

FFT Monthly Summary: May 2017

BURNEY STREET PMS
Code: G83065

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
74	20	5	1	3	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: 347

Responses: 103

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	69	20	5	1	3	0	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	5	0	0	0	0	0	5
Total	74	20	5	1	3	0	103
Total (%)	72%	19%	5%	1%	3%	0%	100%

Summary Scores

 91%  4%  5%

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:

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

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

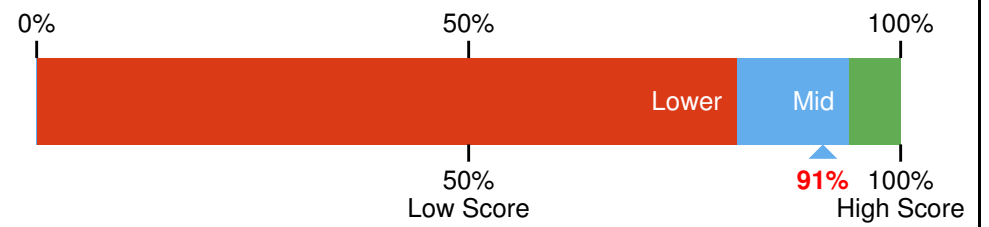
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

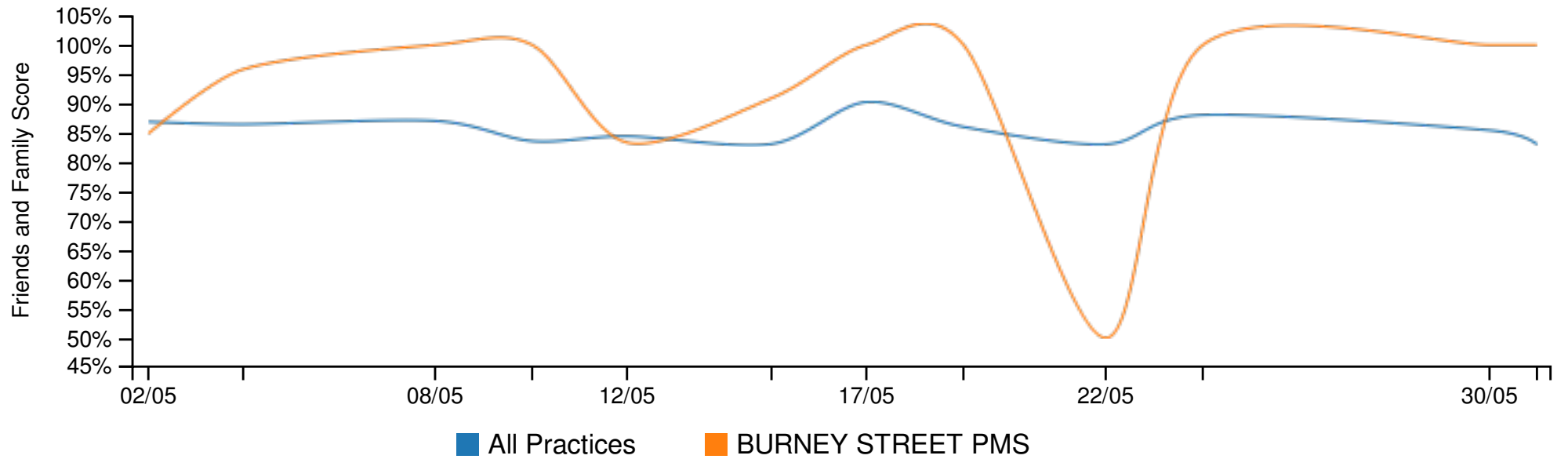
Practice Score: 'Recommended' Rank

Your Score: 91%
Percentile Rank: 60TH



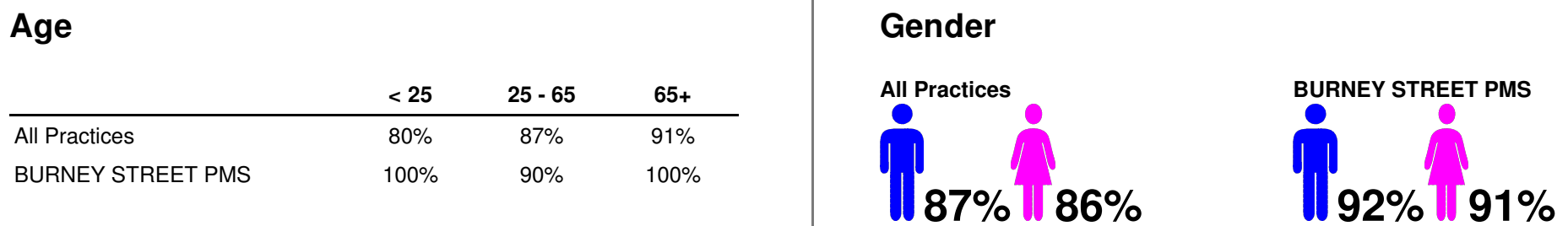
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison



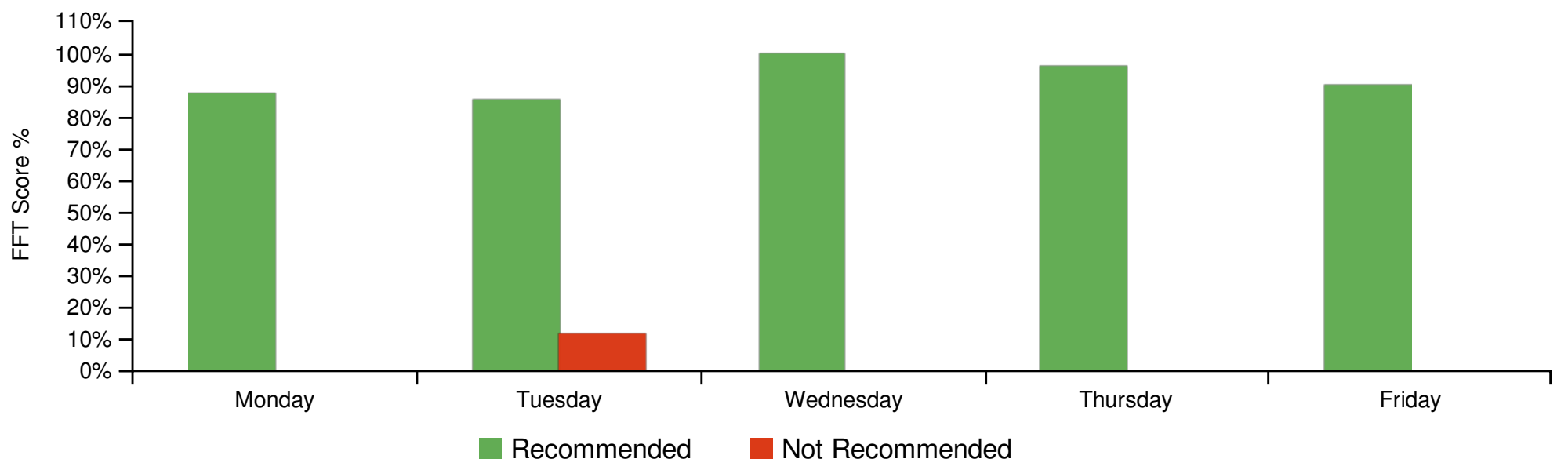
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

