

FFT Monthly Summary: August 2018

VANBRUGH GROUP PRACTICE
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
89	35	9	3	7	2	0	0	0	145	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:	512						
Responses:	145						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	89	35	9	3	7	2	145
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	89	35	9	3	7	2	145
Total (%)	61%	24%	6%	2%	5%	1%	100%

Summary Scores

86%
 7%
 7%

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:

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

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

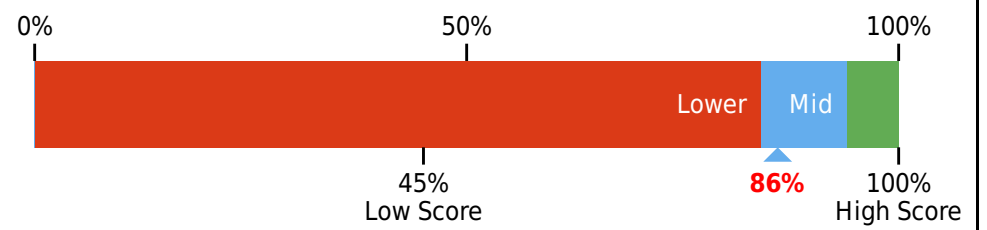
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

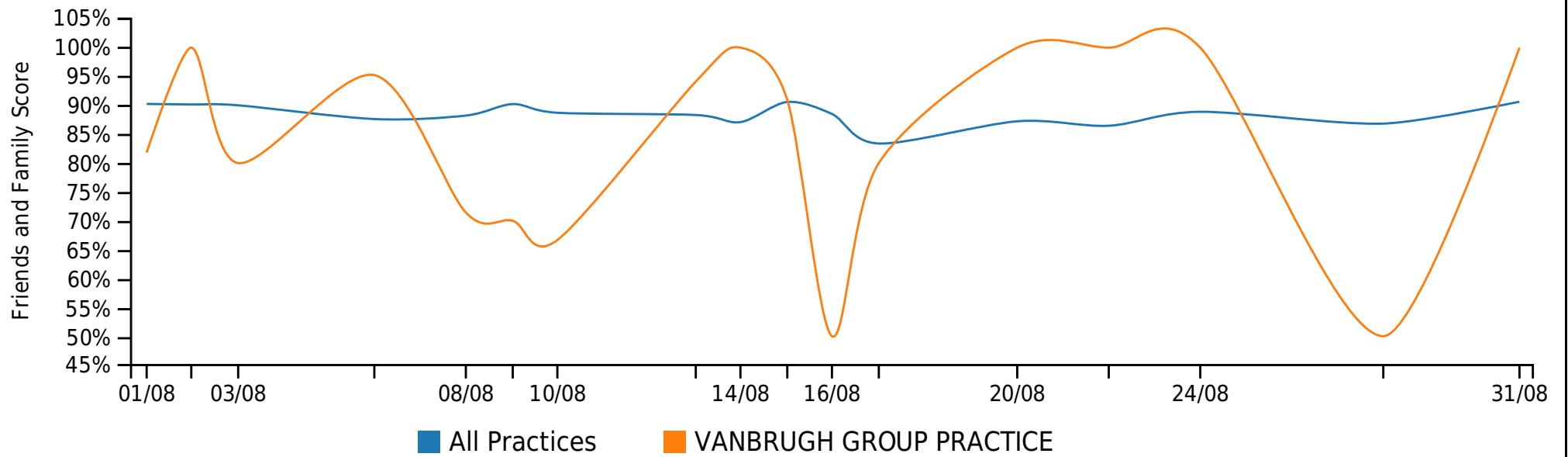
Practice Score: 'Recommended' Rank

Your Score: 86%
Percentile Rank: 30TH



- 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 30th percentile means your practice scored above 30% 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.

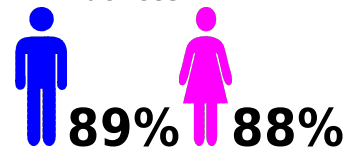
Practice Score: 'Recommended' Demographic Analysis

Age

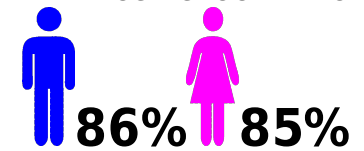
	< 25	25 - 65	65+
All Practices	83%	88%	92%
VANBRUGH GROUP PRACTICE	88%	83%	95%

