

FFT Monthly Summary: April 2016

BURNEY STREET PMS
Code: G83065

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
72	18	4	4	1	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 260

Responses: 100

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	72	18	4	4	1	1	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	72	18	4	4	1	1	100
Total (%)	72%	18%	4%	4%	1%	1%	100%

Summary Scores

 90%  5%  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:

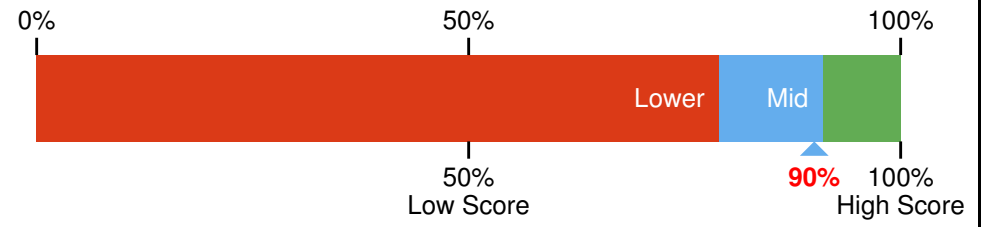
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

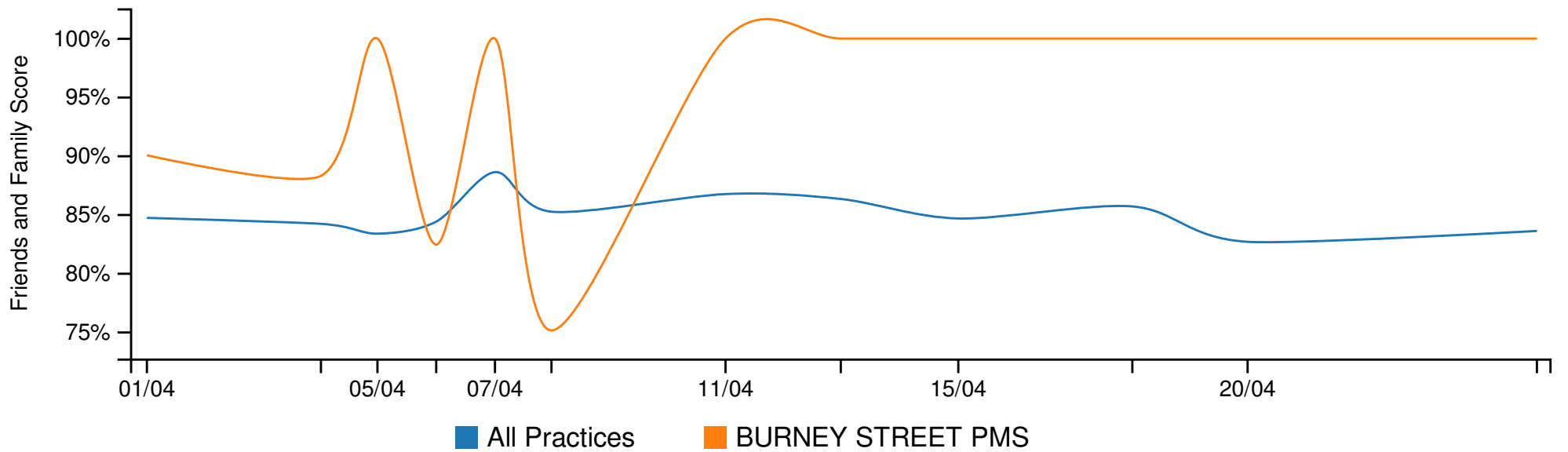
Your Score: 90%

Percentile Rank: 70TH



- 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 70th percentile means your practice scored above 70% 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

