

FFT Monthly Summary: May 2016

BURNEY STREET PMS
Code: G83065

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
82	20	3	1	3	2	14	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: 336

Responses: 111

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	70	19	3	0	3	2	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	12	1	0	1	0	0	14
Total	82	20	3	1	3	2	111
Total (%)	74%	18%	3%	1%	3%	2%	100%

Summary Scores

 92%  4%  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:

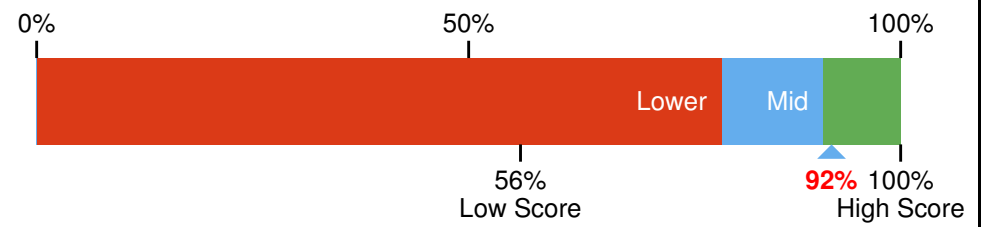
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

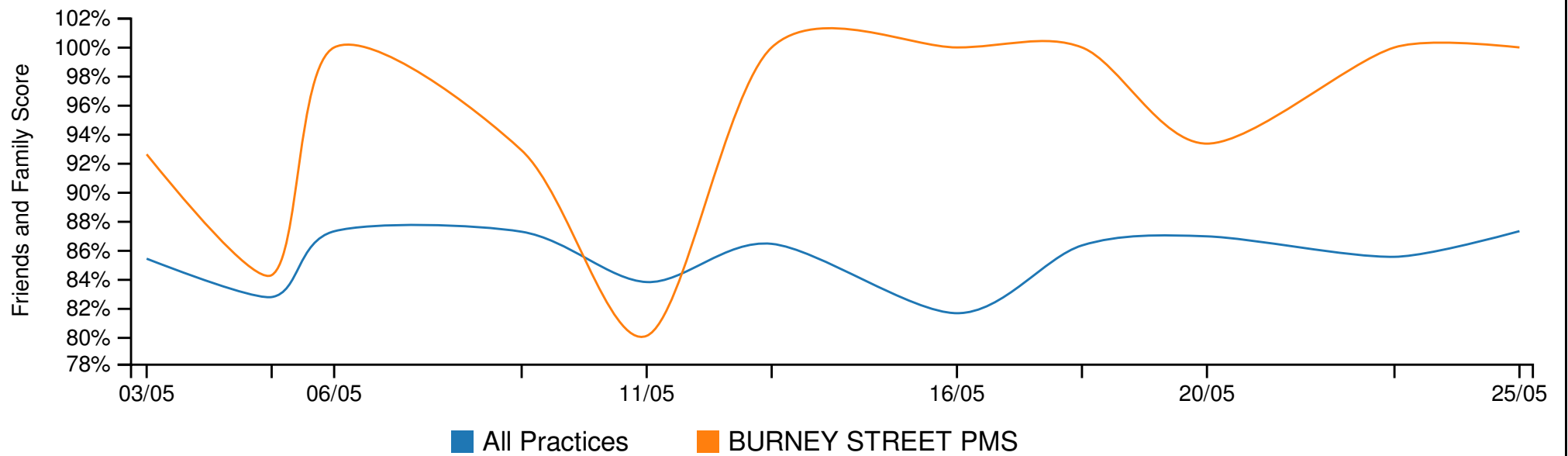
Your Score: **92%**

Percentile Rank: **80TH**



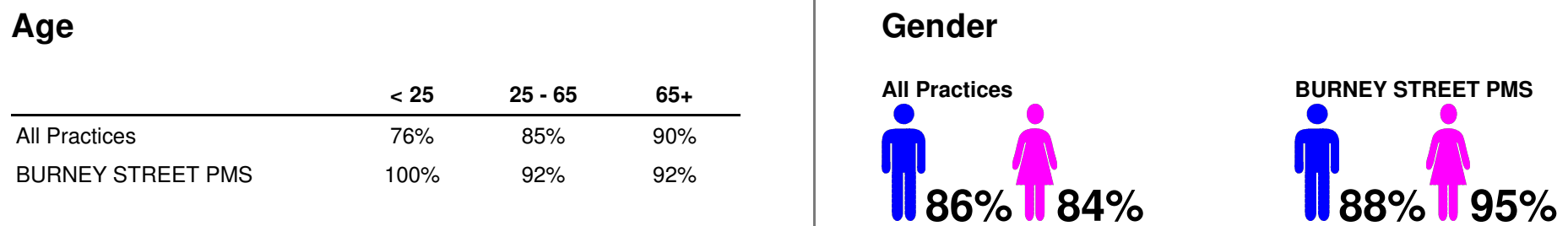
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 80th percentile means your practice scored above 80% of all practices.

