FFT Monthly Summary: February 2016

BURNEY STREET PMS Code: G83065



Section 1 **CQRS** Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
64	25	1	7	1	0	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. Please select the 'Data Submission' tab from the main menu.

Section 2 **Report Summary**

Surveyed Patients: 307

98 **Responses:**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	64	25	1	7	1	0	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	64	25	1	7	1	0	98
Total (%)	65%	26%	1%	7%	1%	0%	100%

Summary Scores

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:

extremely likely + likely Recommended (%) = $^{-}$ extremely likely + likely + neither + unlikely + extremely unlikely + don't know extremely unlikely + unlikely Not Recommended (%) = extremely likely + likely + neither + unlikely + extremely unlikely + don't know

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

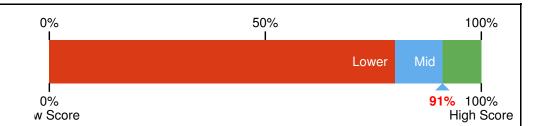
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 91%

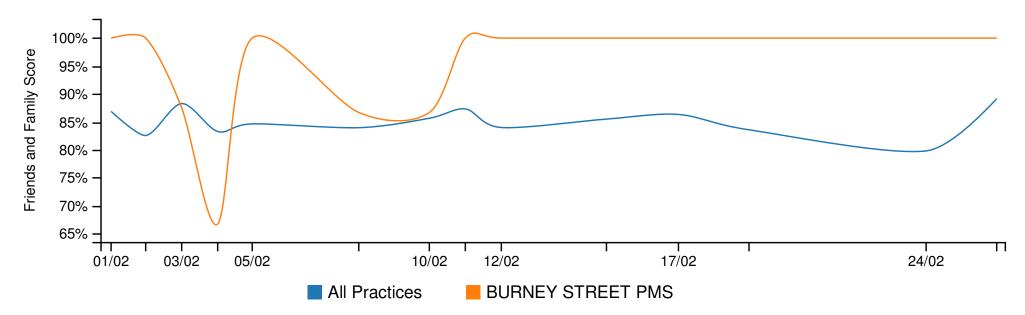
Percentile Rank: 75TH



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 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison

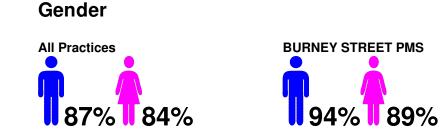


Notes: 1. Practice score comparison of 'recommended' scores only.

2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age								
	< 25	25 - 65	65+					
All Practices	77%	86%	92%					
BURNEY STREET PMS	77%	93%	100%					



Notes: 1. Scores for current reporting month.

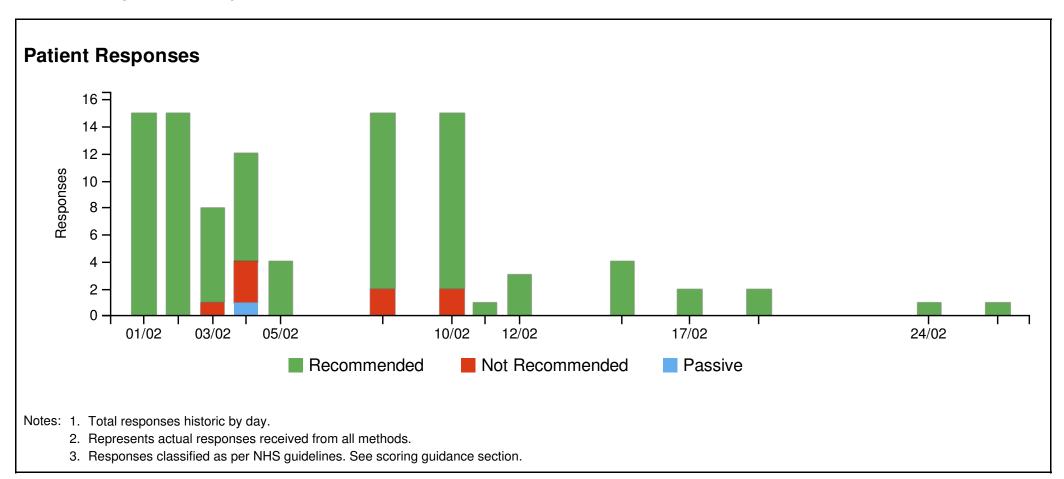
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis 110% -90% 80% FFT Score % 70% 60% 50% 40% 30% 20% 10% 0% -Tuesday Monday Wednesday Thursday Friday Recommended Not Recommended

