

# FFT Monthly Summary: August 2016

BURNEY STREET PMS  
Code: G83065

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
61	24	3	6	3	1	0	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 383**

**Responses: 98**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	61	24	3	6	3	1	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>61</b>	<b>24</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>98</b>
<b>Total (%)</b>	<b>62%</b>	<b>24%</b>	<b>3%</b>	<b>6%</b>	<b>3%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

 87%  9%  4%

## 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:

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

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

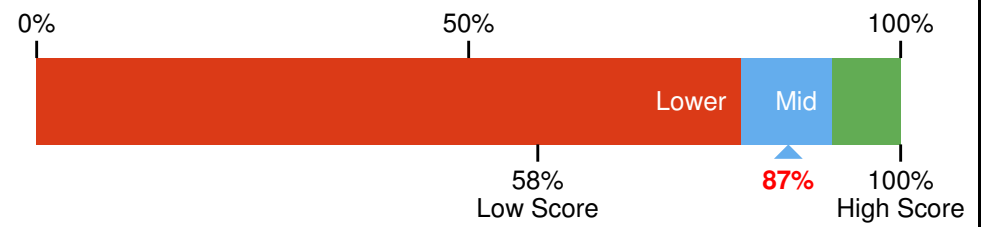
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring

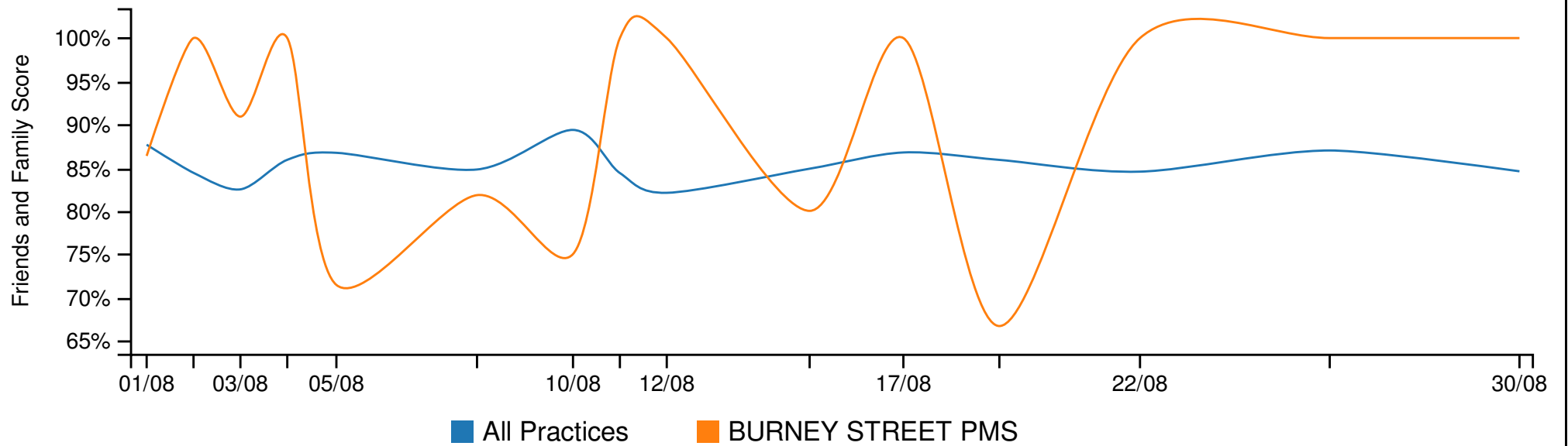
#### Practice Score: 'Recommended' Rank

**Your Score:** 87%  
**Percentile Rank:** 50<sup>TH</sup>



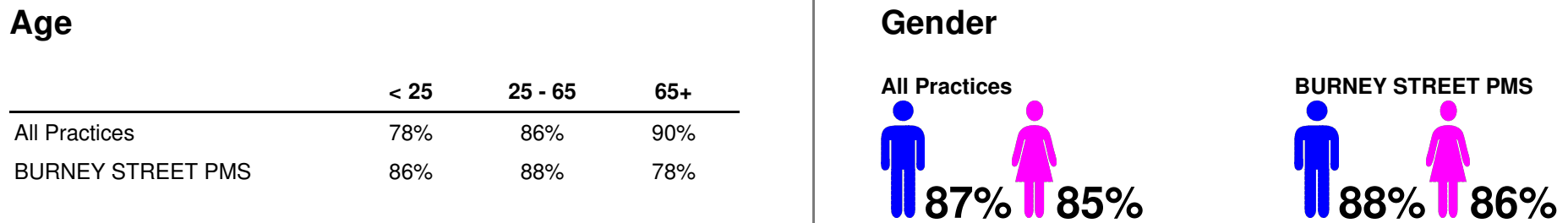
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 50th percentile means your practice scored above 50% of all practices.