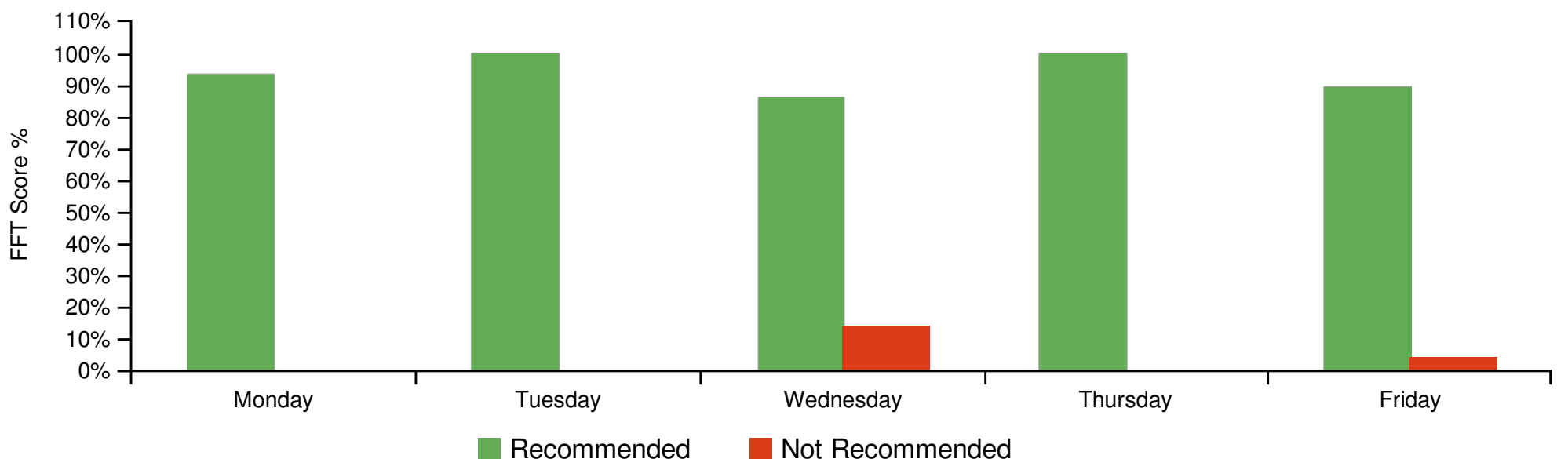
	< 25	25 - 65	65+
All Practices	77%	85%	90%
BURNEY STREET PMS	93%	89%	92%

