

# FFT Monthly Summary: June 2016

BURNEY STREET PMS  
Code: G83065

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
60	27	7	5	0	0	0	0	0	99	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: 315**

**Responses: 99**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	60	27	7	5	0	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>60</b>	<b>27</b>	<b>7</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>99</b>
<b>Total (%)</b>	<b>61%</b>	<b>27%</b>	<b>7%</b>	<b>5%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 88%  5%  7%

## 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:

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

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

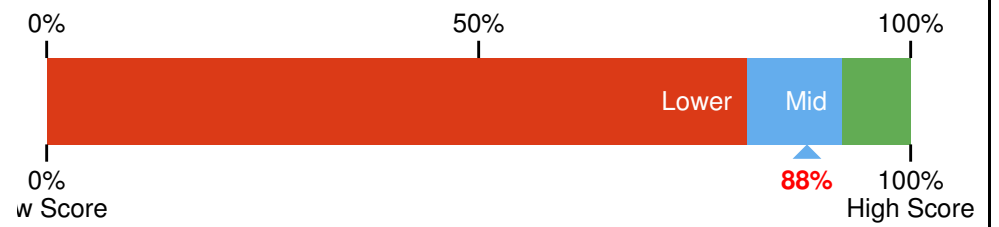
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring

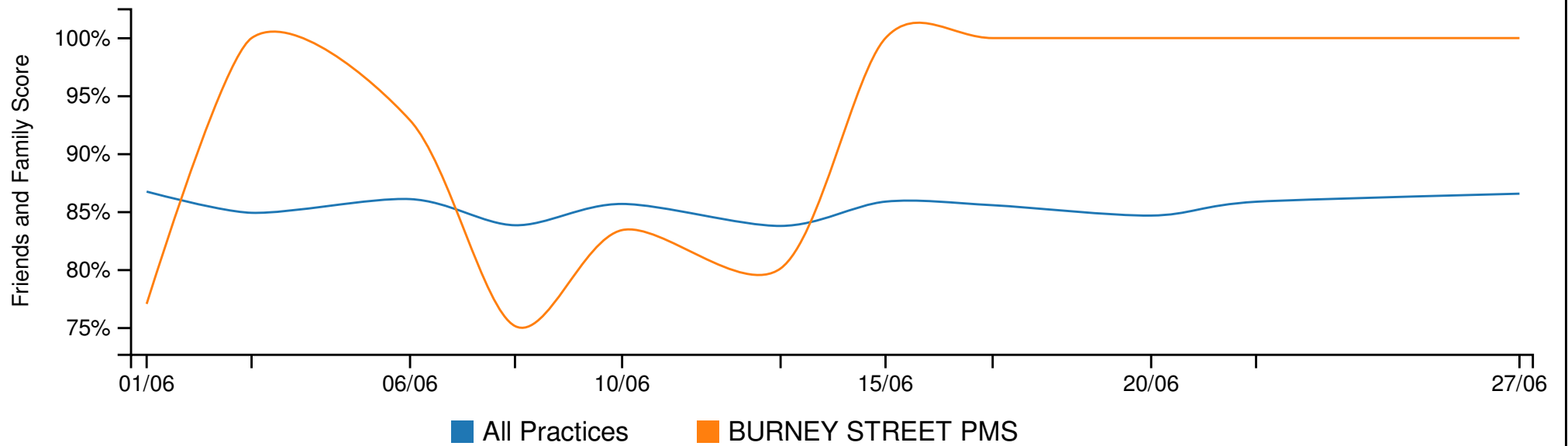
#### Practice Score: 'Recommended' Rank

**Your Score:** 88%  
**Percentile Rank:** 65<sup>TH</sup>



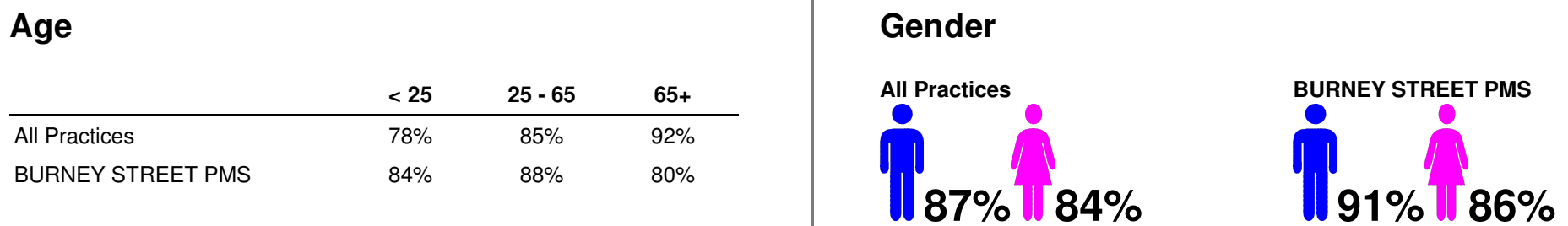
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 65th percentile means your practice scored above 65% of all practices.

#### Practice Score: 'Recommended' Comparison



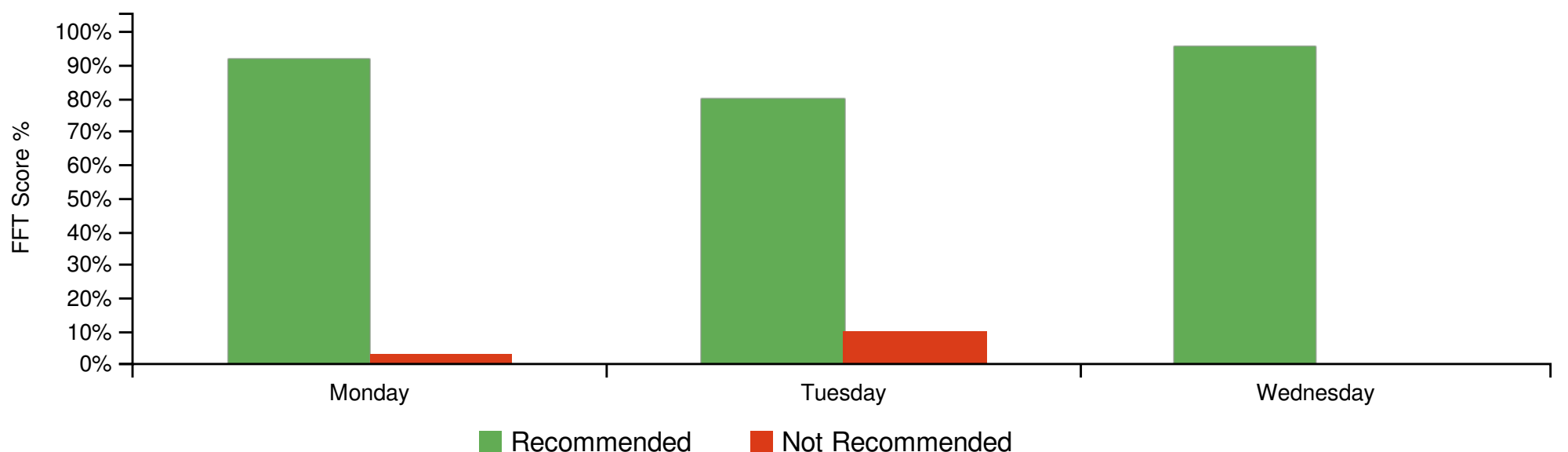
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