#### Practice Score: 'Recommended' Comparison



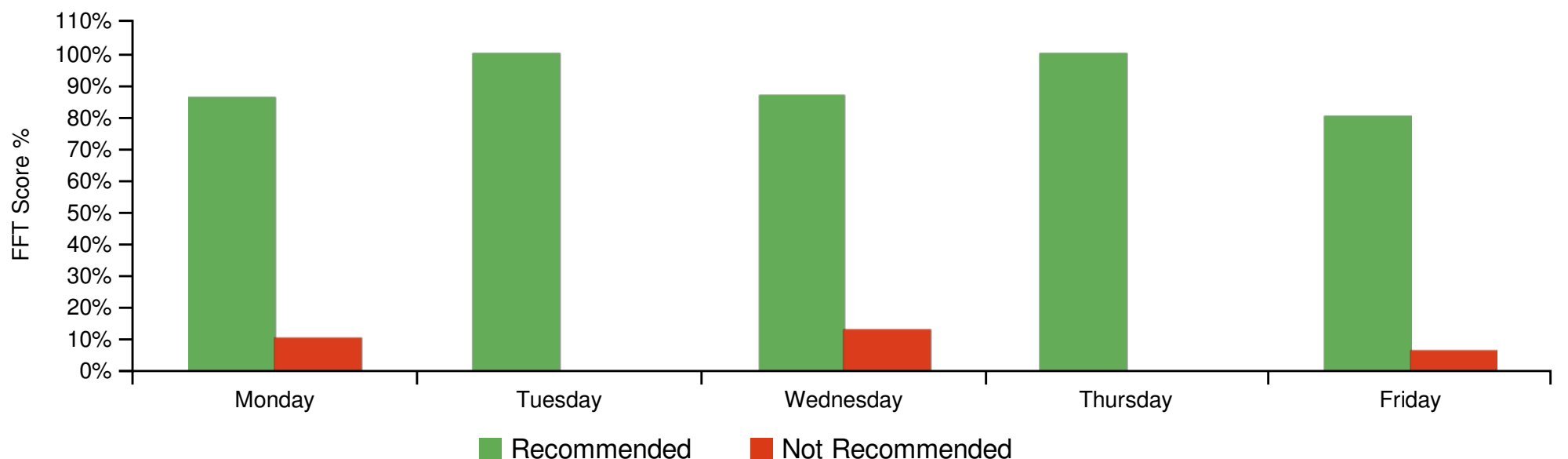
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

