

FFT Monthly Summary: December 2016

BURNEY STREET PMS
Code: G83065

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
71	16	9	1	6	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: 488

Responses: 103

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	67	16	9	1	5	0	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	4	0	0	0	1	0	5
Total	71	16	9	1	6	0	103
Total (%)	69%	16%	9%	1%	6%	0%	100%

Summary Scores

 84%  7%  9%

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:

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

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

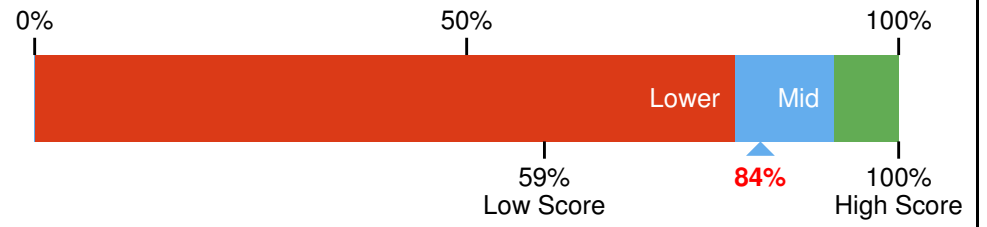
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

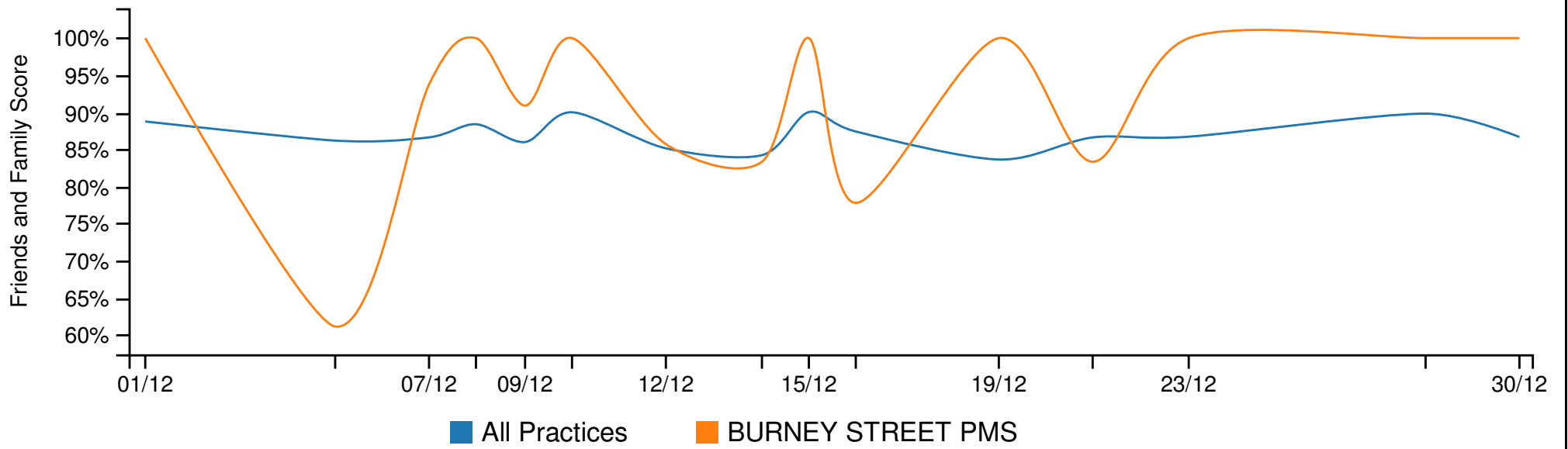
Practice Score: 'Recommended' Rank

Your Score: **84%**
Percentile Rank: **40TH**



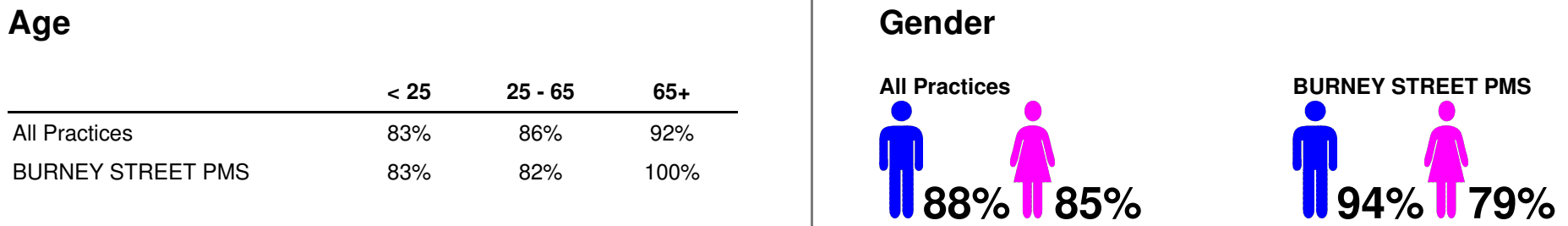
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 40th percentile means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

Practice Score: 'Recommended' Comparison



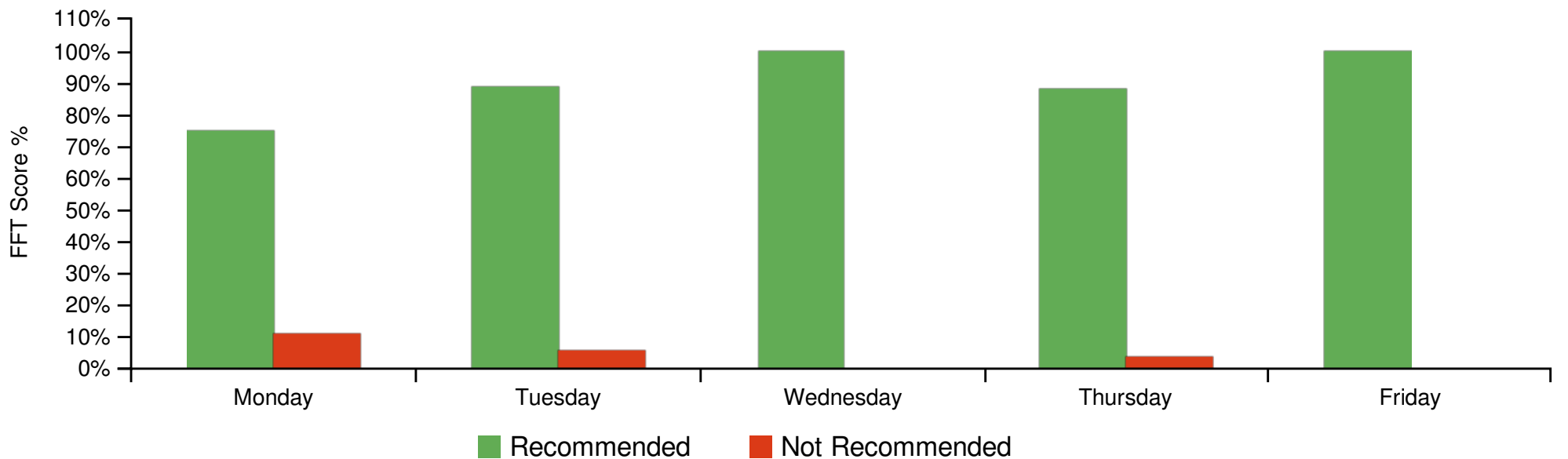
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

