

FFT Monthly Summary: March 2016

BURNEY STREET PMS
Code: G83065

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
55	28	7	2	5	0	0	0	0	97	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: 332

Responses: 97

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	55	28	7	2	5	0	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	55	28	7	2	5	0	97
Total (%)	57%	29%	7%	2%	5%	0%	100%

Summary Scores

 86%  7%  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:

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

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

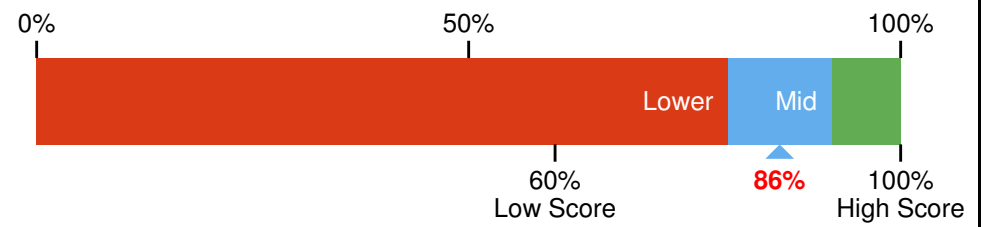
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

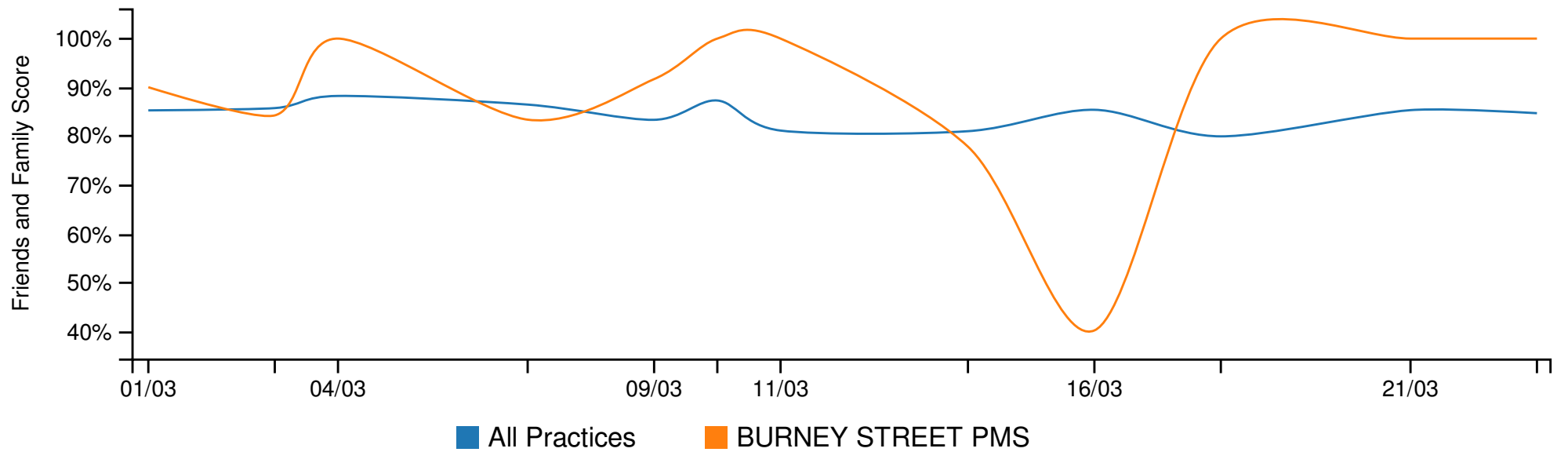
Practice Score: 'Recommended' Rank

Your Score: 86%
Percentile Rank: 50TH



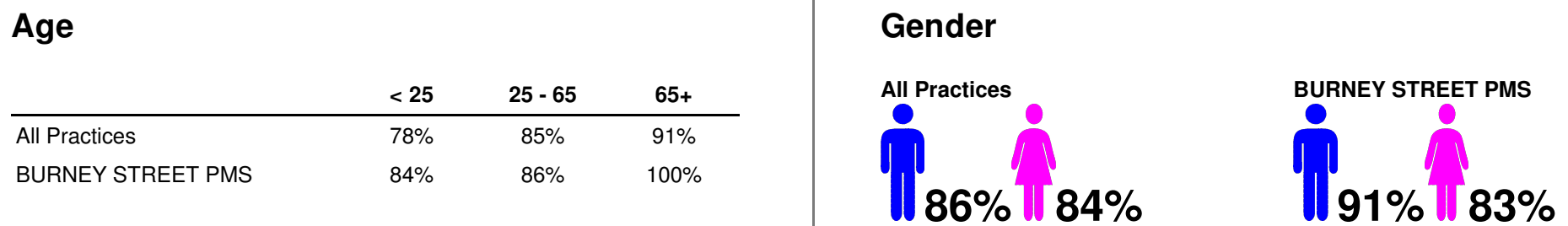
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 50th percentile means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

Practice Score: 'Recommended' Comparison



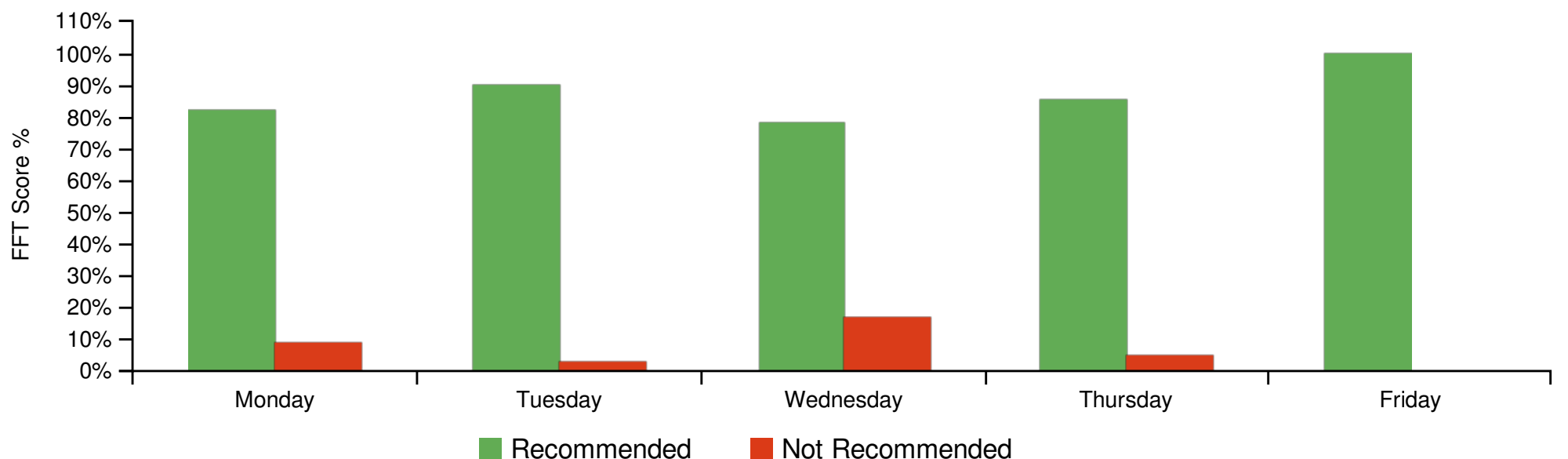
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

