

FFT Monthly Summary: January 2017

VANBRUGH GROUP PRACTICE
Code: G83021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
63	23	5	3	4	2	1	0	0	99	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: 276

Responses: 100

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	62	23	5	3	4	2	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	0	0	0	0	1
Total	63	23	5	3	4	2	100
Total (%)	63%	23%	5%	3%	4%	2%	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:

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

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

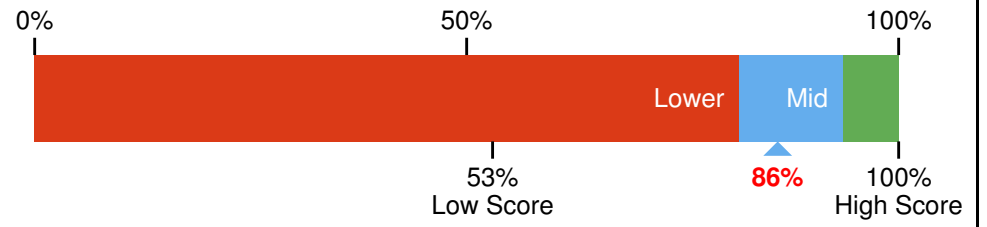
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

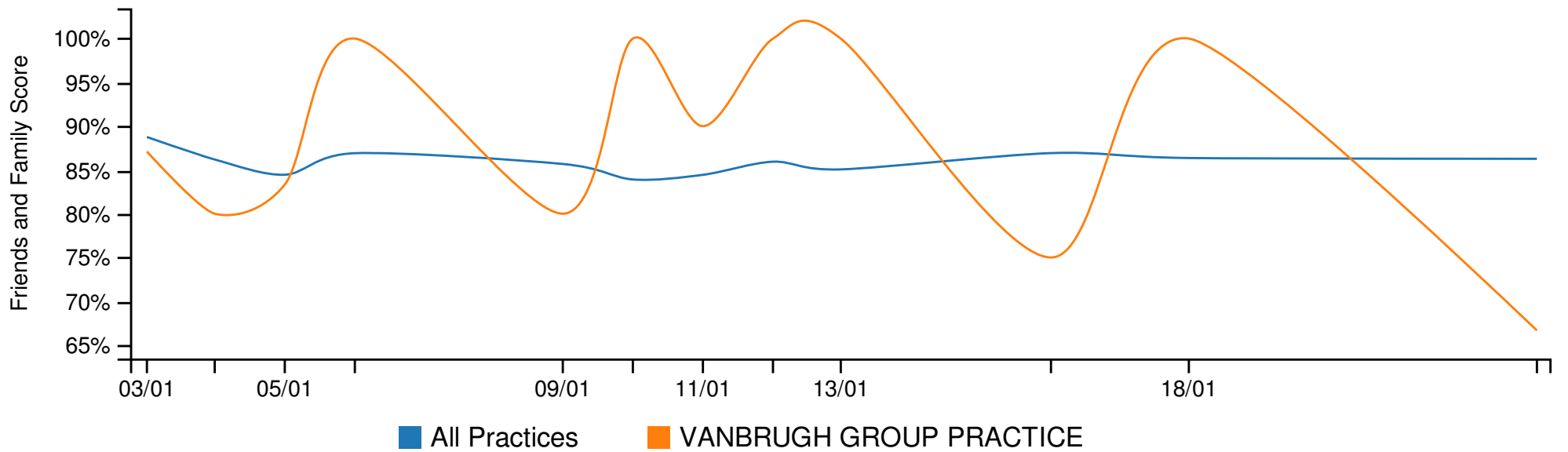
Practice Score: 'Recommended' Rank

Your Score: 86%
Percentile Rank: 45TH



- 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 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison



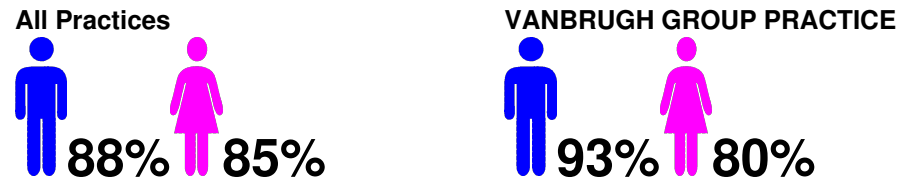
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