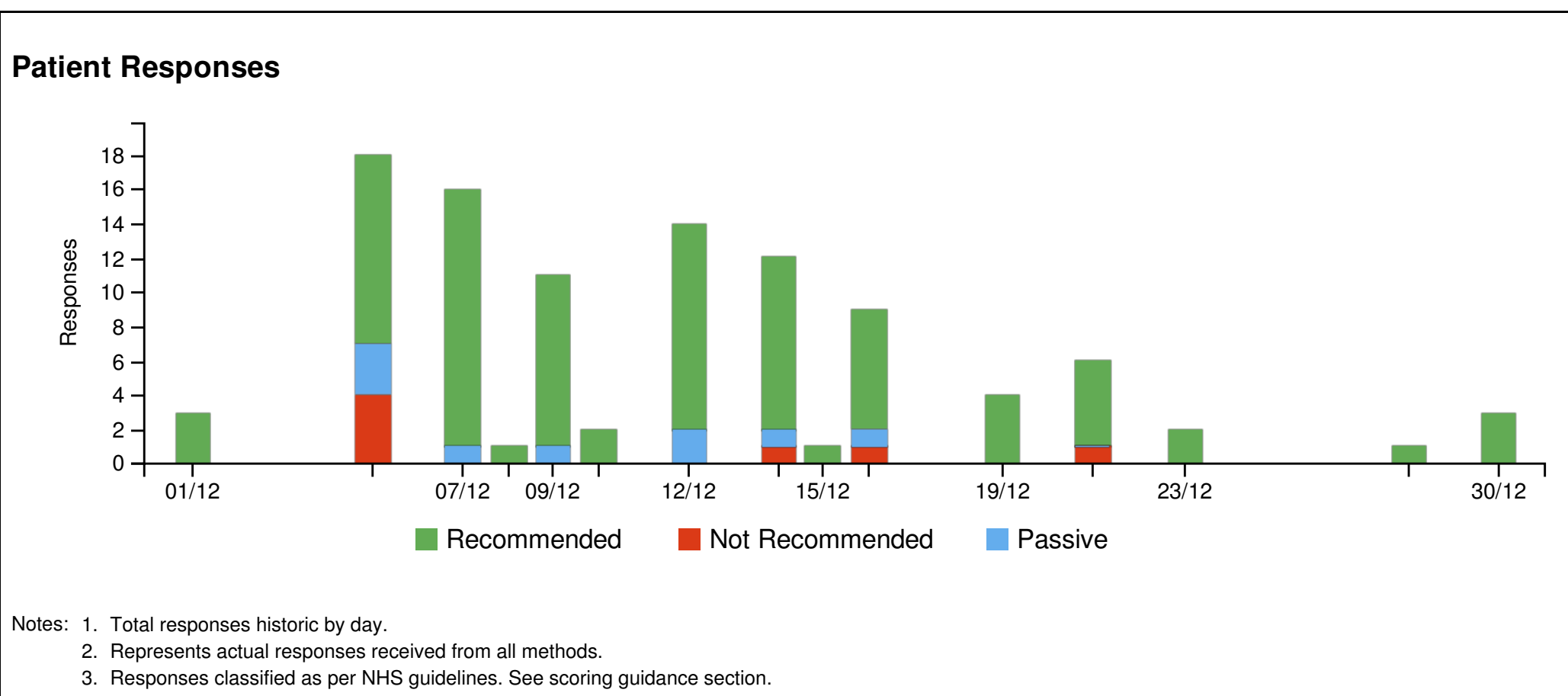
Practice Score: Day of the Week Analysis



- 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 friendliness and competence of doctor Jackson
- ✓ The practice feels friendly and personal and the personel have been helpful and kind.
- ✓ Staff are friendly and helpful
- ✓ I felt the doctor had dealt with the problem in as comprehensive a way as possible whilst being clear about future treatment options. On another subject, you might try enforcing good patient attendance by an emphasis on the positive and not the negative. This might mean the sign says 95% of patients attended rather than 109 did not attend. There is academic evidence to support similar methods of behaviour change
- ✓ Surgery staff are very friendly and professional. They provide support whenever you need them. Flexibility in appointment and ready to help in emergency if you just give them a call. Many thanks
- ✓ I feel this way because the way the receptionist, the doctors and the nurses respond to our needs. Whenever we call and they always go the extra miles to do things that satisfies and so happy about the service and feel really proud of the GP
- ✓ Quick, easy and addressed my concerns efficiently.
- ✓ Wonderful receptionists
- ✓ 1-2-3 very good service spicily Dr OPONG AND resection
- ✓ The Drs and staff really look after me and I really appreciate it.
- ✓ Quick friendly nurse!
- ✓ It is efficient and gives good care
- ✓ Friendly, excellent environment, lots of different services offered
- ✓ The staff are always on top with any situation 1st class
- ✓ Great doctor who was very helpful but difficult to get an appointment originally. Appointment time was inconvenient.
- ✓ Appointment on time. Doctor absolutely lovely.
- ✓ Due to the doctor who see me=Dr Monach. He is an outstanding doctor. He remembers everything, has a very pleasant manner & I have a lot of confidence & trust in him.
- ✓ Difficult to get an appointment
- ✓ The nurse that I saw and her helpful advise.
- ✓ I went in today for a smear and explained I needed a urgent appointment for a problem I went to a&e for on Wednesday. Instead of me waiting till Monday & possibly not getting an appointment the lovely receptionist booked me in for an appointment at your sister clinic tomorrow morning. Excellent service.
- ✓ Managed to get app on same day for my son.
- ✓ Staff friendly helpfully and the doctor I saw today is brilliant. Attentive and caring. Very happy with my local surgery. 10 out of 10 always.
- ✓ Always a friendly service
- ✓ All friendly
- ✓ Speed and helpfulness
- ✓ Always great service and all the Dr's, nurses and Health care assistants are really nice and very helpful
- ✓ Dr monach s care of me and my father he is to me a v special doctor and he he is away there is always a good doctor 2 c
- ✓ Service also friendly and professional Otha reception and medical team. I've always got an appointment when I needed for me and my daughter. Jane is a fantastic nurse and takes time with us on every visit.
- ✓ Quick polite response and action
- ✓ As I say. The practice needs to put in place a more nuanced method of setting an appointment. 'Emergency' or 'not an emergency' is not sufficient.
- ✓ When you can get an appointment it is first class
- ✓ Confidence in GP and fast repeat prescription service
- ✓ Friendly receptionist. Doctor was on time and polite.
- ✓ All of them in Burney St are great
- ✓ Quality of medical staff/ ease of getting appointments if urgent. Nice reception staff. Good IT systems. Would prefer more permanent Drs- seems to be a lot of locums.
- ✓ Convenient location, though getting appointments is getting more and more difficult. When you do sometimes feel rushed and that the matter is to trivial!
- ✓ I give the highest score because they always try to help me , never leave you without nothing.If they have no appointment available they trying to help with the phone call from the doctor,which I think is amazing.