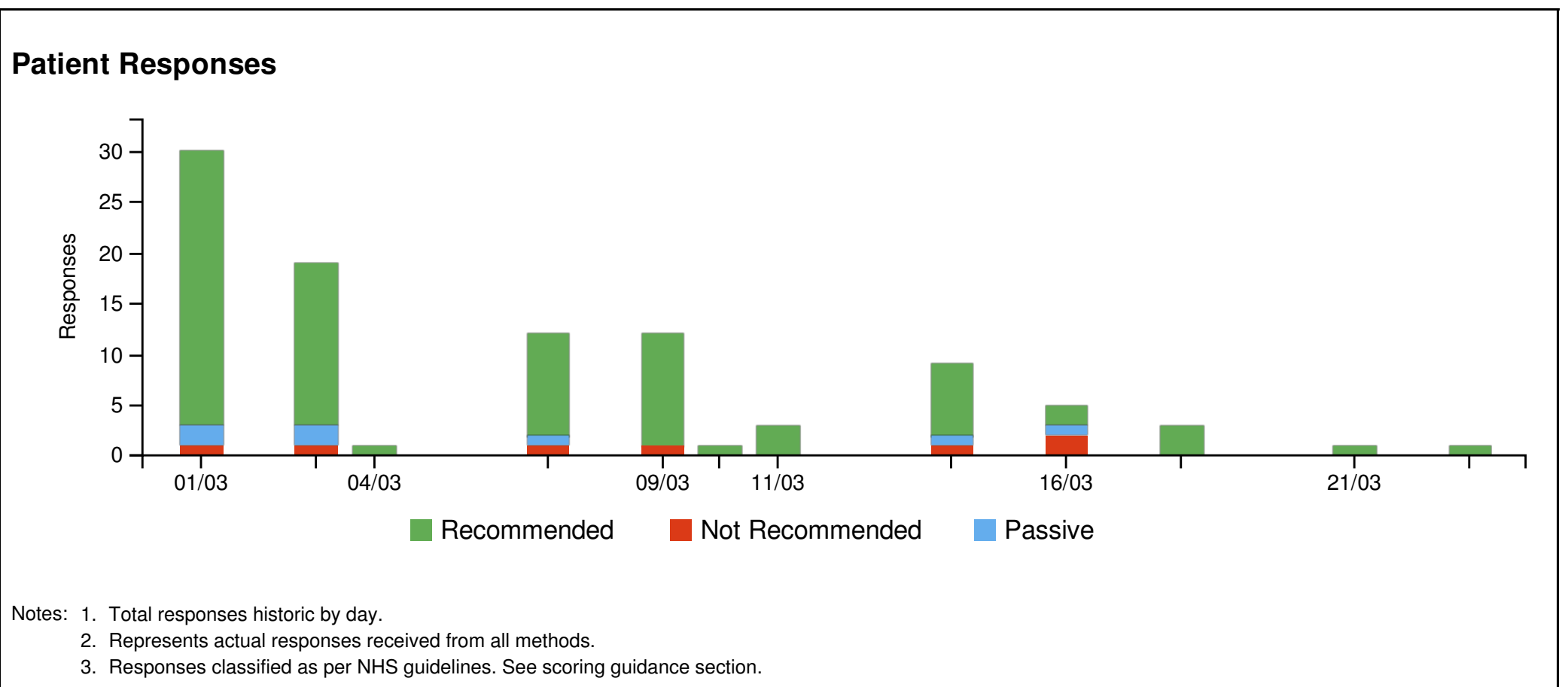
Practice Score: Day of the Week Analysis



- 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



Not Recommended

- ✓ Waited nearly half an hour more than my expected appointment time and doctor wasn't very helpful
- ✓ Since I was feeling very bad, I expected to see a doctor on the day. But instead I had to wait 2 days.
- ✓ Waiting time for an appointment
- ✓ I was very disappointed by the service received today & the manner in which I was dealt with. I was 5 mins late for my appointment . I arrived at 3.50 for 3.45 appointment . I was told by the receptionist to 'go & sit down'. The receptionist telephoned the nurse (with whom my appointment was at 3.53 & said' Nimi has just arrived , do you still want to see her?' & I was asked to re- book my appointment . Unacceptable .
- ✓ Sorry that should not have sent to it was supposed to go my answer to my bank sorry once again

Passive

- ✓ Appointments ALWAYS running late and I've NEVER been seen on time, on occasions I've had to rearrange (such as today!) due to this after having to wait a week or more to be seen in the first place
- ✓ Too long for appointments.
- ✓ Care is great but hard to get appointments
- ✗ Spending such long time waiting on every visit, not being able to get appointments easy, drs seem too young & inexperienced, also the waiting area at Wallace centre is so uncomfortable with the people you get in there, unbearable. Today was good overall. Burney street is a much nicer surgery.
- ✗ Relatively poor service restricted only to one health issue and I did not have enough time to consult fully with the doctor. It felt like I was the unwanted nuisance rather than valued patient, surprising given that I pay a lot into NHS on a monthly basis. Although doctor tried to be nice, it felt like she was rushing (presumably under NHS policy) to treat one patient within only allocated 10 minutes, which is not even enough to update records not mentioning some proper service. I wish doctor could dedicate more time / attention and listen fully to a patient rather than thinking about surgery policies.