

# FFT Monthly Summary: February 2017

BURNEY STREET PMS  
Code: G83065

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
68	22	2	3	4	1	0	0	0	100	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 298**

**Responses: 100**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	68	22	2	3	4	1	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>68</b>	<b>22</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>100</b>
<b>Total (%)</b>	<b>68%</b>	<b>22%</b>	<b>2%</b>	<b>3%</b>	<b>4%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

 90%  7%  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:

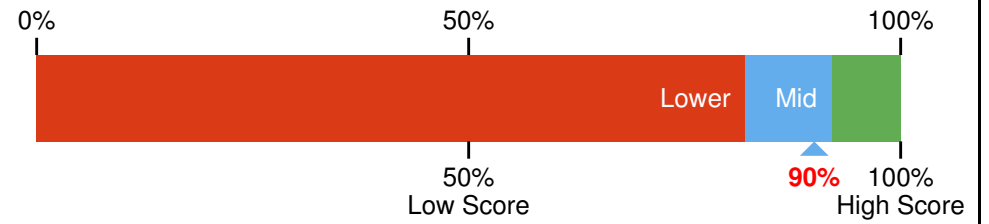
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

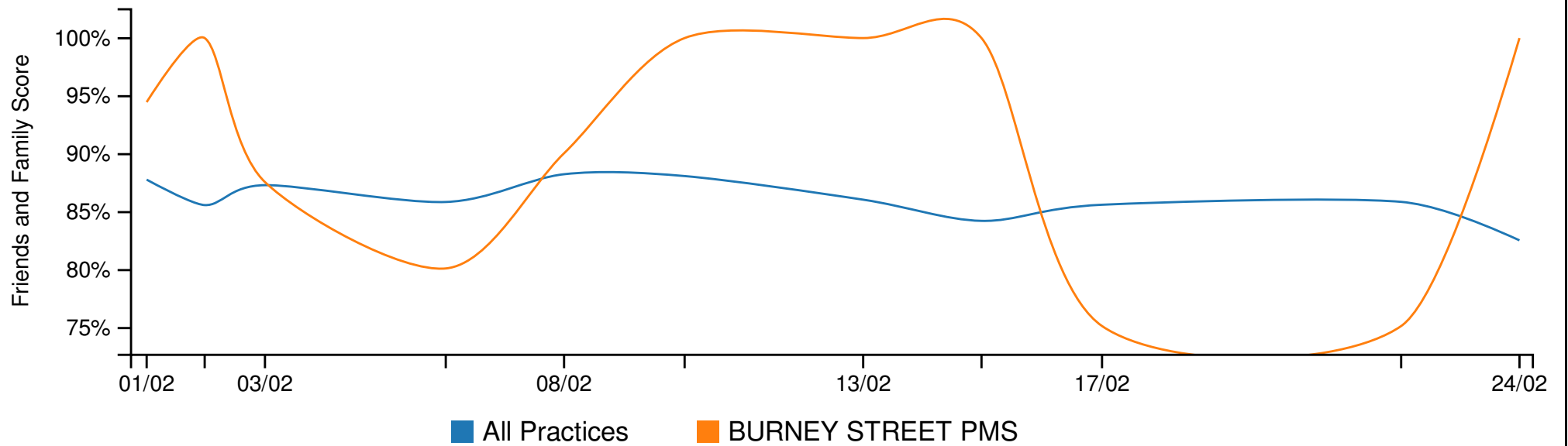
**Your Score:** 90%

**Percentile Rank:** 65<sup>TH</sup>



- 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 65th percentile means your practice scored above 65% 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

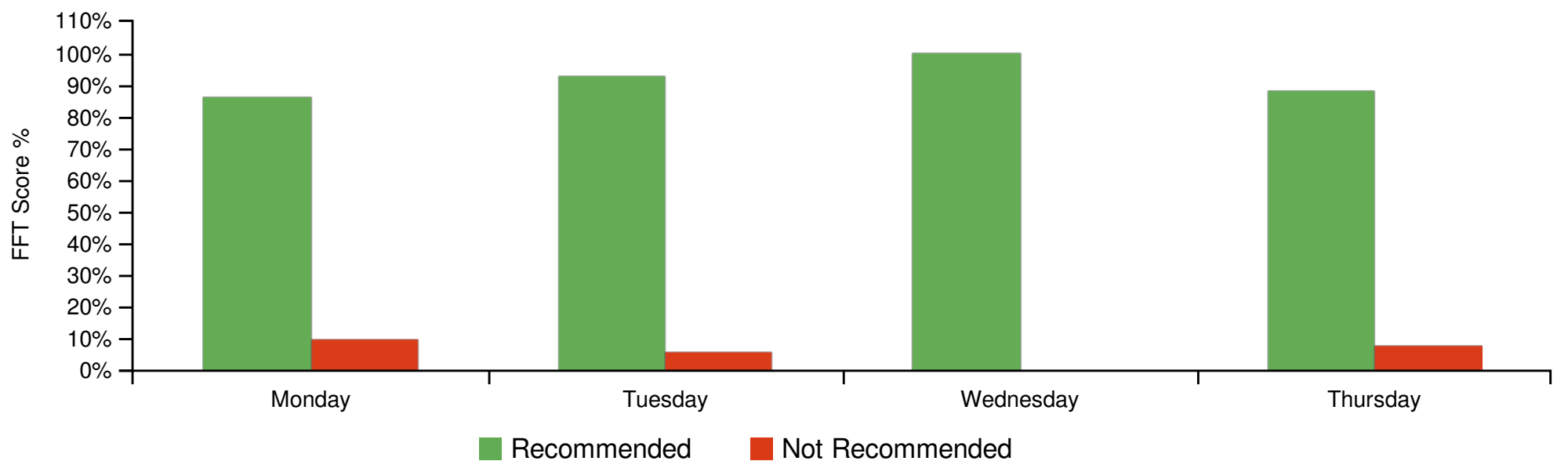
	< 25	25 - 65	65+
All Practices	80%	86%	93%
BURNEY STREET PMS	80%	89%	100%