Practice Score: 'Recommended' Comparison



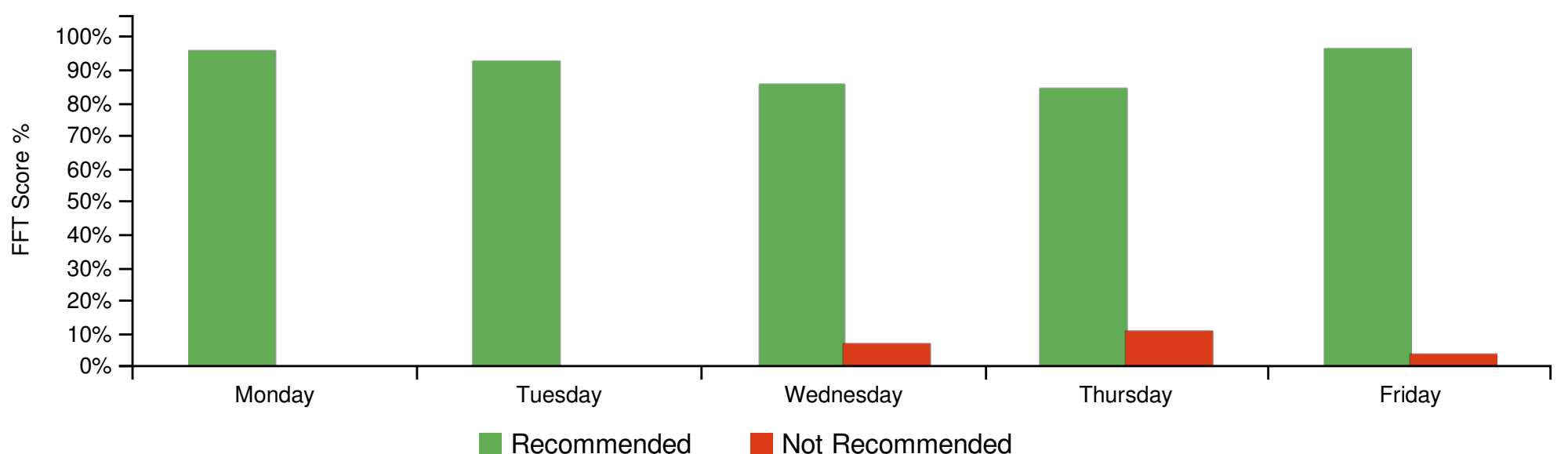
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