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

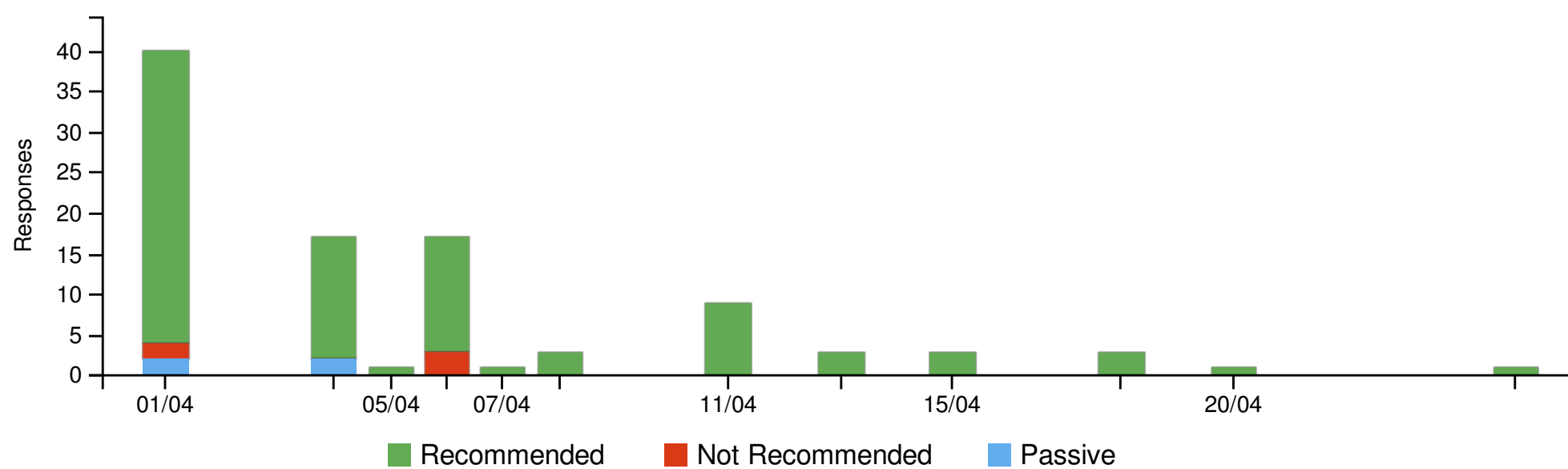


- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4

Patient Response Analysis

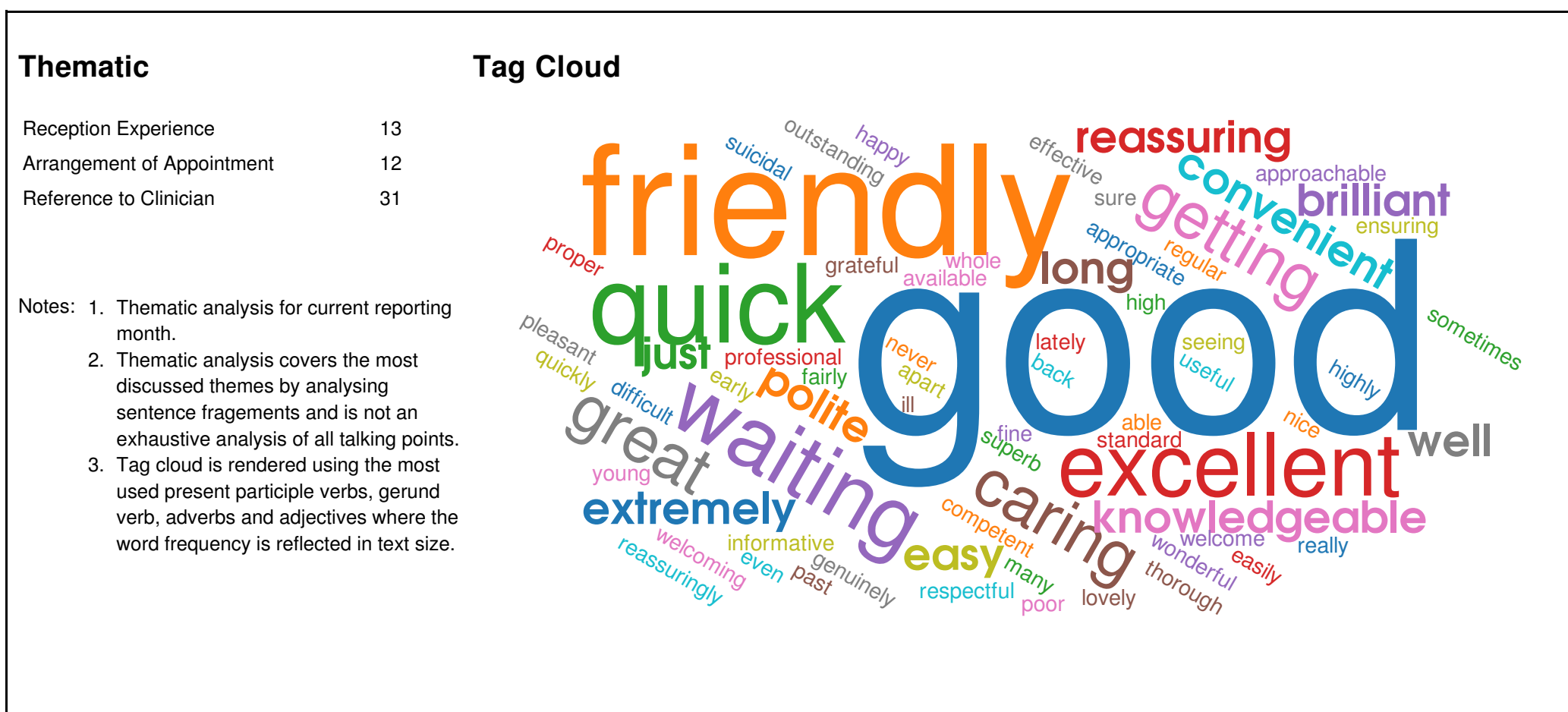
Patient Responses



- 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

- ✓ Appointment was easy to book at a convenient time, friendly helpful reception staff, kind and informative Dr who gave useful advice and initiated appropriate follow up on the spot. Thanks.
- ✓ *Efficient practice service and excellent customer care and support*
- ✓ Quick and efficient.
- ✓ *Very efficient*
- ✓ Dr Monach is superb doctor.
- ✓ *The service from staff members is extremely good*
- ✓ Everyone I have dealt with (GPs, Nurses, Reception Team) have always been extremely professional and helpful
- ✓ *Very good doctor*
- ✓ Staff helpful and friendly.
- ✓ *You are a wonderful practice. I am so grateful for your care. Best wishes Annie Matthews*
- ✓ The service today was quick.
- ✓ *Emergency appointments always available*
- ✓ Dr. Baruah is a credit to your surgery, her skills and professionalism are outstanding
- ✓ *quality of service. save for problem of time to get appointment*
- ✓ Polite and efficient service
- ✓ *Apart from one very stressful call back interaction, everyone has been friendly, caring, and helpful.*
- ✓ I felt suicidal and just wanted someone to talk to
- ✓ *I need to see into the future to book an appointment, when I'm ill the chance of getting an appointment when I need it is zero*
- ✓ Great receptionists, doctor looks at my medication and health conditions as a whole and reassuring. Convenient to book appointments and order repeat prescriptions
- ✓ *Quick service good effective diagnosis*
- ✓ Easy location for me and had early appointments (even if you do have to wait 2 weeks for one)
- ✓ *Friendly and helpful staff*
- ✓ The doctors are very good
- ✓ *Doctors always good. Getting an appointment is difficult.*
- ✓ Very efficient
- ✓ *Excellent staff and caring doctors and nurses*
- ✓ Efficient service
- ✓ *Very nice doctor. Answered all my questions. I didn't feel the visit was rushed as it happens sometimes.*
- ✓ Doctors always are very caring and thorough
- ✓ *Brilliant service, welcoming & helpful, would recommend, first class staff, thank you*