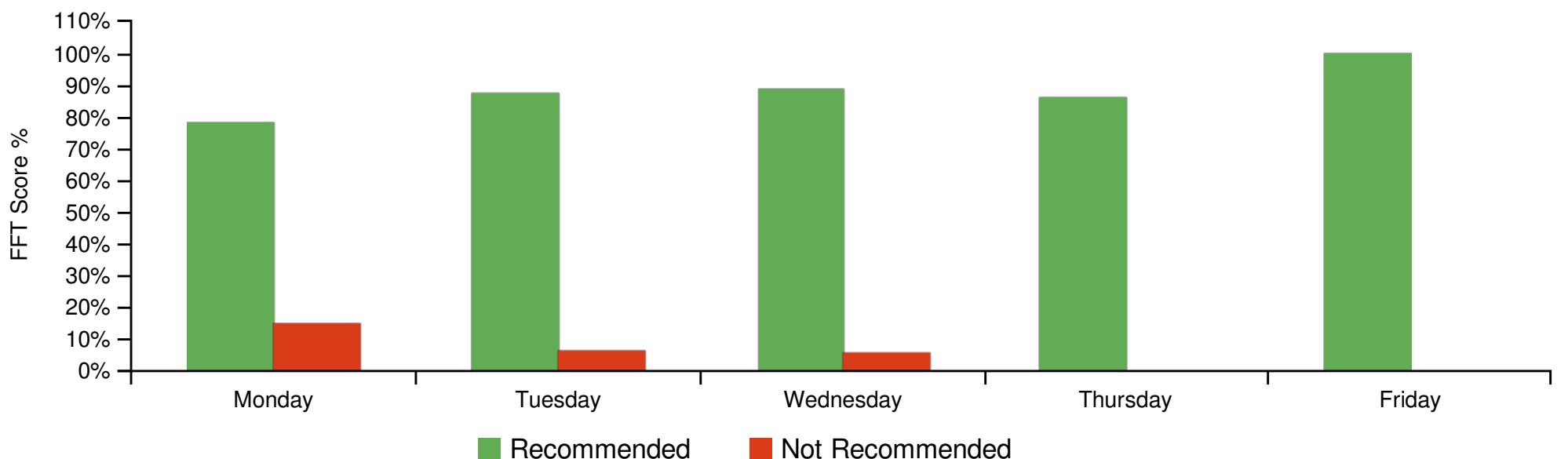
	< 25	25 - 65	65+
All Practices	80%	86%	92%
VANBRUGH GROUP PRACTICE	100%	84%	83%

Gender



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

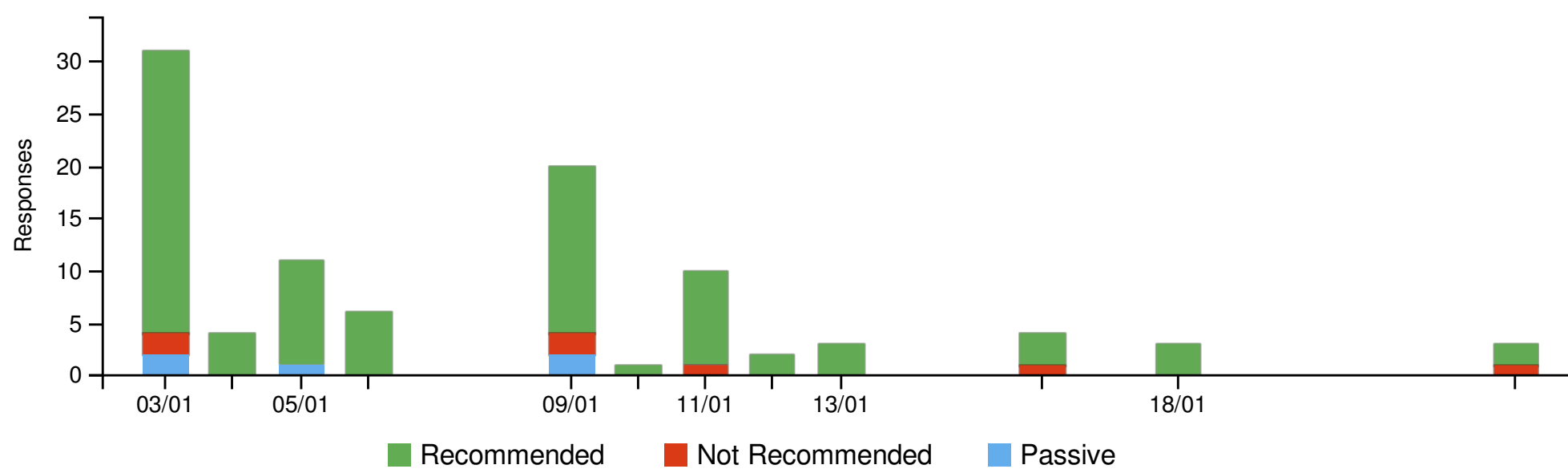
Practice Score: Day of the Week Analysis



