy to book an appointment. Had to book an appointment for 10 days time and then phone up a few times and wait@ wait in a queue to get a same day appointment. @ent.
- ✓ Late to be seen by 25 minutes to see doctor. Once in service excellent
- ✓ It was just a routine /follow up appointment. I often have a long wait for an appointment but am seen on time at the surgery.
- ✓ Seen promptly thoughtful and 100% helpful consultation
- ✓ The info they give me
- ✓ Dr very good and listens to her patient very understanding and supportive where needed
- ✓ Very efficient service from booking the appointment to the appointment itself. Reception team were friendly. GP listened and gave a clear plan of the nex@e next steps.@teps.
- ✓ Always received best care and understanding. Although I wish the doctors looked at me more than the screen.
- ✓ New surgery is a good experience all round.
- ✓ I put 2 because 1 sounded to much
- ✓ GP consultancy and blood test
- ✓ Very pleasant staff appointment on time
- ✓ My doctor his very kind understanding about I'll health
- ✓ I have always been able to get an appointment that suits my schedule and the staff are always friendly and helpful.
- ✓ Nice receptionists, clean building, quick waiting time, lovely doctor who listened and showed she cared.
- ✓ Efficient and friendly
- ✓ Location and convenience
- ✓ Excellent Doctor
- ✓ Have always been happy with GPs/nurses seen.
- ✓ Usually short waiting times plus ability to get appointments on a given day (which is usually when you need them most)
- ✓ Good service
- ✓ Today it was the on time appointment as yesterday I wait for over 20 minutes beyond my time
- ✗ Today's session was on time. I didnt have to wait. The resolution depends on the time it will take the test prescribed and final treatment then after.

Not Recommended

- ✓ Dr Cassidy was very abrupt purely because I didn't answer the beep on the monitor for 2 minutes. And I was already stressed with an upcoming surgery proc@ procedure for my heart on Monday This is despite arriving at 7:50 for a 8am appointment and waiting outside till the doors opened Dr Cassidy had to be told @told everything from the report Just felt awful as she was stressing me out more than I was already was Not the best experience from a senior doctor @ctor
- ✓ The GP was not knowledgeable and wanted to give me antibiotics without knowing if I have an infection.
- ✓ The doctor saw me 20 minutes late (As always) there was no apology for the lateness and he seemed completely uninterested in my problem. He also was unhe@ unhelpful when I requested a letter for a clinic @inic
- ✓ Since I move this vanbrugh group practice the did not give god treatment to my family
- ✓ Sister Joyce, the nurse I saw today, was very kind and caring
- ✓ Doctor lacked empathy. Didn't provide advice and it felt rushed. Although great that I was seen on time.
- ✓ The staff at reception are getting arrogant and unhelpful. The practice GP's are not highly qualified they do not treat there patients professionally and they do not give the quality treatment anymore. The surgery is falling down in patient service if this carries on the practice will lose patients.
- ✓ Clean and bright practice with quick and efficient service
- ✓ Doctors don't even examine you, pay attention to what you are saying, don't see the urgency in your illness. Literally useless

Passive

- ✓ Some doctors have been good however there is one who I avoid who gave a terrible response when I came in 6 weeks after giving birth. Would not recommend @mend her to anyone.@yone.