

FFT Monthly Summary: July 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	23	4	2	5	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: 347

Responses: 98

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	64	23	4	2	5	0	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	64	23	4	2	5	0	98
Total (%)	65%	23%	4%	2%	5%	0%	100%

Summary Scores

 89%  7%  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:

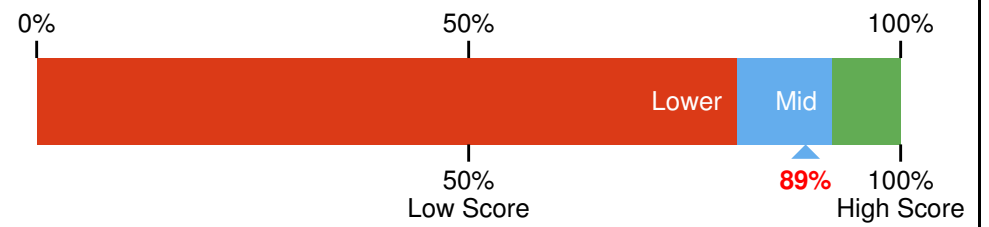
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

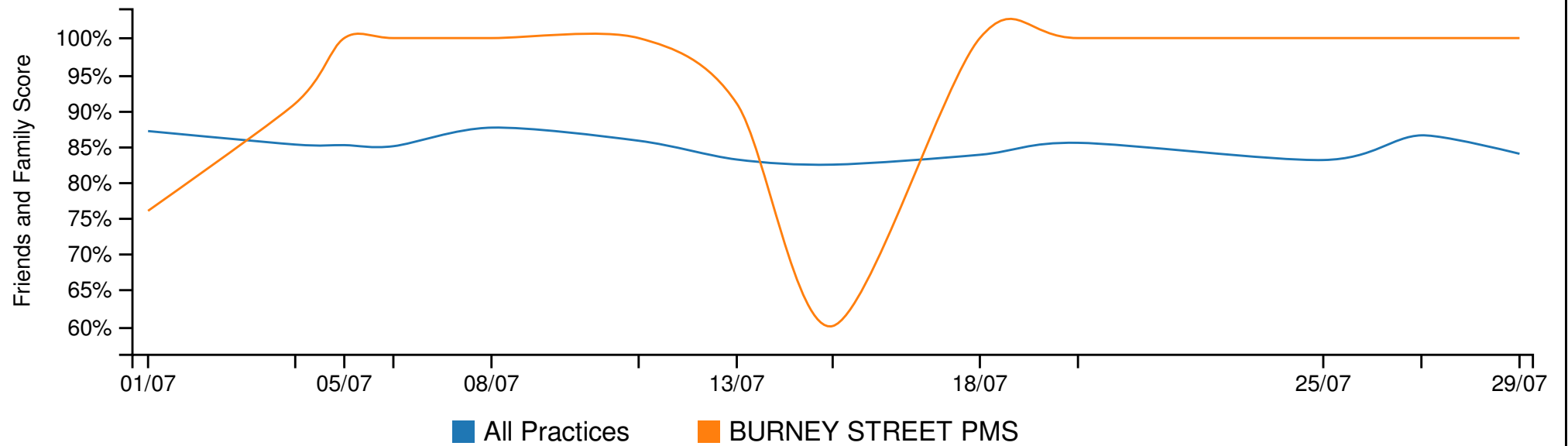
Your Score: 89%

Percentile Rank: 70TH



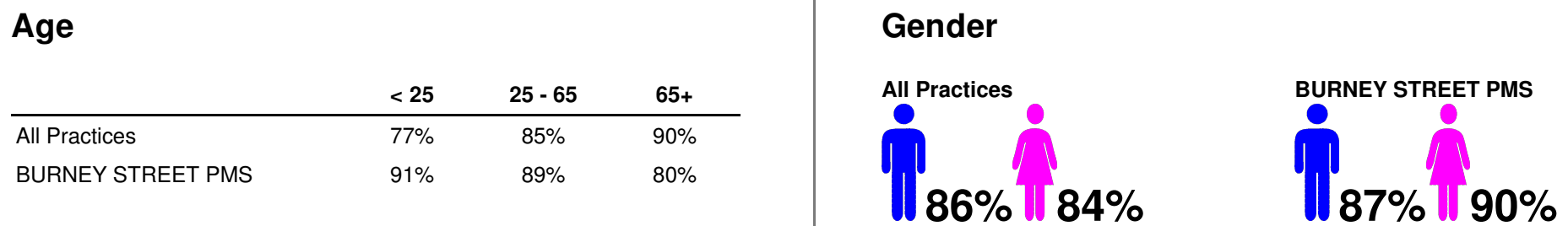
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 70th percentile means your practice scored above 70% of all practices.