Gender

All Practices

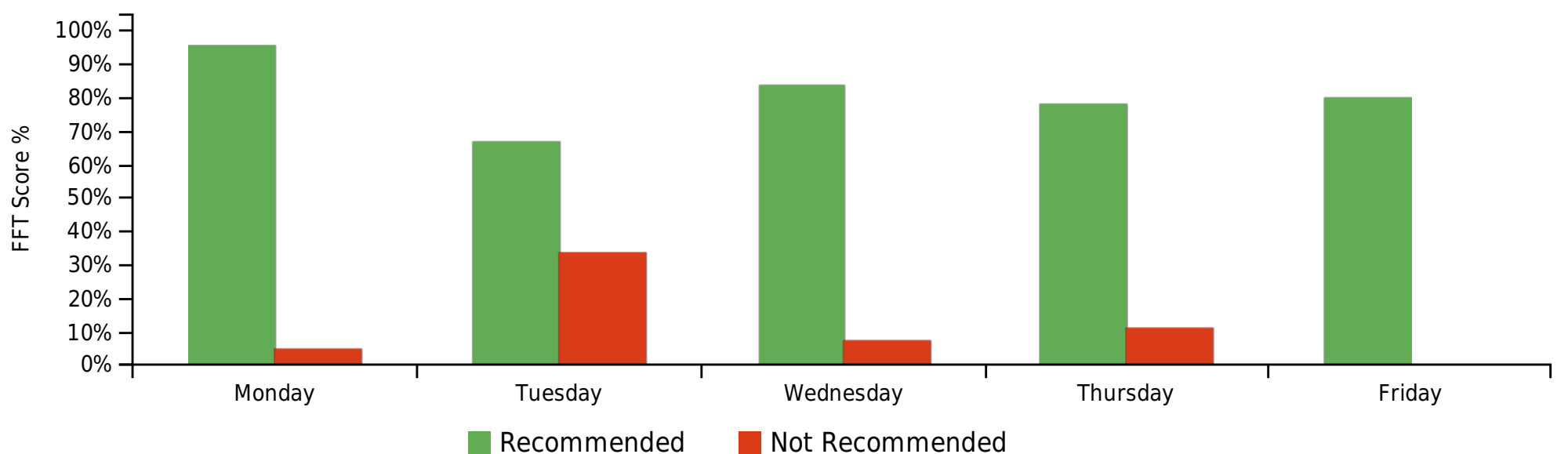


VANBRUGH GROUP PRACTICE



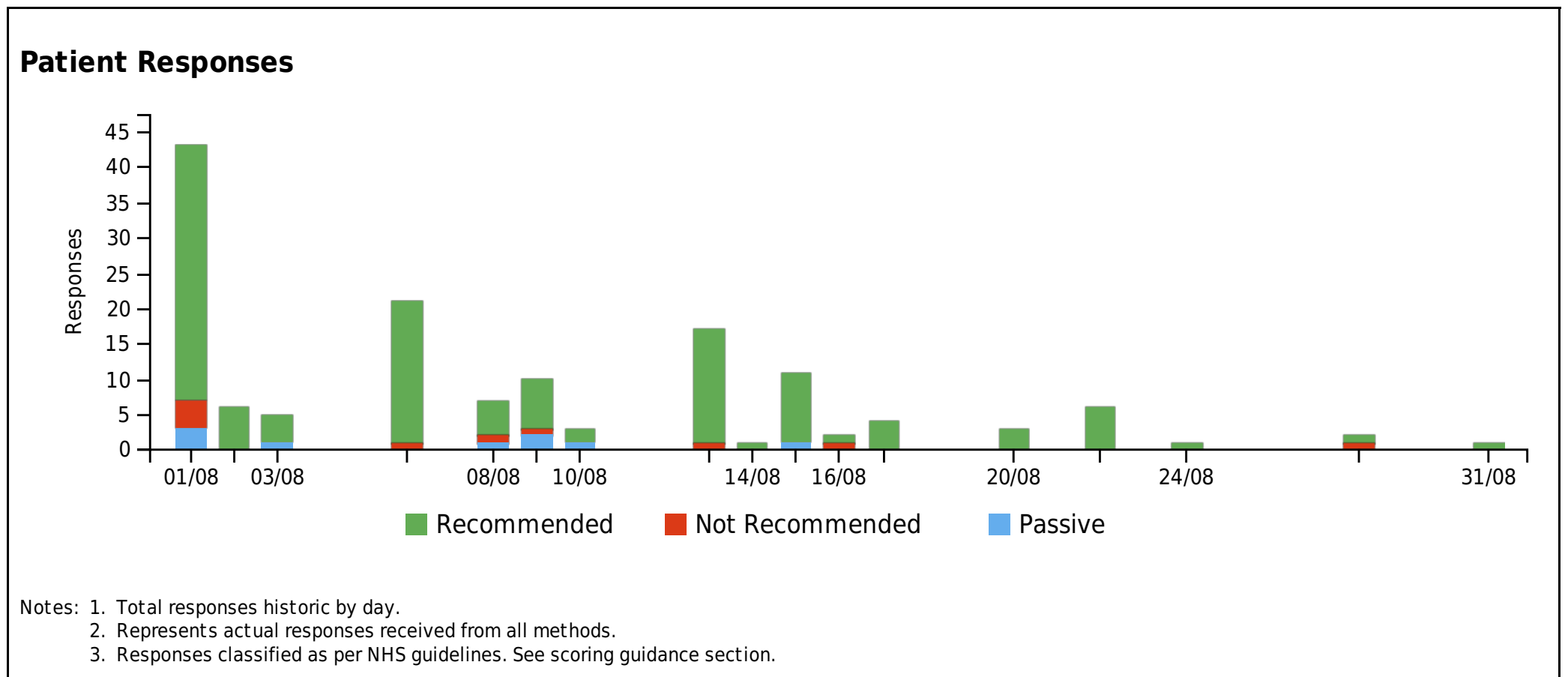
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

