

FFT Monthly Summary: April 2017

BURNEY STREET PMS
Code: G83065

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
60	20	6	4	4	0	0	0	0	94	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: 338

Responses: 94

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	60	20	6	4	4	0	94
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	60	20	6	4	4	0	94
Total (%)	64%	21%	6%	4%	4%	0%	100%

Summary Scores

 85%  9%  6%

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:

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

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

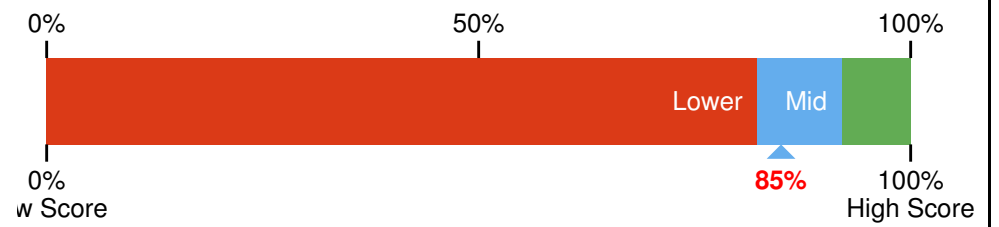
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

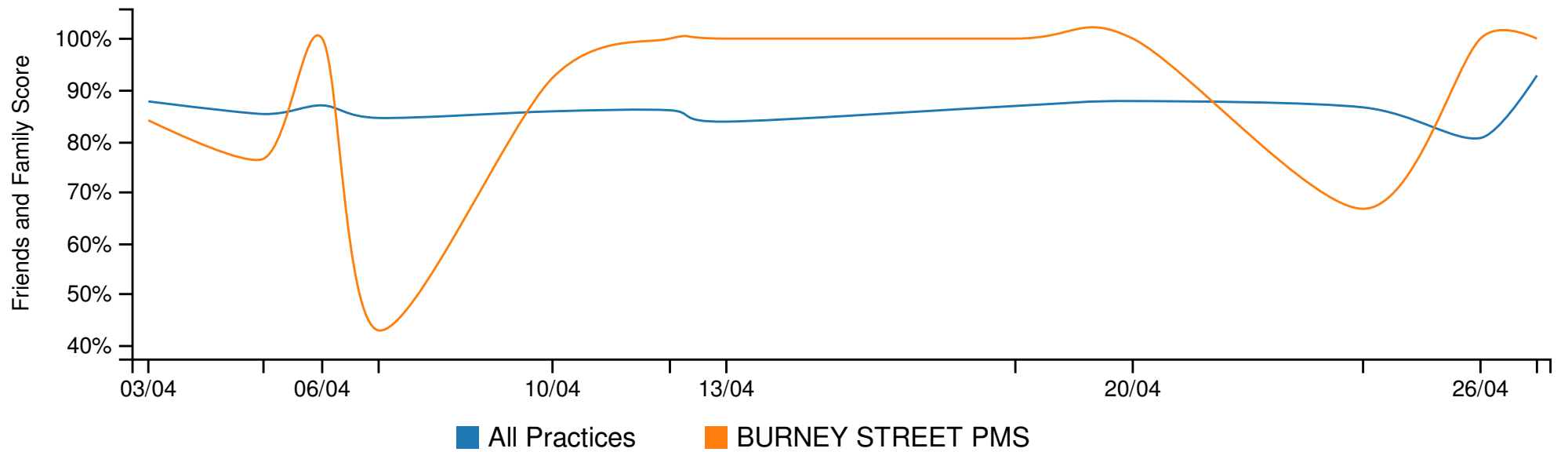
Practice Score: 'Recommended' Rank

Your Score: 85%
Percentile Rank: 35TH



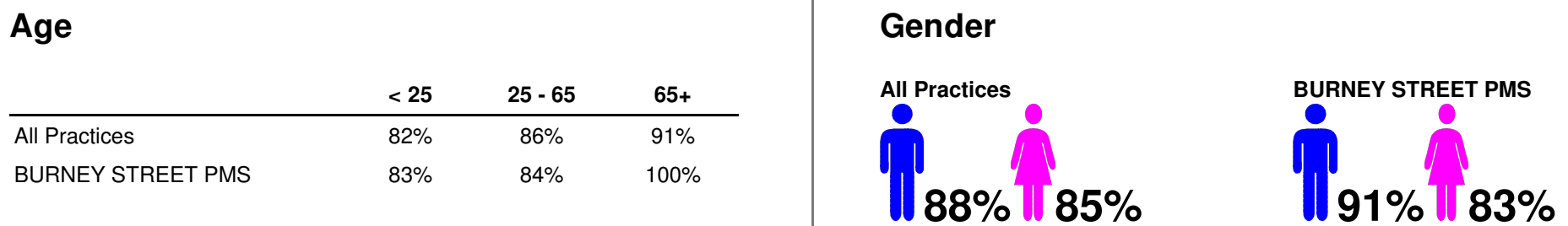
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 35th percentile means your practice scored above 35% of all practices.

Practice Score: 'Recommended' Comparison



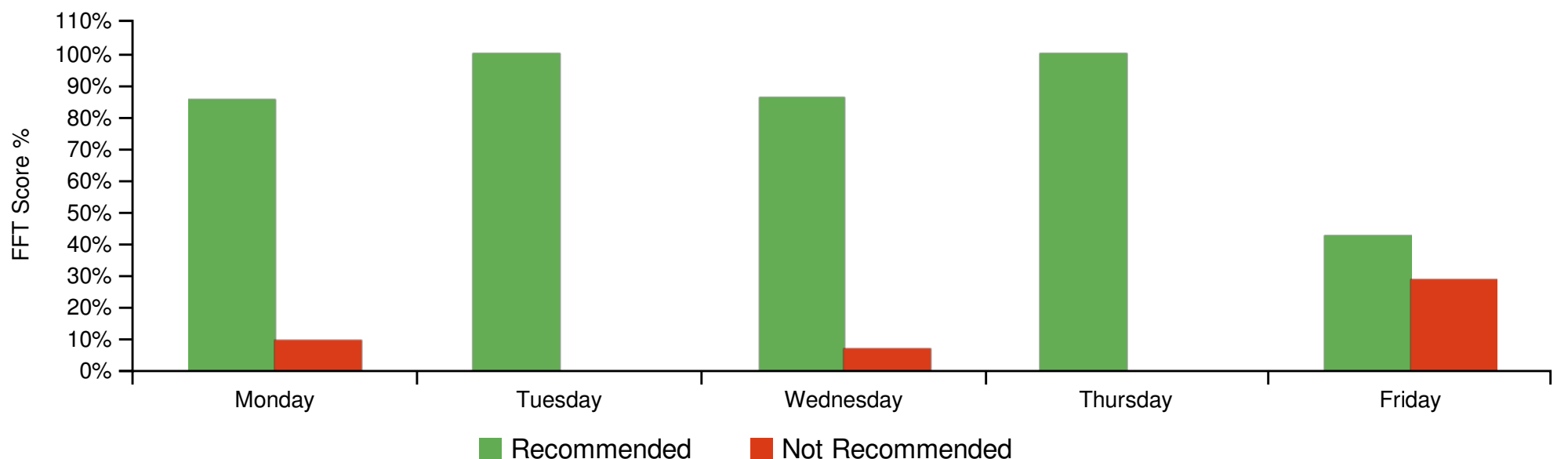
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