- 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

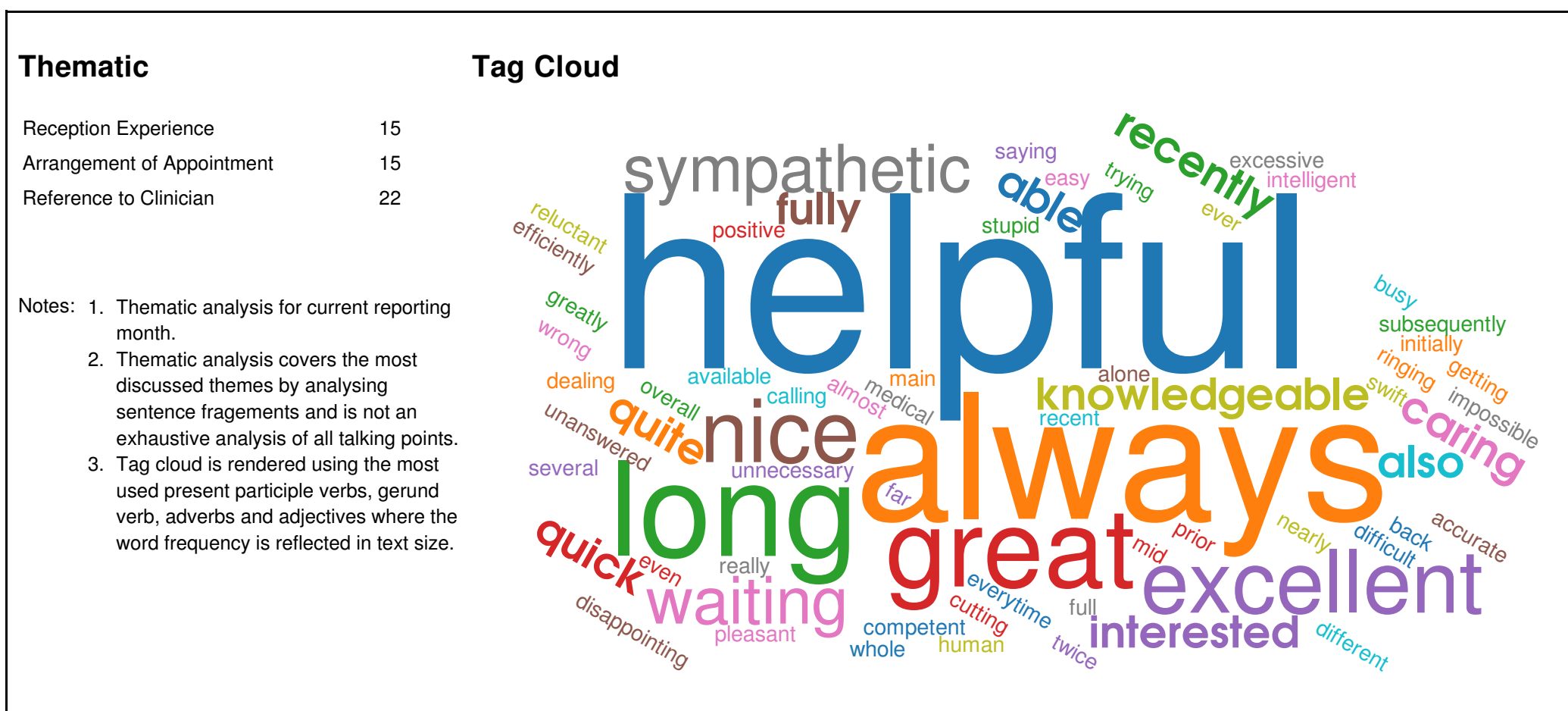
Patient Responses



- 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.