#### Gender



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

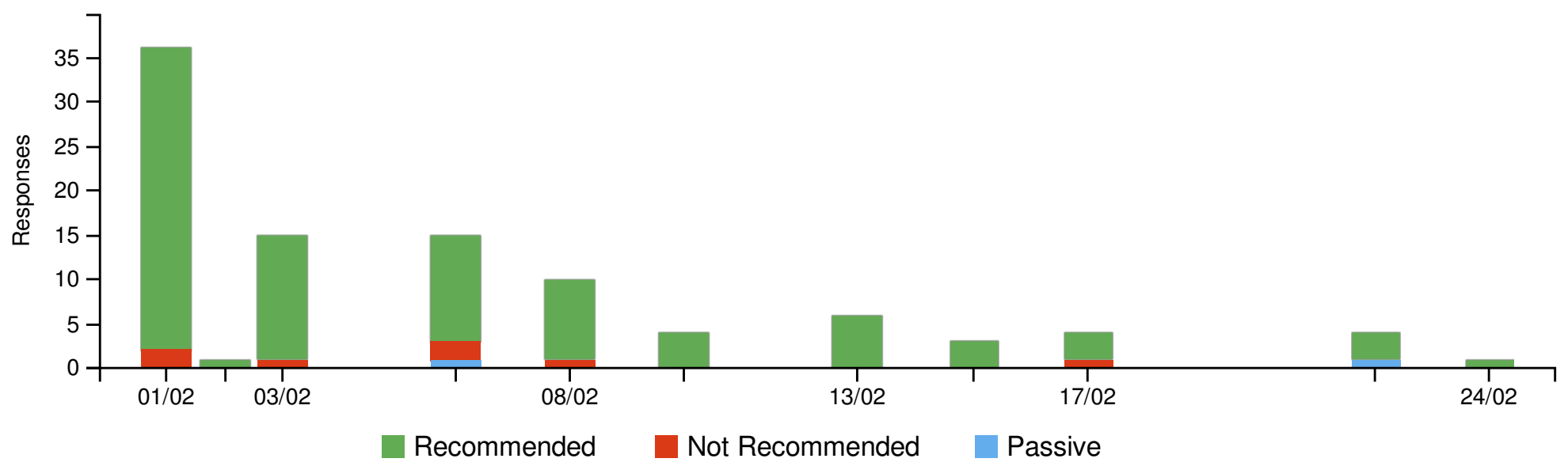
### Practice Score: Day of the Week Analysis



- 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.



they dont have time or the desire to answer any questions. They make me feel like I am being so silly for asking for an appointment or even asking a question about my care. I dont know if this is because they are overworked, and there arent enough people to manage the reception, but its a real problem at your practice. Having said that, once you get through reception, the care has always been good. I like that you guys send me texts now to remind of appointments, but it would be useful if you could test the location of the appointment as well. Its confusing w/ which office I should attend.

- ✓ *I really want to praise "the Friendly receptionists" and "nurses" more than doctors! Thanks.*
- ✓ *Excellent doctor and thorough examination*
- ✓ *Appointments mostly run on time and the team of doctors are very friendly, polite and helpful*
- ✓ *The doctors are really attentive and helpful*
- ✓ *Staff at the practice are always helpful, friendly and efficient.*
- ✓ *All doctors nurses and staff are the best. Fantastic. A credit to the NHS. Well done.*
- ✓ *Friendly and efficient service.*
- ✓ *I am very happy with the service. Professional and friendly staff from reception to the Doctors. Thank you*
- ✓ *The doctor I spoke to was incredibly thorough. I felt I was getting the very best care*
- ✓ *Courteous and helpful reception and consultation*
- ✓ *Because the staff are always helpful and usually can get you appointed when needed.*
- ✓ *Very professional nurse, great service.*
- ✓ *Doctor Opong doesn't rush, and makes you feel supported.*
- ✓ *I was very anxious about having a blood test and the nurse was very understanding, quick and professional.*
- ✓ *Staff helpful*
- ✓ *It was good. The doctor was very professional etc*
- ✗ *Consistent good service*

### **Not Recommended**

- ✓ *Lack of appointments is a disgrace, you seem to think that 3 weeks is an acceptable timescale.*
- ✓ *I find staff at least abrupt if not rude.*
- ✓ *Had to wait 3 weeks for an appointment, then it was cancelled on the day. Rescheduled with another 3 week wait!*
- ✓ *2.5 week wait for an appointment*

### **Passive**

- ✓ *Letter that was promised was not done today as expected & nobody answered phone so had to go in to discover this*