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

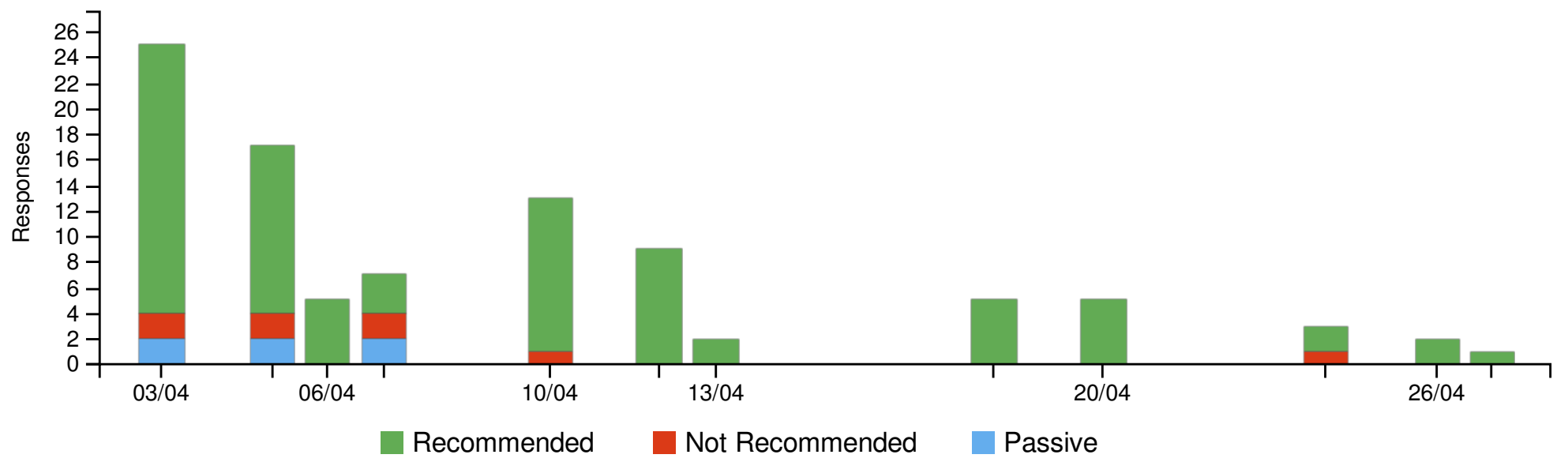


- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4

Patient Response Analysis

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.

- ✓ Dr Monach is the best one he explains everything and make sure u understand and he is human and kind and love his job and do the give best service he can.i chose airway go to him
- ✓ *Service and care*
- ✓ Service is good once you get an appointment
- ✓ *Very good reception staff,doctors who are professional,giving time to listen and go that extra mile to find the cause of a concern and referring you to a relative specialist if need be.*
- ✓ Friendly and good advice
- ✓ *Good service*
- ✗ My daughter had severe sickness and diarrhea for 24 hours, I spoke to the reception asking to speak to the duty doctor but they suggested I come in. When we saw the doctor it felt like we were time wasting.

Not Recommended

- ✓ *Leave me alone*
- ✓ *Differcult to get through on phone...can't get to see a doctor*
- ✓ 1. Too long a wait time for appointments - 3 weeks. 2. Average wait time on the phone to make an appointment has been 10-15 minutes 3. The last two appointments I went to were 45 minutes later than scheduled
- ✓ *Great service but wsited 30 minutes past my app.time*
- ✓ Requested immunisation records 2 month ago, in advance of my holiday. Still not available have had to have injections and have had to pay for injection due to no records and lack of infoemation. No record of my medical background since 1992 having been with the surgery since 2014! Poor practice in not identifying lack of records for patients earlier.
- ✓ *Sorry I meant 1*
- ✓ Consistent lack of organisation, and moved appointments. Have yet to have a good experience of the admin side of this practice

Passive

- ✓ Receiving inconsistent information. I believe I should get the same information from all staff members.
- ✓ *Long waiting time*
- ✓ Unfriendly and very patronising receptionists on the phone and in person at Wallace. Great Dr today
- ✓ *I've not had to visit the practice before in the 5 years I've been registered- unfortunately I ended up in a&e last week and needed to make an appointment with the practice for a change of dressing for four days time - I called the following afternoon to make the appointment and the receptionist was incredibly rude*
- ✓ Massive wait to get an appointment.
- ✗ *Too difficult to get an appointment. Practice heavily oversubscribed. Not the fault of the practice, but of local council allowing too many new homes without funding additional services to support them. However, the older receptionists can be abrupt, unhelpful and intrusive. Whilst they are busy, they should perhaps consider that their brusque approach may not help those who are receiving bad news...*