#### Practice Score: 'Recommended' Demographic Analysis



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

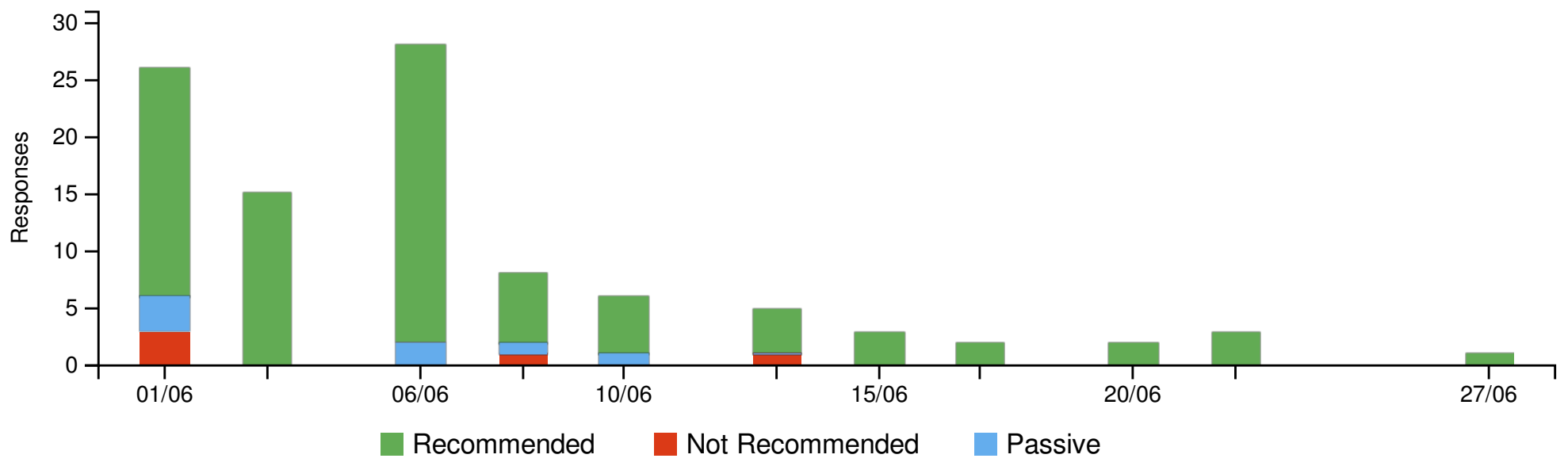
#### Practice Score: Day of the Week Analysis



- 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.



- ✓ *Sometimes I need waiting for a long time.*
- ✓ *Nice doctor, seen on time, was able to get an appointment*
- ✓ *Succinct care sympathetically and sensitively delivered*
- ✓ *Jane (nurse) was extremely thorough and helpful regarding travel vaccinations.*
- ✓ *Excellent fast help*
- ✗ *I was seen quickly and the doctors are very good*

### **Not Recommended**

- ✓ *Waiting time for an appointment and told at appointment your 10 minutes is up, make another appointment.*
- ✓ *Long waiting days to be seen. Doctors are not always interested to help you the best.*
- ✓ *I have had four very negative experiences recently. I arrived for an appointment which had been cancelled without my being notified - no apology was offered - and the medical confidentiality of a member of your practice staff was breached in the process I was told by a GP in rather unpleasant terms that I should have booked a double appointment if I had so much to discuss when I had been given an appointment as a result of a cancellation and would have needed to wait weeks for another appointment. I have been kept waiting for excessive amounts of time on two occasions over recent months when waiting for the nurse and the doctor and some of your receptionists are bordering on or are actually rude. On the other hand I have also experienced consideration and kindness from one of the receptionists at Creek Road recently and have been given speedy appointments when needed.*
- ✓ *No longer does Travel Clinics, instead suggesting people go private. Generally poor availability of appointments. The reception staff have improved slightly however.*

### **Passive**

- ✓ *Extremely long wait for appointment maybe linked to all Drs being part-time*
- ✓ *Because usually u can access a doctors advice if the problem is urgent and get a same day appoint if needed.*
- ✓ *Service was quick and good but bit rushed and could be friendlier*
- ✓ *Great Nurses, Good Doctors but long waiting times for every appointment. Many occasions reception staff have been very rude on the phone*
- ✓ *I realize the surgery is very busy and there are a lot more people needing to be seen, but it seems indicative of today's society that we have lost the personal touch/feeling - in that it feels very clinical and impersonal going to the doctor's now. You also brought in a 10 or 20 minute time slot a while ago (don't know if it still applies) and it made me feel like I was holding the doctor up when she rushed me through everything to make sure I was within time! I also do not like discussing my personal details with the receptionist. Thankfully you seemed to have stopped trying to forward people up to the Deptford surgery now!*
- ✗ *It is hard to get an appointment when we need it.*