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

Tag Cloud Thematic Reception Experience 12 Arrangement of Appointment 13 Reference to Clinician 24 rare great **We** overall Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points. 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size. altogether

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 drs and receptionist have been brilliant. I have rung in the afternoon spoken to a dr, and had an appointment within the hour
- ✓ They met my needs
- ✓I can always get to speak to a doctor when necessary. Everyone is helpful and pleasant.
- ✓ Caroline, the nurse was fantastic! She made the appointment soPleasant. Well done Caroline.
- ✓ Nurse Caroline was very approachable and helpful. She explained everything I needed to know.
- ✓ Nurse was very helpful
- ✓ Courteous efficiency.
- ✓ Effectiveness of the system and attitude of the staff!
- ✓ Good reception staff, efficient service. Good maintenance of practice.
- ✓ Experienced and understanding doctor
- \checkmark BEING ABLE TO BOOK APPOINTMENTS ONLINE AND SERVICE RECEIVED FROM DOCTOR
- ✓ Excellent doctor
- ✓ Always I get my apportionment on time . except today my appt was cs cancelled. In the whole I m very happy with my Gp. thanks ks
- ✓ Very friendly and acommodating service from the receptionist.
- ✓ Excellent meeting with Dr Monarch.
- ✓ Great emergency service appt on same day
- ✓ Getting an appointment and medication for an urgent complaint within 2 hours
- ✓ Dr Monarch has a very good manner with patients
- ✓ Altogether good service but more generally GPs do not seem to have enough time for each patient
- ✓ Friendly
- ✓ The doctor I spoke to was very helpful
- ✓ A good service
- ✓ Got a emergency app v quickly reception are always v nice
- ✓ Very friendly service
- ✓ Good reliable service from Dr Philips & team
- ✓ Ease of access, professional attitude of staff
- ✓ It's always friendly from the lovely reception staff like Kay and lovely Drs. Dr Davies is warm and I would not go anywhere else.i have been a patient for many years.
- ✓ Overall confidence in practice, tempered with long appointment lead times.
- ✓ Efficient and effectiveness. Made an appointment on line was seen and problem diagnosed by a caring doctor
- ✓ Helpful and courteous staff and the doctor listened to what I had to say.
- ✓ The Receptionist was friendly and helpful when I spoke to her both when I arrived and as I left. Dr Baruah was friendly, helpful, engaged, meticulous and utterly charming!
- ✓ Everyone at the practice, is patient kind and understanding and, most helpful, I should know I've been a patient for 10 years
- ✓ Friendly receptionists, Drs generally pretty approachable & thorough, convenient location & always able to get emergency appt for kids.
- ✓ Quick response and service.
- ✓ V good service
- ✓ Excellent service
- ✓I found the receptionists to be very helpful and the doctor and nurse were firm but friendly!
- ✓ Dr Startin in particular has been an immense help to me in the past.
- ✓ Early appointment
- ✓ Very nice staff, timely appointment.
- ✓ GP was friendly, helpful, listened well and gave good answers and explanations. Instilled trust which is very important and can be rare.
- ✓ Nice people and there was no delay when I arrived for my appointment
- XFull support at all times.

Not Recommended

- ✓ Had a very frustrating call with dr monach. He was rude, interrupted me numerous times and unable to listen. He was extremely derogatory and I felt more upset after the phone call. Seeing as I've been with burney street for 10 years I would have given 1 before the phone call.
- ✓ I didn't get the doctor I booked The replaced doctor walked around the waiting room for 15 mins and was 10 minutes late for the appointment Then she was rude and abrupt and didn't listen to me properly
- ✓ Half hour wait for my appointment
- ✓ Difficult to get an appointment
- XShe is clueless and sees a problem in anything and everything. Just does not give me any confidence in her as a Doctor so I am seeing someone else next time.

Passive

✓ Not in the business of referring doctors surgeries . I can't even get an appointment half the time so no one new is going to have a better service than me