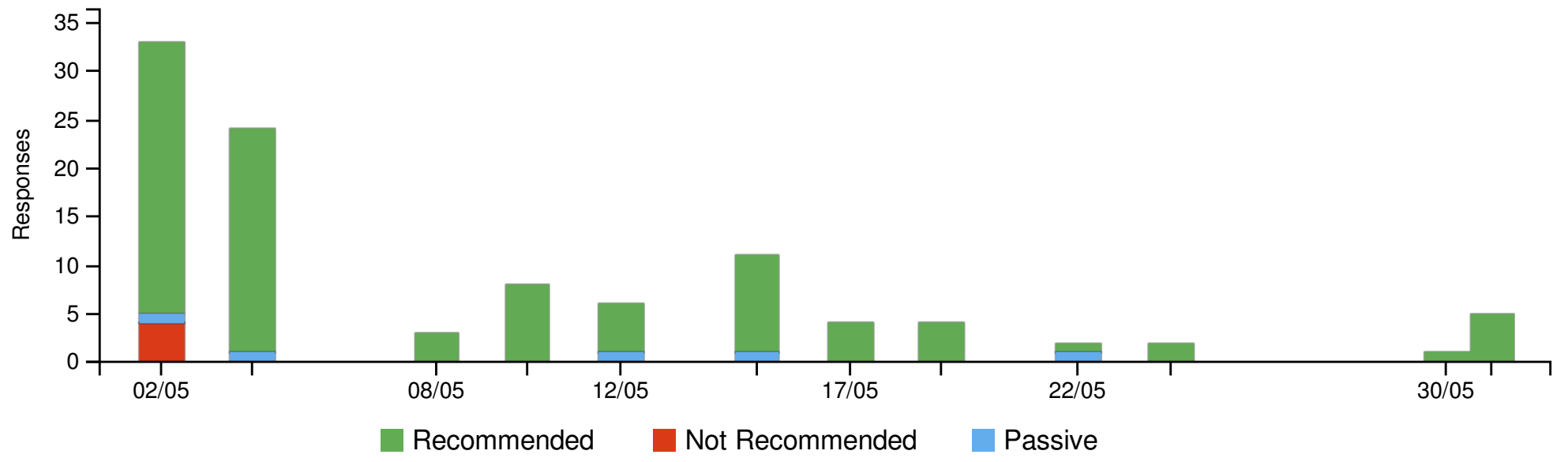
Practice Score: Day of the Week Analysis



- 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

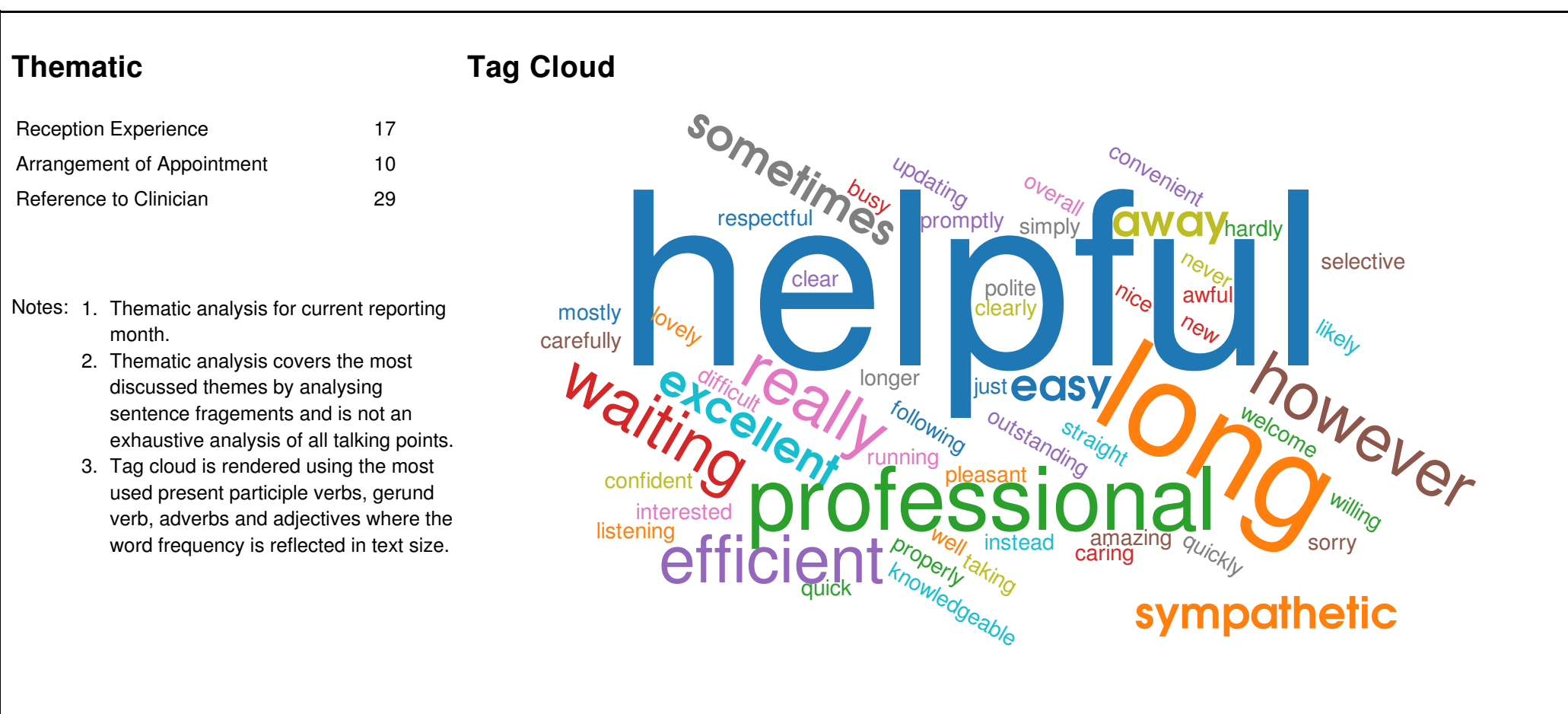
Patient Responses



- 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.