- ✓ Quick and friendly service
- ✓ *Appointments with one's choice of doctor are easy to get, unlike at many other practices, waiting times are minimal and the environment is pleasant.*
- ✓ Friendly reception staff, sympathetic and professional medical staff, phones answered quickly
- ✓ *Reliable care for many years*
- ✓ Very helpful service
- ✓ *Excellent care.*
- ✓ Good attentive service from GP
- ✓ *Sorry, no (sent with Loud Effect)*
- ✓ Because i am treated well
- ✓ *I like the new emergency call back service*
- ✓ Quick appointment times. Good docs.
- ✓ *Professionalism Quick timelines*
- ✓ Ease of booking appointment online. Prescription sent straight to chemist.
- ✓ *Friendly reception and doctors are extremely helpful*
- ✓ Modern efficient service
- ✓ *Really friendly and pleasant staff. You can always get an appointment with ease*
- ✓ *90% of the times I visit, I do not have to wait more than 10mts to be seen by the doctor which means alot to me. Also the staff at the reception are so co@so courteous and helpful.@pful.*
- ✓ *Slightly longer wait for the appointment and then a paperwork error caused further delay*
- ✓ *It was on time the nurse was good as was the advice given thank you RR*
- ✓ *All the GP's take time to listen to you and no matter how busy they are, you never feel rushed. So thank you all*
- ✓ *The doctor I saw today was very understanding. She listened to what I had to say.*
- ✓ *Helpfulness of reception staff and GP's*
- ✓ *It will be helpful if the opening hours of practice is extended to include weekends and emergency appointments are easily available when required.*
- ✓ *Efficient and Friendly nurse for the blood test but Appointment slightly delayed*
- ✓ *Because Dr Mownah was great always help me and she is amazing Doctor*
- ✓ *Because Pam was very helpful and good with Valerie*
- ✓ *Very helpful and polite all the staff and doctors*
- ✓ *Doctors and nurses are very helpful and professional.*
- ✓ *I have always been happy with the doctor I have seen, the cleanliness of the practice and it's easy to get from where I live*
- ✓ *It took us 4 hours and 14min this morning for the receptionist to take our call, unbelievable and unacceptable (I will send a picture so you can see is t@ is true). Once the call was received it was within an hour that the dr called me back, which was great and we could see a doctor today which was also great. @eat. So it seems you have problems dealing with calls, especially on Mondays morning. @ing.*
- ✓ *Dr Moore had a fantastic client manner. However, I was unable to get through on the phone today and usually do struggle too*
- ✓ *Prompt appointment. Thorough diagnosis and treatment. Felt listened to. Perfect.*
- ✓ *I would recommend anyone to join the surgery as they are very good doctors who are working there, plus all the receptionist a d the perscription part sho@t show a good role in looking after there patients. Thank you@k you*
- ✓ *I was seen on time and the doctor was very helpful.*
- ✓ *I came into the surgery on Monday to enquire about an appointment and got one appointment and got one for Tues morning and a blood test the same week. It@k. It's probably the time of year that helped but nevertheless it was great service.@vice.*
- ✓ *Staff very helpful.*
- ✓ *The respution people are very good ,my doctor kasdy she is good to too The doctor who last worked on me she's excellent.It was her la la*
- ✓ *Good surgery*
- ✓ *Staff are friendly over the phone or in person. They help you with any problem you may have. Refer you to hospital for further treatment if needed. I don@l don't have problem with the surgery so far so I will recommend it to a friend or family . Thank you@k you*
- ✓ *Easy to make appointments, no waiting times, clean and friendly surgery and very good patient care.*
- ✓ *Well organised system and helpful receptionists.*

