

FFT Monthly Summary: January 2017

BURNEY STREET PMS
Code: G83065

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
64	23	5	4	3	0	1	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: 352

Responses: 99

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	63	23	5	4	3	0	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	0	0	0	0	1
Total	64	23	5	4	3	0	99
Total (%)	65%	23%	5%	4%	3%	0%	100%

Summary Scores

 88%  7%  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:

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

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

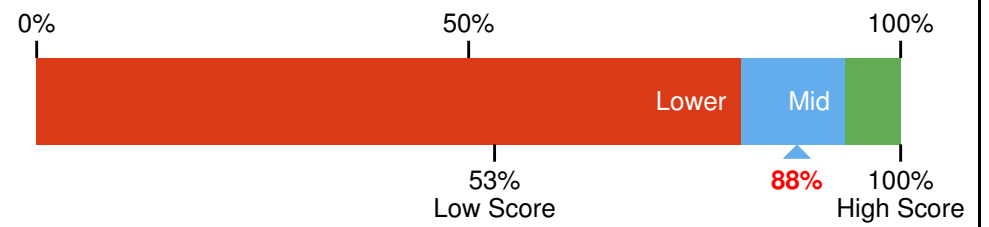
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

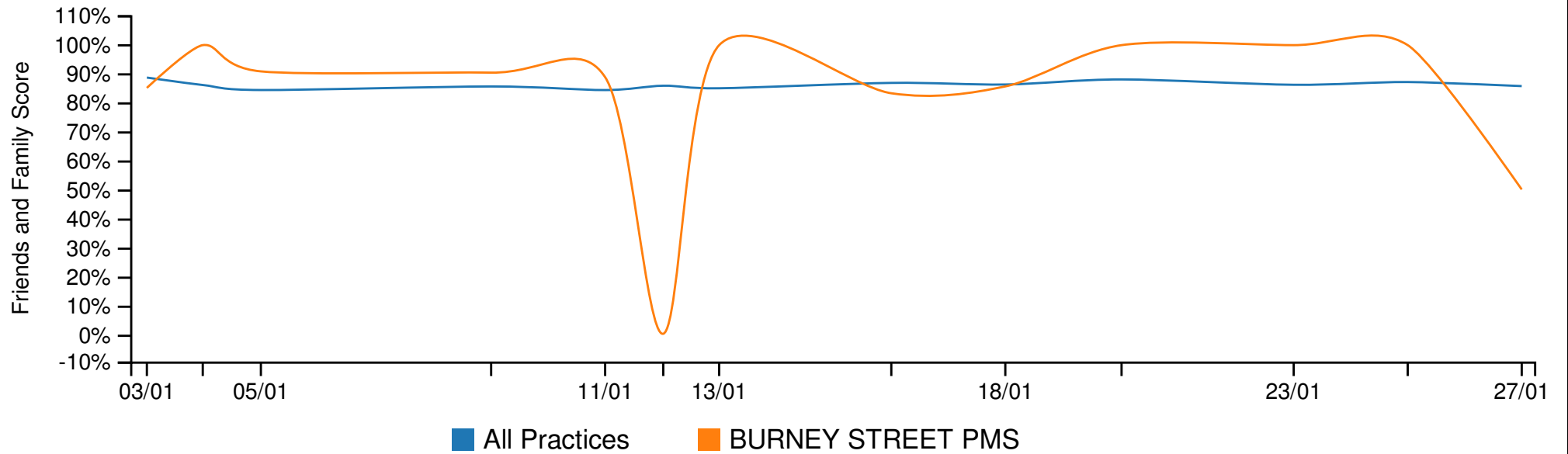
Practice Score: 'Recommended' Rank

Your Score: 88%
Percentile Rank: 50TH



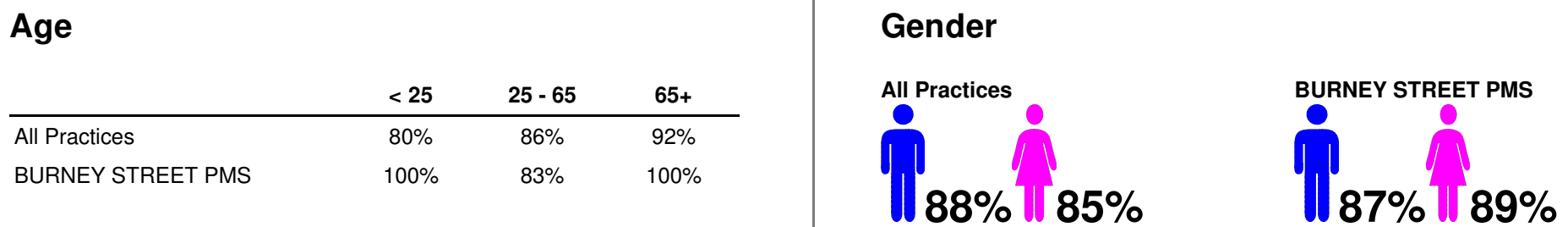
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 50th percentile means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

Practice Score: 'Recommended' Comparison



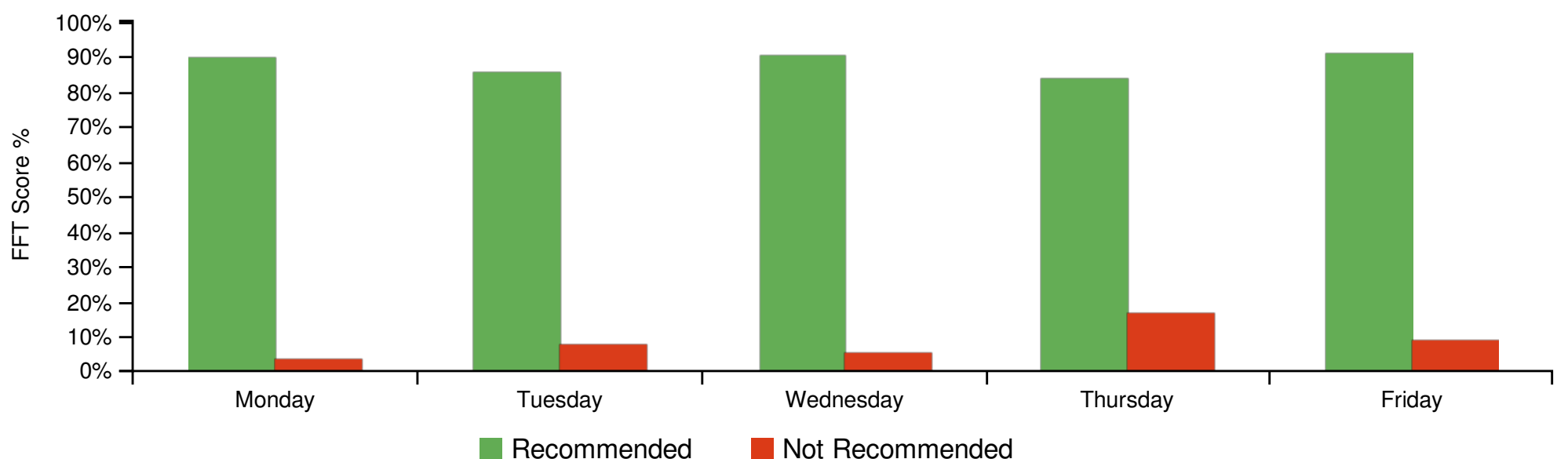
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