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

- ✓ Good availability of appointments
- ✓ Dr JASON was very friendly and seemed knowledgeable. Other doctors we have visited down there were less personable.
- ✓ Always received a good service. Staff kind and uhd
- ✓ I have always found reception there friendly and helpful. And the medical advice/treatment nearly always excellent.
- ✓ Great service, nice doctors and nurses
- ✓ Helpful staff
- ✓ As I have been with you for some year's, I know it's a nice surgery with nice people.
- ✓ Very nice staff
- ✓ Excellent Attendance and reception with accurate information.
- ✓ Swift referral for cancer. Also seen on same day if emergencies arise. Treated always with respect by doctors & nursing staff & receptionists.
- ✓ I have always had good treatment and services
- ✓ Seen on time and able to get appointments when needed
- ✓ I've always liked this doctor's surgery. The only downside is how long it takes the phones to be answered.
- ✓ I was quite happy with the service all round
- ✓ Friendly professional practice
- ✓ The practice is run in a very good way. The receptionists are most helpful and kind and the GPs, flebotomists, nurses and midwives are competent and kind.
- ✓ Because of the sympathetic & prompt care I received from Dr. Balgaumkar recently & since she joined the practise.
- ✓ Intelligent discussion of problem. Quick to help and to discuss
- ✓ Good service
- ✓ Dr Parker has provided me with excellent, sympathetic and understanding health care. Reception staff are really friendly and helpful. This is the best practice I have ever been to.
- ✓ The wait without being told how long I might need to wait
- ✓ I am mid treatment. Impressed so far. Hope I'm very impressed once treatment completed.
- ✓ Been with you a long time always been great long wait for appointments but that's not your fault
- ✓ I am very happy with the follow up, monitoring and support of my GP. I have brought my cholesterol down by 15% in 4 months without statins and aim to achieve the advised level by diet and lifestyle alone.
- ✓ Easy to book an appointment, friendly staff and very helpful doctors. The waiting time is a bit long but I assume it's because doctors pay full attention to people's needs.
- ✓ GP quite reluctant to refer for tests but after this had been done, service v good.
- ✓ Great doctors
- ✓ Am always able to speak to a dr if appointments are not available for that day always very helpful
- ✓ Thank you for your feedback. To help us improve our service please text back: what is the main reason for the answer you have chosen? Overall a good service and the staff are very helpful
- ✓ Quick access to a GP
- ✓ Most of the staff are very helpful
- ✓ Punctuality and kindness from the receptionist, who also helped with a request. Good experience
- ✓ Good all round service BUT please fix the check in machine
- ✓ Dr Ali was very kind and sympathetic. He put me first and seemed very interested and concerned. He was happy to listen. Even though we over ran my time slot he allowed me to tell my story very fully. I thought his patient care was excellent. We fully discussed the medication he thought might help. I left the appointment feeling 100 times better than when I walked in.
- ✓ Some of the GPs are interested in you and helpful and some of them do not rush you and listen to what the problem is. I am saying this as a fellow health professional.
- ✓ I find the practice is run efficiently and I like the GP I see. SimSim
- ✓ The doctor has been very pleasant to talk to and has been great. I'm happy with the service. The lead times for appointments could be improved. 3 weeks for a 30 minute test and 8 days for an appointment seem excessive.
- ✓ They care about the human being in different aspects and as a whole
- ✓ Service was good.

- ✓ *Good customer service, the staffs members are very helpful. The doctor i am dealing with is very knowledgeable and helpful.*
- ✓ *The service has improved greatly recently- in terms of appointment times and staff compassion*
- ✓ *Friendly staff.*
- ✓ *Friendly staff and good doctors*
- ✓ *Some GPs are very kind and listen, like dr. Parker, but I had several disappointing appointments with other GPs. If I were to recommend the practice, I would only do it if they can have access to Dr Parker.*
- ✓ *The doctors very caring they take time to listen to your health worworries and then talk to u about what is wrong and explain the course se of treatment they r very professional teameam*
- ✗ *Great GPs but difficult getting through on the phone. I waited 25 minutes trying to get through and no one picked up.*

Not Recommended

- ✓ *I have been calling since yesterday, everytime waiting more than 2 min ringing and no answer. I need to re schedule my appointment for smear test.*
- ✓ *The stupid policy of cutting a prescription to force an appointment which is unnecessary*
- ✓ *u are profit orientated and NOT patient orientated like you should*
- ✓ *My doctor was caring and understanding and gave positive advice*

Passive

- ✓ *Almost impossible to get through if you ring up and long delays for appointments*
- ✓ *Waiting time for one of my recent appointments*
- ✓ *I gave 3 because very diffucult to make appointment.All the time busy.*