- ✓ *Dr Moana (not sure of spelling) delivered top quality care so nice to have a capable doctor with a lovely manner too.*
- ✓ *NHS wife...too long to get an appointment.*
- ✓ *Outstanding reception staff and quality care.*
- ✓ *Friendly nurse, very straightforward appointment, clean surgery!*
- ✓ *They are such a brilliant doctors my family and myself have been with them for years.*
- ✓ *Timeliness*
- ✓ *Sometimes It's hard to get an appointment and sometimes the doctors run really late but It's a pretty good service*
- ✓ *Strong team of GPs at the heart of a multi-skill practice*
- ✓ *Each query I had was fully addressed. I had a clear and thorough response to the health concerns I raised*
- ✓ *Dr Hannah Home was extremely helpful, professional and efficient. She diagnosed me correctly and did what I hoped for. She was very decisive and knew what@ what she was doing. I hope the other doctors could be so helpful.@pful.*
- ✓ *Great doctors*
- ✓ *I always get a great service.*
- ✓ *Clear and courteous*
- ✓ *Very professional nurse who administered the 12 week baby vaccinations. Also minimal waiting time.*
- ✓ *Delays in being seen. Depressing bossy messages on the waiting room screen that because you have to wait at least 15 minutes after your appointment time,@time, you read over and over again @gain*
- ✓ *Because of the amazing prompt and compassionate care I received*
- ✓ *I felt well taken care of from the moment of booking the appointment until leaving the surgery. Thank you team!*
- ✓ *45 minute wait past my appointment time*
- ✓ *Very good bedside manor from Doctor*
- ✓ *Quality service from doctors*
- ✓ *I replied that I would be very likely to recommend. Based on overall service from Reception checking in, calm waiting area, knowledgeable kind and and p@and patient nurse and ease of booking next appointment.@ment.*
- ✓ *All the GPs at this surgery are excellent*
- ✓ *2 week to have an appointment for a Gp, the doctor can't manage 2 problme in the same times I need to take a second appointment I mean I am sure it's b@t's because you have time to respect but It very stressful. But everybody is kind and very professional, doctor, nurse and secretary. Thanks just my opinion. @ion. Don't want to be rude. :) @.*

Not Recommended

- ✓ *I do not feel listened to and my concerns are made light matters which only deserve a phone call and only to be told I should wait out my symptoms and pa@nd pain to subside on their own.@ own.*
- ✓ *Comparison with my old GP*
- ✓ *Health problem not resolved.*
- ✓ *Because I can't get an appointment for at least a fortnight why would I recommend anyone I would probably have to wait a month for a appointment*
- ✓ *Monica Kusre was very mean and didn't have enough time for me*

Passive

- ✓ *I was able to get an early morning appointment, which is great. Also, admin is run effectively and my appointment was pretty much on time but I would lik@d like my GP to be more decisive and assertive - she has much more knowledge than I do and so should be able to make a better informed decision than I could b@uld but seems to delegate all her decision making to the patient.@ient.*
- ✓ *I wouldn't want to recommend the Vanbrugh group practice because I wouldn't want more patients there. More patients means less appointments available.!@e.I'm happy with the doctors that I have seen there.@here.*
- ✓ *I arrived to the practice today and been waiting for over 30min to be seen. Once I been called the nurse apologise for waiting but I could not been exami@examine because she couldn't find my history in the files/system(my surname was spelled wrong)She hasn't been rude or anything like this and the receptionist@onist was very nice and helpful. I have only been annoyed with the fact that I run off work earlier to get to my appointment on time, waited for over 30min, s@in, spent in practice nearly an hour and nothing has been done... had to book another appointment. @ent.*
- ✓ *I had more than one issue to discuss with gp but felt rushed and let down as I didn't feel that time allowed to speak of current complaint which in fact@ fact was more important.Didn't feel confident to discuss .Shame.@me.*
- ✓ *The person I spoke to reception did what she had to do but just wasnt very friendly. Everyone you have an appointment you have a different doctor and i@and it's a lottery as to whether they are any good or not. Today's was good@ good*
- ✓ *I've spent two years with two doctors that waisted my time with no help, am now on third time lucky with another doctor, so far i am happy with her respo@response and reply.@eply.*
- ✗ *Care was good but appointments are consistently late*