- ✓ *All aspects of this busy surgery are reliable, professional and friendly.*
- ✓ *Good doctor*
- ✓ *Emergency appt granted on the same day of request. Very friendly/approachable doctor Emily (?) & nurse prudence & pleasant admin staff at the Wallace centre.*
- ✓ *The doctors are happy to refer me to the correct people*
- ✓ *Lovely staff good doctors and you will always try and help when needed*
- ✓ *The service is usually excellent, but the appointments are always running late. I had to wait at least 30 minutes after my booked appointment time today.*
- ✓ *Excellent care from Jane Hughes at all times and the same from Dr Monach. Pleasant receptionists. Couldn't be better*
- ✓ *The friendly reception you get at the front desk from staff and also the prompt response and help from the Doctors and nurses thank you all so much. ??*
- ✓ *the appointment today was on time and the doctor qualified and friendly*
- ✓ *Very friendly nurse, who made me feel at ease*
- ✓ *Your reception staff ask all the relevant questions, understand the issue and give a reassuring response. Excellent front line team.*
- ✓ *Very little waiting time and polite and efficient Doctors and staff.*
- ✓ *The dr was friendly and listened. He shook my hand. Must admit he was also cute. Unfortunately I forgot to shake his hand when I finished. He deserved it.*

Not Recommended

- ✓ *Ignored for an hour. Booked in at 9.45 for a 10am appointment and then ignored.*
- ✓ *Never get appointments*
- ✓ *Hard to make an appointment*
- ✓ *Because of the GP - rude, dismissive did not even listen. The reception staff however are lovely*

Passive

- ✓ *Some of the receptionists are not very welcoming. Very difficult to get an appointment (but that may be the same everywhere) I like the extended hours though and the GPs I have spoken to are nice and knowledgeable but clearly rushed.*
- ✓ *Today's visit was very useful and the doctor polite and interested. Last visit was a disgrace to be honest. So is varied*
- ✓ *Very hard to get an appointment. Very good service when you do.*
- ✗ *It's very difficult to get an appointment as an adult. This can be a problem if you can't wait 6 weeks but don't feel it's an emergency. The doctors however have been very good and I am always seen if my baby daughter is sick.*
- ✗ *I've never had a bad experience before, but lately I've been greeted with an unfriendly nature. Recently I asked politely for a glass of water, but was asked to step aside. I did so, but it seemed the receptionist didn't want to help. I understand things are busy, but when you have anxiety issues that you are seeing the doctor about, sometimes a glass of water is the difference between a panic attack or a productive visit.*