#### 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

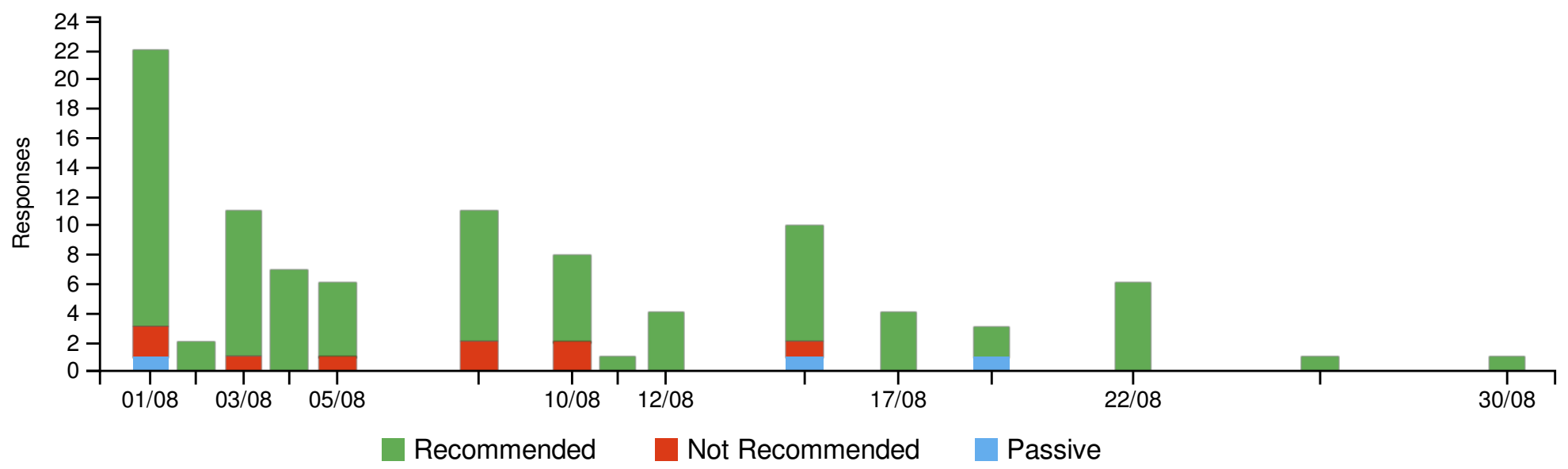


- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.  
2. Score calculated as per NHS requirements. See scoring guidance section.