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

- ✓ Doctor took time to diagnose properly.
- ✓ Good services by both GP and reception staff.
- ✓ All the staff and doctors are great could do better with waiting time for appts but can't have everything
- ✓ Friendly helpful service from reception and efficient kind helpful service from Claudia.
- ✓ You sometimes have a long wait for an appointment, but the team are very nice
- ✓ Friendly, helpful doctor
- ✓ I have been at burney st for 45years
- ✓ Timeley service
- ✓ Appointment ran to time, pleasant welcome from reception staff and treated with respect by nurse
- ✓ Sometimes waiting for a long time
- ✓ Good knowledge and friendly of gp but to book to have an appointment is awful.
- ✓ Because the doctor and staff were very professional
- ✓ Excellent reception staff, understanding and friendly. Always helpful in appts and being personable. Nurse today outstanding and efficient, professional and had a great sense of humour. You are all doing an amazing job. Thank you.
- ✓ Good doctors, understanding receptionists
- ✓ Good doctors however difficult to get appointments quickly
- ✓ Doctor explain situation clearly
- ✓ The GP I saw I felt really listened to my concerns and requested a number of test. This made me feel like a person which made me feel like she really wanted to get to the bottom of my problem instead of just a number.
- ✓ Friendly doctors and receptionists. Not a long wait.
- ✓ Have been with the practice for a long time, have always been treated well. Staff always pleased to help etc.
- ✓ Had to wait half an hour. This is always the case.
- ✓ Good service and appointments are given when needed. Staff are always willing to help to look for other appointment in an emergency situations.
- ✓ Great doctor
- ✓ Very helpful and caring dr. Trinh
- ✓ Friendly doctors
- ✓ Friendly staff and easy to book appointments. very good app which is easy to use.
- ✓ She was very kind, clear in what I needed to do, did her job carefully she seemed interested in me as a person not a number. I walked away with a smile
- ✓ Dr explained things simply, enabled me to ask questions. I feel confident in treatment and advice from doctor. Appointment was on time
- ✓ Good receptionists and a great doctor (Dr Monach)
- ✓ 2-Likely
- ✓ Doctor was very understanding and respectful, helped a lot in my case
- ✓ The sympathetic and listening professional care.
- ✓ Reception staff very good/friendly. Most Doctors take time to talk through issues. However, one or two hardly look at you, too busy updating computer whilst they talk to you. I'm selective about who I see these days. But overall, a good practice. Thank you.
- ✓ excellent service friendly staff very helpful goes above and beyond
- ✓ Polite receptionists. Doctor taking time to check everything and reassure me.
- ✓ The doctor i saw was very helpful.
- ✓ Prompt, efficient and friendly service.
- ✓ Good service
- ✓ My doctor has always been helpful and knowledgeable and has helped me with a long term problem. Appointments are mostly on time and staff are friendly.
- ✓ Lovely ~GP, very helpful
- ✓ Helpful, Sympathetic, Understanding

✓ ALWAYS GREAT & QUICK!

✓ *Best of both worlds: Clinic at Wallace Centre has a great professional / new feel Burney Street has a great 'home' feeling and really convenient*

✗ Dr Jackson is great

✗ *Friendly and helpful staff*

Not Recommended

✓ *Sorry that should have been 1!!!*

✓ *Doctors are always running behind time meaning am there for longer time and I can never get appointment straight away I have to wait till the following week*

Passive

✓ Only spent 90 seconds with the doctor and she did not give me the opportunity to describe symptoms. However she promptly ordered the blood work needed and the nurse squeezed me in to take it so I would not have to return for another appointment.

✓ *Long waiting times*

✗ My doctor didn't show up and no one knew where they went.