

FFT Monthly Summary: March 2017

BURNEY STREET PMS
Code: G83065

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
69	20	7	5	2	0	5	0	0	98	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: 375

Responses: 103

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	66	20	7	3	2	0	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	3	0	0	2	0	0	5
Total	69	20	7	5	2	0	103
Total (%)	67%	19%	7%	5%	2%	0%	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:

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

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

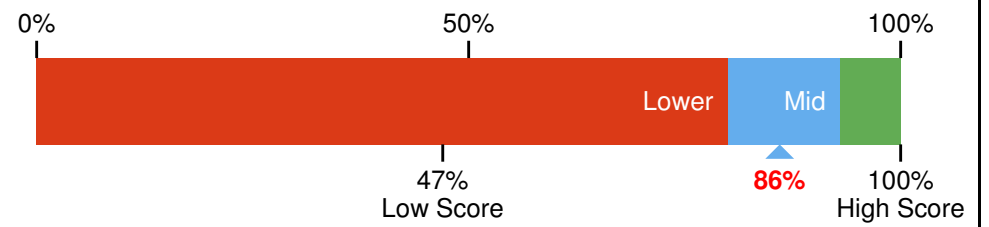
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

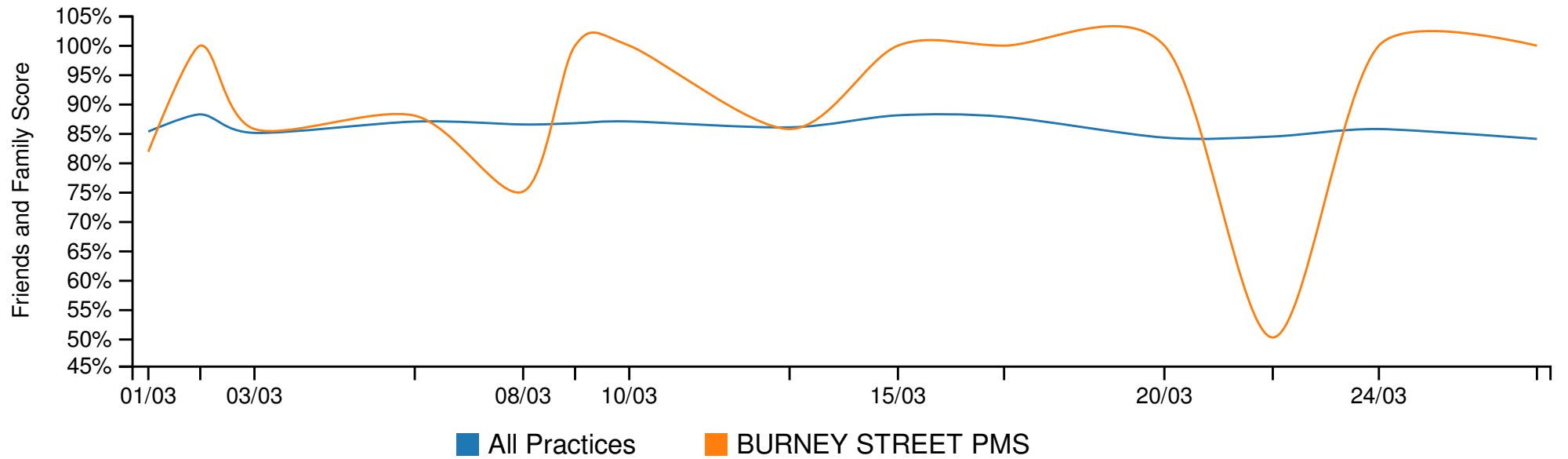
Practice Score: 'Recommended' Rank

Your Score: 86%
Percentile Rank: 40TH



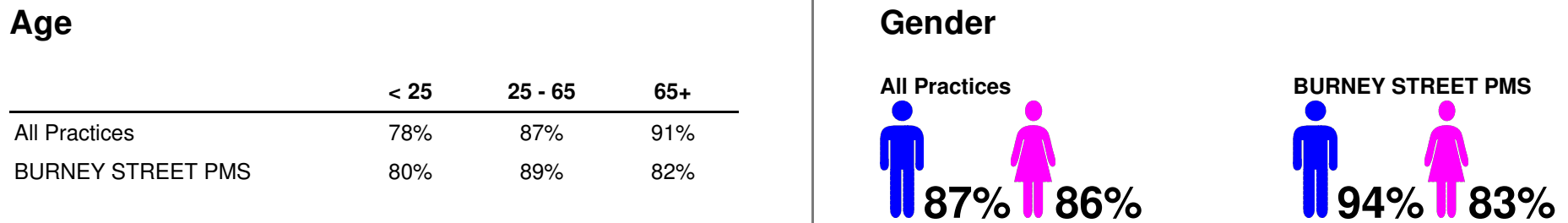
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 40th percentile means your practice scored above 40% of all practices.

Practice Score: 'Recommended' Comparison



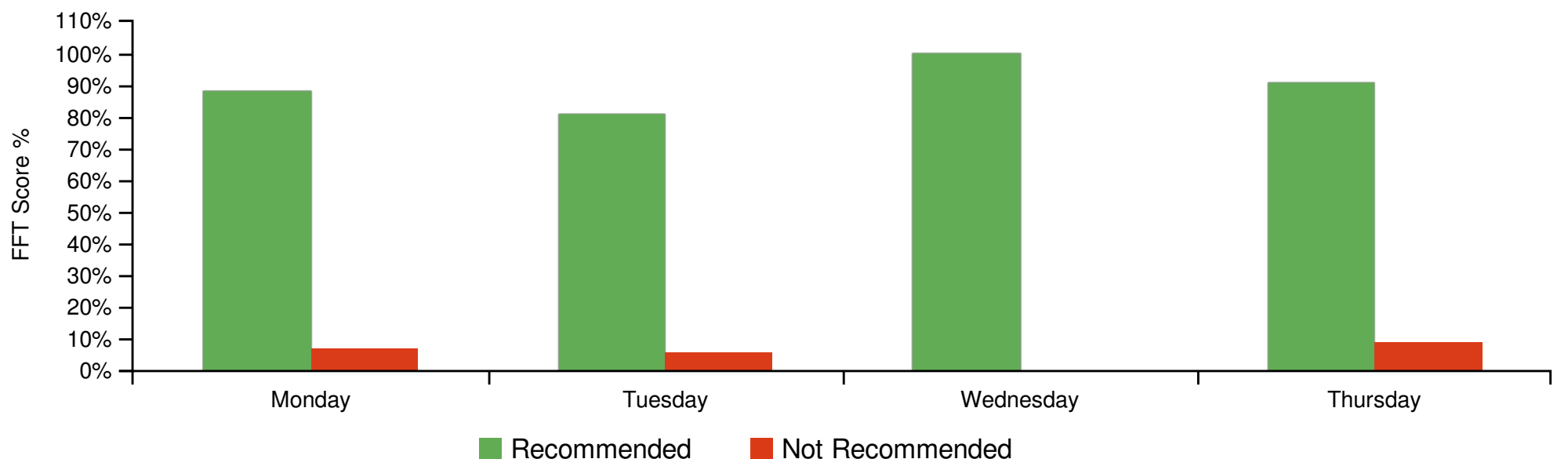
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