## SECTION 4

### Patient Response Analysis

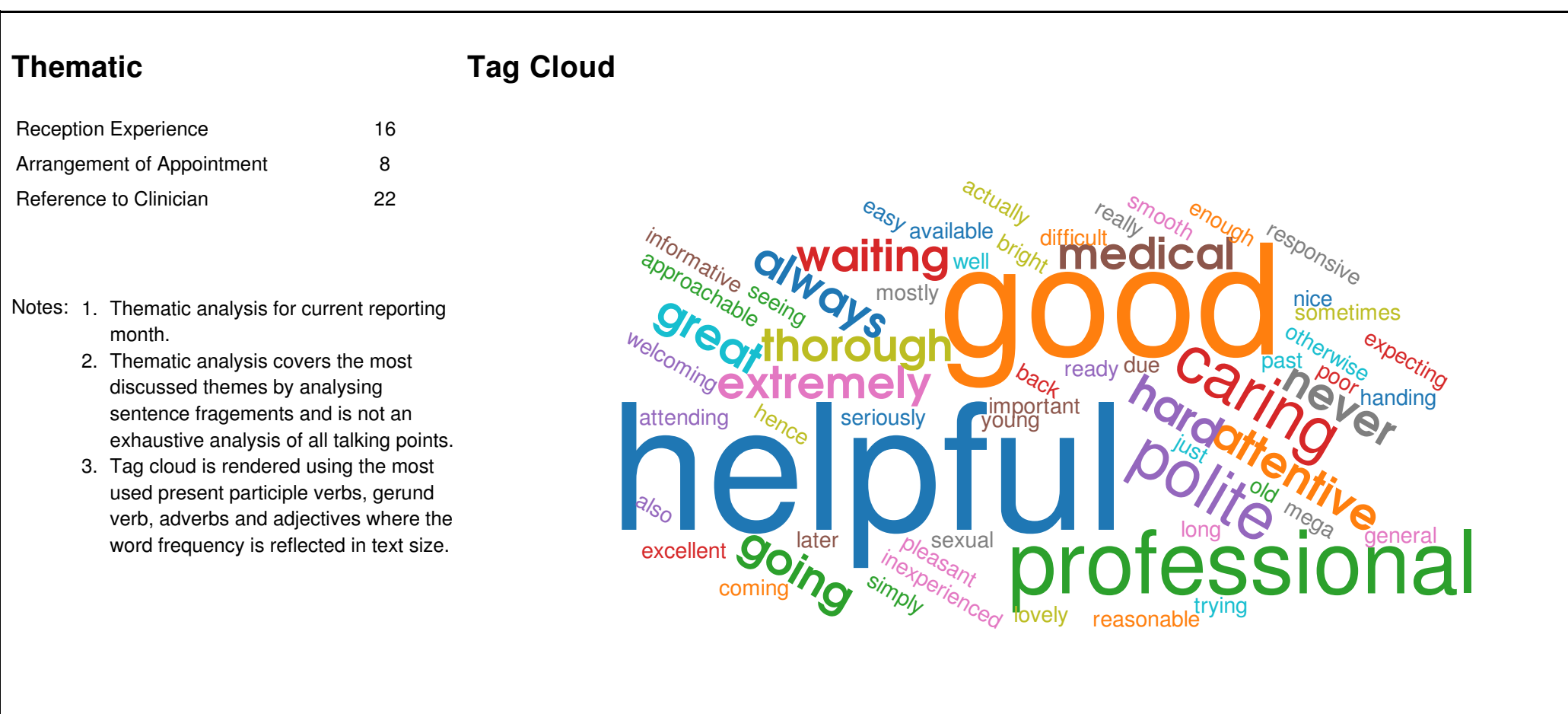
#### Patient Responses



- 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

- ✓ Professional reception , Good medical and para medical support
- ✓ Appointment on time, reception + doctor friendly and efficient.
- ✓ Friendly thorough GP. Reception staff friendly and mostly efficient although have had an issue with repeat scripts hence the 2 not a 1. Otherwise great.
- ✓ Always helpfull
- ✓ Efficient, helpful and caring appointment with Jane
- ✓ Efficient reception staff and dr was attentive and understanding
- ✓ Because I cannot find any fault in seeing a doctor and reception people have always been polite and helpful
- ✓ Location Caring doctors Ability to get the oncall doctor to call you back on the day for emergencies
- ✓ I received good service email when booking n attending the surgery.
- ✓ Caring and efficient
- ✓ Efficiency
- ✓ Kind staff, ease of appointments
- ✓ Pleasant and helpful service from doctors, nurses and receptionists.
- ✓ The doctor was very helpful and professional
- ✓ Treated with respect. Explanation as to the reason I have been so unwell. Reassured !
- ✓ Friendly receptionist and professional doctor.
- ✓ Good service
- ✓ Receptionist are very responsive and do their best.
- ✓ Met expectations
- ✓ Great service thank u
- ✓ I can sometimes get a same day appointment
- ✓ GP and staff we polite and well informed and very helpful
- ✓ Nurse was polite and efficient
- ✓ Very helpful and excellent service
- ✓ The reception staff are welcoming & friendly.the Doctor listened to me, of which is extremely important, plus she is going to investigate further to the ailments described.. No FOB OFFS..Plus I wasn't waiting in the waiting room for long either, of which can be a mega put off..
- ✓ Bright environment and nurse very friendly
- ✓ Got a few good Dr's
- ✓ Dr Opong
- ✓ The people are friendly and helpful .
- ✓ Hard to get appointment within reasonable time ( two weeks) Txt messaging needs to include which practice ( burney or Wallace) location appointment is at.
- ✓ Friendly and efficient.
- ✓ Very thorough with a follow up plan in place
- ✓ Kind friendly professional staff
- ✓ I asked for a referral for my s and was expecting it in the afternoon, but it was ready an hour later.
- ✓ Good service
- ✓ Good, informative and attentive consultation with GP, smooth receptionist experience.
- ✓ Really lovely doctor! She remembered my past problems
- ✓ Easy appointment and quality of care
- ✗ I understood I was going to get a general sexual health exam, it was actually me just swabbing myself and handing in the tube. As a student on a Visa I pay for NHS, I believe the service that I received today versus the amount I paid before coming to the UK simply does not equate.

#### Not Recommended

- ✓ The quality of doctors at the Wallace practice is appalling. They are way too young and extremely inexperienced. I don't know about the Burney street practice as I have never been.
- ✓ *Because I didn't feel my concerns were taken seriously or given enough credence.*
- ✓ Due to the time
- ✓ *Can never see the doctor you want to see or have to wait for about 2weeks to see them not unpresed with the service*
- ✓ Lack of appointment availability, trying to make an non emergency appointment being told 2+ weeks etc
- ✓ *Receptionists not very helpful and no travel vaccines available*
- ✓ Doctors and nurses approachable
- ✗ *Not very nice older receptionist at Wallace health centre, she made it difficult for my 5 year old to see a doctor*

### **Passive**

- ✗ Very Good service from the nurses and the doctors. Poor service from the receptionists, also very hard to get an appointment