Practice Score: 'Recommended' Comparison



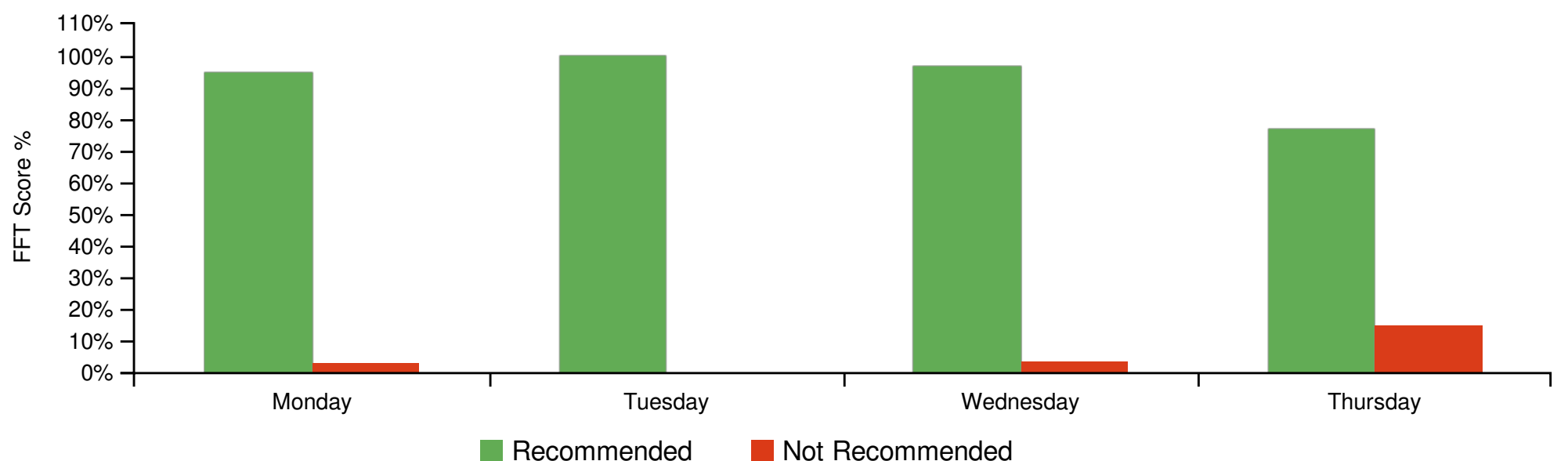
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

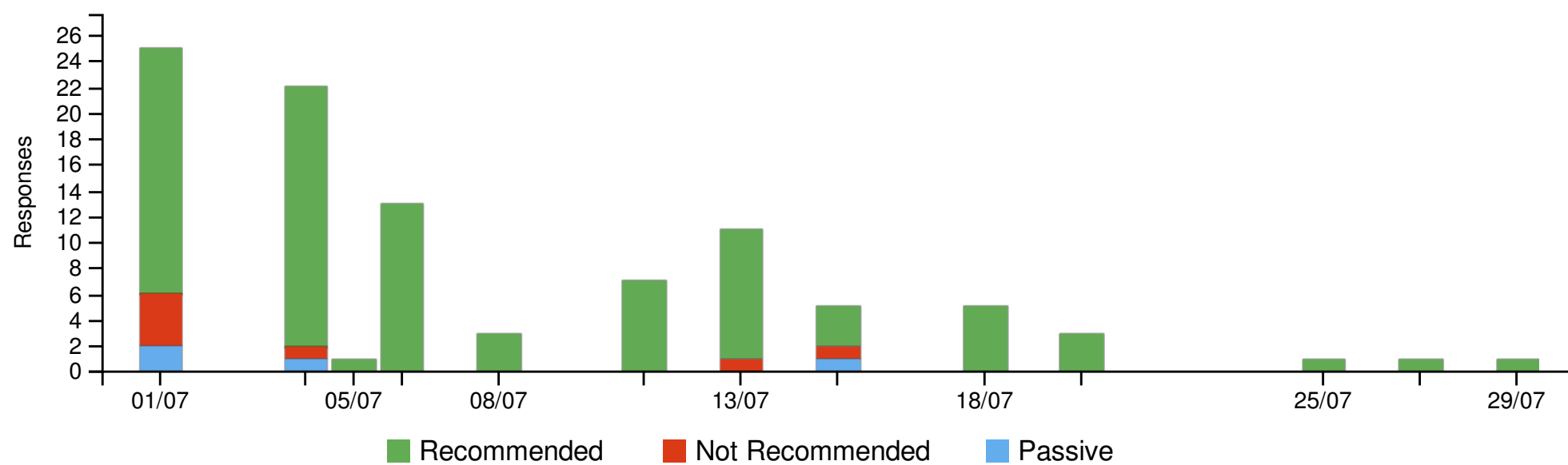
Practice Score: Day of the Week Analysis



- 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.

Not Recommended

- ✓ The doctor was late and not apologetic about that. It was the first appointment of the day. I was mindful of running late for the appointment with the nurse so felt compelled to cut short my gp appointment. Then the nurse didn't turn up. I waited 15 minutes and left. The whole morning was completely unsatisfactory. The gp also made a number of assumptions about me. She did not ask me what I thought. Some risks are mine to assess not hers. It was a terrible appointment and awful customer service. My husband was kept waiting over an hour the last time he needed to come in and had to leave too - without seeing someone.
- ✓ *Never the same doctor twice, deal with that day's issue not aware of previous medical history*
- ✓ Is this anonymous
- ✓ *Duty Doctor on call Dr Davis very rude, rushed and very abrupt I have found this on every occasion when I have had to call and and speak to the duty Doctor and she has been on call.*
- ✓ Receptionist (wasn't the main one!) barely turned around to 'deal' with me and the doctor seemed a little patronising...

Passive

- ✓ So hard to get an appointment and can't see the gp I want to see
- ✗ *I think that even if we have 2 wait 2weeks 4 an appointment we still get Good servis*