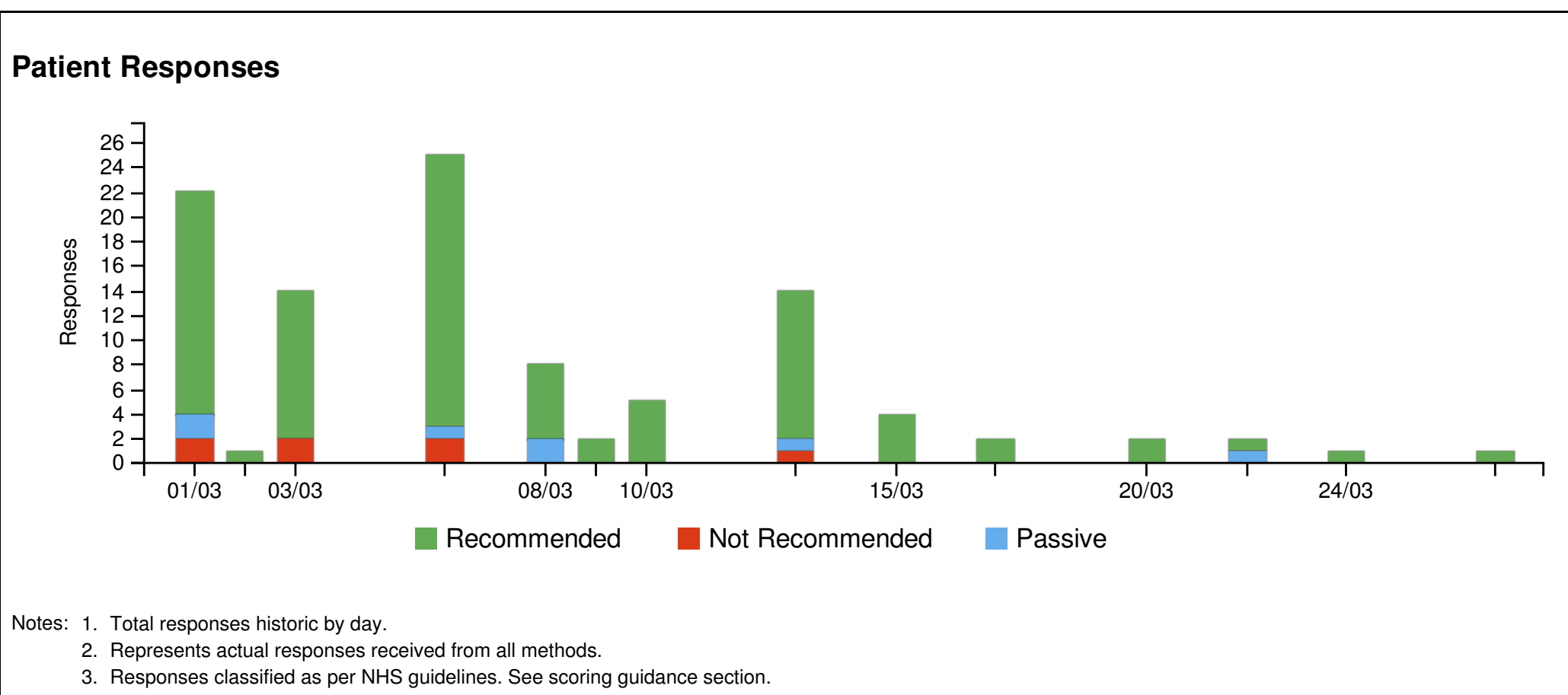
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