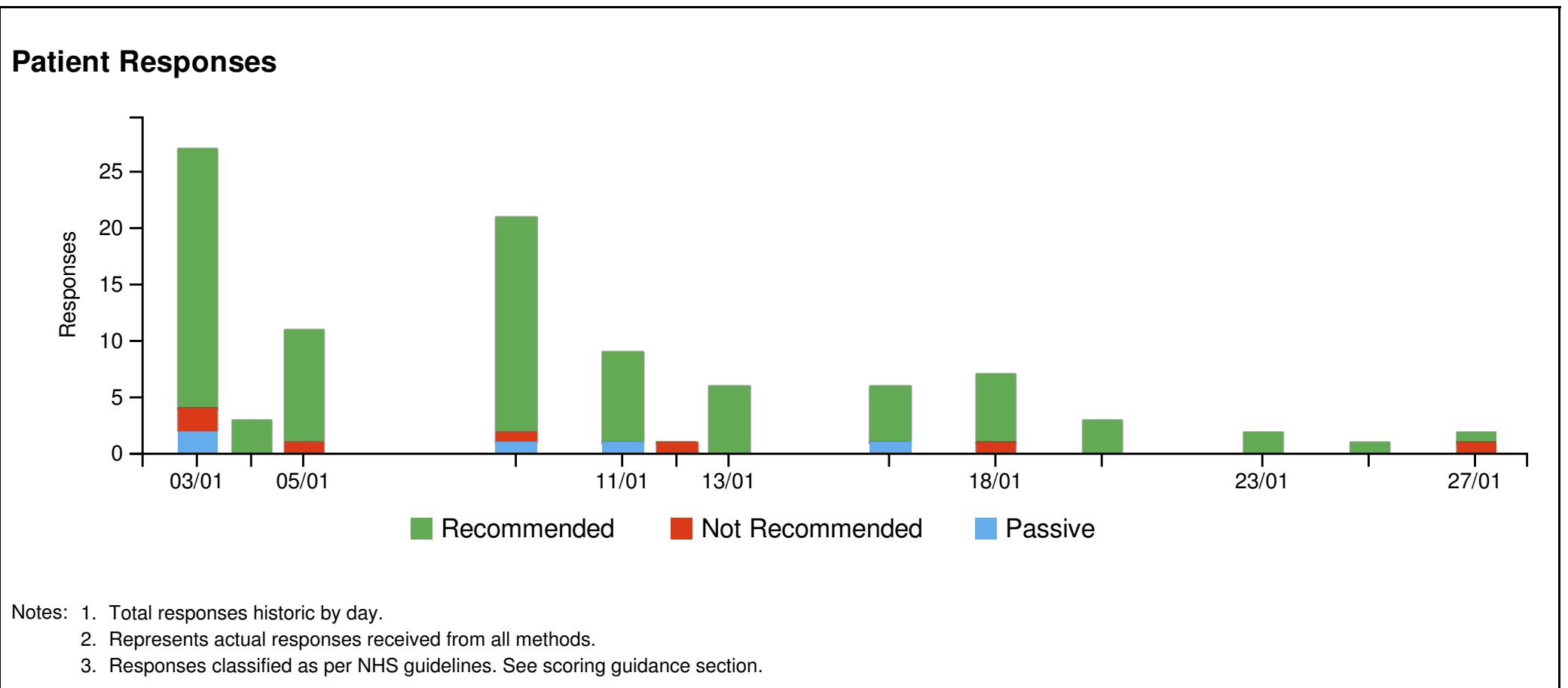
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓ *Short waiting times for both acquiring an appointment and when at the surgery. Overall nothing could have been improved.*
- ✓ *Fast, efficient service*
- ✓ *I feel children's appt.s are well managed. The only reason i didn't do 1 is appt.s now for non urgent cases seems to be a long wait.*
- ✓ *I was able to get a same day appointment and the doctor was very helpful indeed.*
- ✓ *I was treated with dignity and respect by the clinician.*
- ✓ *We have been with Burney Street Surgery for around thirty years, and have always found the staff and doctors most helpful, in fact if we ever moved out of the area, it would be very difficult for another surgery to match the excellence of Burney Street. Well done to everyone at Burney Street Surgery.*

Not Recommended

- ✓ *I felt like my appointment was rushed*
- ✓ *Can never get an appointment. . Too many people on books*
- ✓ *Because the doctors on call are very rude , telling me I'm fine when I fill like I'm diein I had to go up a/e as they think I'm fine*
- ✓ *Over subscribed, waiting list too long, mental health not taken seriously, lack of knowledge with mental health, often left to treat my self. Many failings in getting treatment.*

Passive