- ✓ The doctor was genuinely concerned with ensuring I could make an informed decision around medication but respectful of my views
- ✓ *The doctors are always friendly and helpful*
- ✓ All staff doctors and receptionists very helpful each time i have visited the surgery. Highly recommended
- ✓ *Excellent service provided*
- ✓ A service was quick and efficient.
- ✓ *Friendly*
- ✓ Very helpful and understanding and no waiting to long for appointments very good service thank you
- ✓ *No waiting, very quick and professional.*
- ✓ High standard of care from doctors, practice nurses and reception.
- ✓ *The nurse was excellent, very knowledgeable and helpful*
- ✓ I am happy with the service
- ✓ *I had a great treatment yesterday at Wallace branch, lovely knowledgeable young doctor. I didn't feel like an intruder.*

- ✓ It's a very good service. Some doctors are brilliant, others less so, but always good. I would recommend, but I'm sure other practices are ok too.
- ✓ *The doctor was great, and reassuring. Took the test quickly and reassuringly. Told me when to expect results. Really good. Very well informed*
- ✓ Receptionist always polite
- ✓ *Able to get emergency appointments for me or my baby fairly easily. Duty dr always calls if not. Approachable and understanding doctors at the surgery.*
- ✓ The treatment today was very good, but in the past it's been very poor.
- ✓ *Service is good and the doctors as well, just feel like the waiting time to be seeing a doctor is too long.*
- ✓ Ease of getting a morning appointment efficiency of receptionist and doctor
- ✗ *Because it is close and the Dr I saw was pleasant and helpful. Xxxx*
- ✗ Excellent care from GPs

Not Recommended

- ✓ *Friendly staff, competent and helpful doctors.*
- ✓ *Doctor didn't listen to what I said*
- ✓ *Waiting list to see regular GP*
- ✓ *No treatment and lack of empathy*

Passive

- ✓ *Cant get appointment with the doctor you would like to see. Always waitin and never go in at the time. You have taken on to many people. I use to love the doctor but lately you have gone down hill. People who dont go to the appointment such be fine. Unless there a good reason.*
- ✓ *Lack of proper organization + GP doesnt make patient feel welcome*
- ✓ *It was a 3 week wait for the appointment*