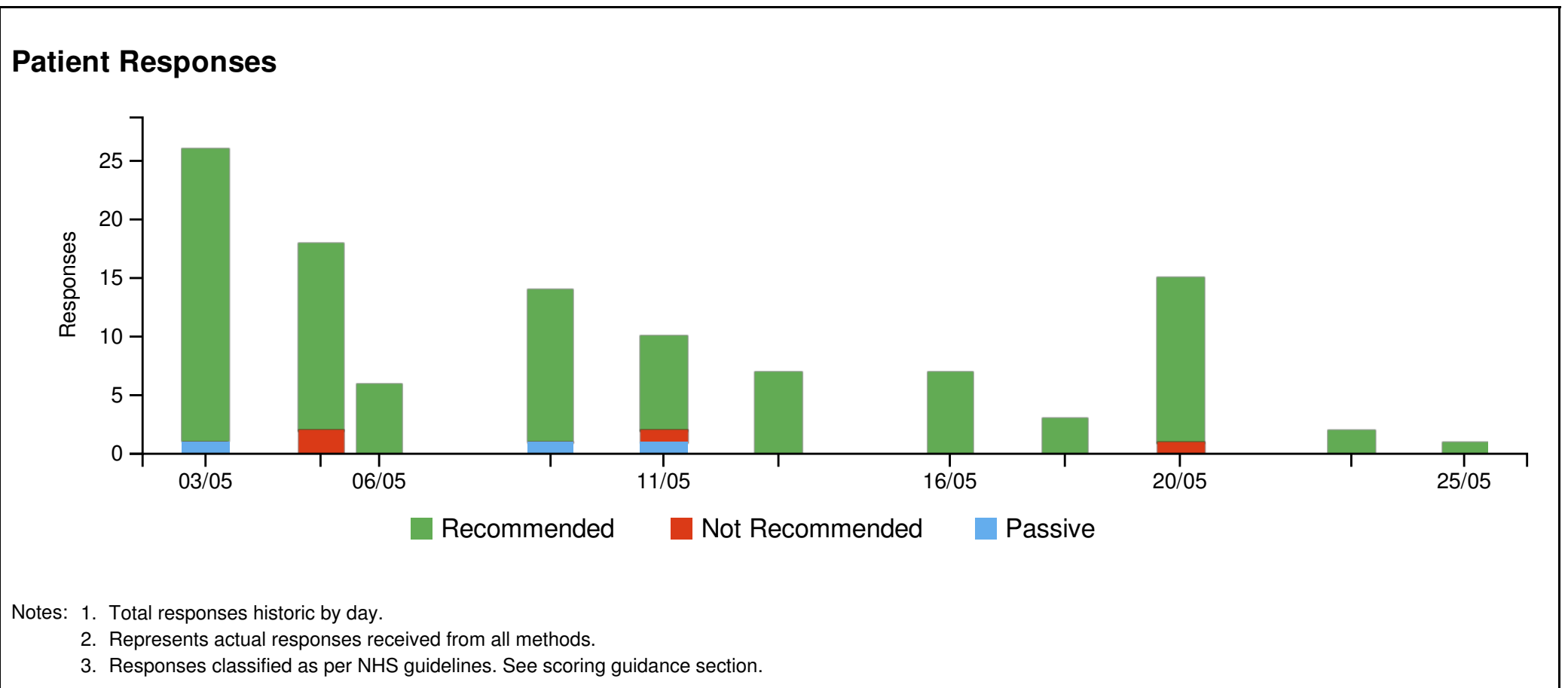
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓ Doctor onpong took the time with my 90 year old mother to explain everything he was very kind and professional
- ✓ *Convenient early morning appointment and quick service*
- ✓ Dr Jackson and Dr Davies have been amazing and supported me through a very difficult time and helped me get better. They have treated me as a whole human being and I am starting to get better because of their professional support.
- ✓ *Extremely pleased with the doctor*
- ✓ I feel this because the doctors and nurse here are really kind and you can always talk to them about how you feel.
- ✓ *I have been using this doctors for many years as a single person and now a mother of 3. I have always been able to get an appointment and have had very good. All staff are friendly and professional.*
- ✓ Great team, supporters and advice. Friendly but professional welcome.
- ✓ *The doctors and reception staff were very helpful. Where a problem arose about a letter and it was dealt with speedily and effectively. Thanks you - especially to DR Nyame.*
- ✓ Always excellent - thanks!
- ✓ *I personally felt for once Dr Emily Jackson as a doctor whom I have seen for the first time simply listened rather than assuming. I appreciate and respect her for her time and professionalism.*
- ✓ I have been coming here for 20 years and know most of the staff and long term GP's. They are all very friendly and always helpful. Many thanks.
- ✓ *Looked after me and family very well*
- ✓ Doctor was extremely good in her explanation and advice. I felt comfortable with her because she listen to every word of my worries.
- ✓ *Excellent service, many thanks!*
- ✗ First visit so need to visit a few times to have a clear view of the practice
- ✗ *Because their are no my close friend or relative leaving this area*

Not Recommended

- ✓ There was limited time to cover my long term issue or health problems, the doctor appear to be agitated (i could not stop looking at his legs moving and his body language was making me agitated) in the end he said he would forward my request for referral but did not explain the waiting time for me to be seen and couldn't make any suggestions how to fast track this requestin the past when I left this up to the GP I was not able to be seen in time without the conditions worsening and further damages to my health added. I found there was no empathy for my case coming from him and I left feeling much more stressed and thinking that I wasted my time without have been taken seriously. For me everyday is a big struggle and I have plenty of documented investigations to back up my situation , I need to be helped ASAP .
- ✓ *Sorry I meant 1 I misread the scores. The gp at burney street have always listened to me n I ve got the best service but above all they have always listened to me.*
- ✓ Every time I have attended the surgery over the past 12 months I have always waited 45 minutes for my apt/ I'm always on time, if not early and had to wait so long for my appt. There needs to be a vast improvement of the gp's being punctual with their appointments.

Passive

- ✓ The waiting times are long but the doctors are helpful. Admin staff appear to be stressed.
- ✓ *Unfriendly reception staff*
- ✓ Usually it takes 2 weeks to get an appt, but fortunately for me I got an appt today when I called. The receptionist asked what I needed to see the Dr about and said I may need a

double appt, However my appt was at 12.20 I signed in at 12.25 and didn't see the Dr until 12.55. The Dr , I felt was not very friendly and indifferent to my issues and made no apology for keeping me waiting. Nothing like Drs Phillips, Cochran and Taio!!! The reception staff especially Sophie are really nice. A lot of staff have changed and so has the service and not for the better. Every time I book an appt it is always with a new Dr, there seems to be no continuity.