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

- ✓ The practice seems very efficiently run and everyone is professional and pleasant
- ✓ Good once you get an appointment but had to wait 3 weeks for one.
- ✓ Friendly staff, efficient and good services in general
- ✓ Lovely, friendly staff (clinical & admin) and always running on time.
- ✓ Highly professional and friendly nurse at my today's appointment.
- ✓ Good surgery and nice doctors but appointments never run on time.
- ✓ Helpful Reception staff and very good to be able to discuss a problem with a Doctor if no appts available.
- ✓ Clean, open, nice receptionists, nice gp
- ✓ Excellent service. Kind and thoughtful.
- ✓ Always kind considerate and extremely helpful
- ✓ I never seen a bad doctor but it takes time to get an appointment
- ✓ The doctor I saw was kind, compassionate and put me at ease. I felt really listened to and cared for.
- ✓ Professionalism and the medical attention given from the doctor.
- ✓ Punctuality
- ✓ Dr Nyame was really caring and nice
- ✓ I'm just happy how doctors treat me..
- ✓ I have been using this doctors for a very long time and they have always been polite, friendly and make me feel welcome. They also provide a good service to which I am proud of. They are family oriented for which I like.
- ✓ 10 minute doctor time slots obviously do not work consideration should be given to widen them?
- ✓ Took less than 5 minutes to have my blood taken. Although I was seen at 7.15 and not 7 as the main doors were not open until 7.10
- ✓ We have good doctors and nurses and the ladies in reception are always polite and helpful
- ✓ All the doctors and staff are extremely helpful
- ✓ Seen on time by a doctor who listened and offered sound advice.
- ✓ I found the receptionists kind and efficient and the doctor was very helpful.
- ✓ Although I had to wait - which is fairly usual - Dr Startin was really efficient - went through my test results and answered my concerns. I came away feeling happy and 'cared for'
- ✓ Weve seen a number of different GPs (pneumonia) and theyve all gone the extra mile
- ✓ Prompt ,timely and very caring
- ✓ Helpful staff
- ✓ The main reason is a practice and all the staff are very polite and excepting!
- ✓ Sometimes you can't get through on the phone so it doesn't deserve a 1
- ✓ All very efficient and the nurse I saw was friendly
- ✓ Great doctors but the practice is too busy to book appointment with the same doctor to keep consistency, unless you book 3 weeks in advance
- ✓ Usually prompt service.
- ✓ Excellent responsive doctor. Friendly staff.
- ✓ Empathetic gp and felt comfortable in an embarrassing situation
- ✓ I always get professional, courteous help.
- ✓ Treatment and staff always helpful but the surgery is so busy, waiting can be a problem. I've waited almost an hour a couple of times for a 10 minute chat that then didn't cover all I wanted to say. Plus appointments can be a week or 2 away which isn't great. The staff do try their best tho'.
- ✓ I am very satisfied with all the service rendered by the Surgrey
- ✓ Very and professional
- ✓ Good advice, calm reassuring manner, clear explanation
- ✓ Great service
- ✓ Appointments have been on time, nurses very informative and helpful.

- ✓ *Quick prompt appointment. Ability to have a call back from a Gp*
- ✗ *Dr Opong, the nurses & the receptionists: All helpful & efficient*

Not Recommended

- ✓ *Spoke to 2 doctors in 2 days and both times treated in a patronising manner and made to feel like a silly, paranoid 'neurotic mother'. Expressed disappointed at the time and a more formal complaint is in progress.*
- ✓ *GP is overloaded with clients, always difficult to get an appointments with bay least 4 weeks with GP unless it is urgent.*
- ✓ *25 minute waiting time at surgery, seen for 2 mins. Doctor rude.*
- ✓ *You never see the same doctor twice, there there lacks continuity*
- ✓ *I have been in this practice for many years and while there are still some individual staff who are thoughtful and helpful, the service is very patchy and sometimes poor. The reception staff can often be rude and unhelpful. Recently I received a phone call from the hospital consultant saying they had written to my GP and asked them to contact me regarding problems identified in bloods tests. No one had phoned or written and when I raised it, no one apologised (reception or doctor). It is very difficult to get appointments - 3 weeks is not uncommon. I know that the system is under stress and this must affect staff, but as a patient my experience is increasingly negative and demoralising.*
- ✓ *unable to get appt needed and earliest appt is more than 3 weeks away, be told to phone in the morning, but when i did i were told that line was too busy and closed earlier. I managed to get a blood test booked for 8:30, but did not get to see the nurse until after 9am. so why ask existing patient to recommand new ones when you clearly cannot cope. One of receptionsts in Wellace is always rude, almost make patients feel guilt just being in GP place. i have been living nearby for 15 years and never see a her smile once. No, i would not recommond to anyone your practice, i only stayed because i have no choice and sometime i am lucky getting an appt in Burney St.*

Passive

- ✓ *No detailed discussion with doctor.*
- ✓ *I received a txt asking me to attend the surgery for an appointment and it was actually a telephone appointment. So I had gone there for nothing. Wasted my time..*
- ✓ *Had to wait 40mins*
- ✓ *Had to wait 50 minutes in the waiting room despite it being a fairly early morning appointment*
- ✗ *I have moved from Canada and brought my records with me. Saw Dr. Startin who wanted to stop medications I have been doing well on because she didn't like them without exploring history as to why I ended up on those specific medications in the first place. This was alarming to me. Dismissive and uninterested in what I had to say. Switched to Dr. Miren Davies who is at least pleasant and kind.*