

# FFT Monthly Summary: November 2016

BURNEY STREET PMS  
Code: G83065

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
67	26	3	5	1	0	2	0	0	100	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: 326**

**Responses: 102**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	65	26	3	5	1	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	2	0	0	0	0	0	2
<b>Total</b>	<b>67</b>	<b>26</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>102</b>
<b>Total (%)</b>	<b>66%</b>	<b>25%</b>	<b>3%</b>	<b>5%</b>	<b>1%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 91%  6%  3%

## 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:

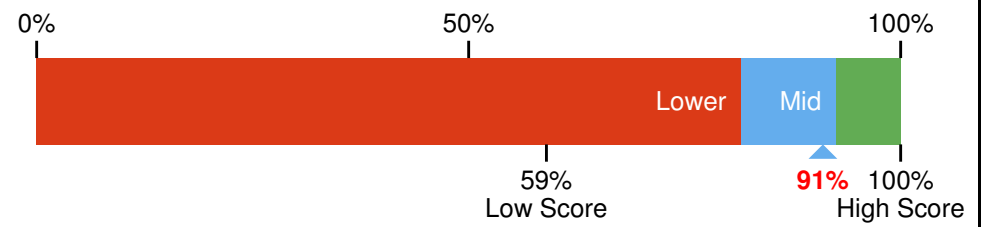
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

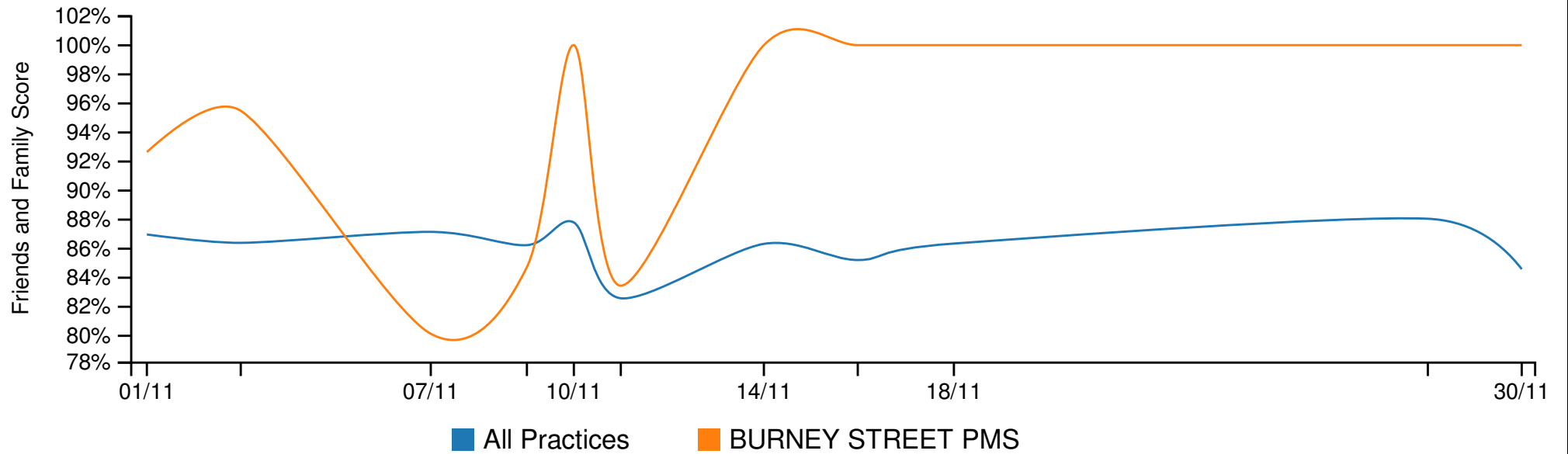
**Your Score:** **91%**

**Percentile Rank:** **70<sup>TH</sup>**



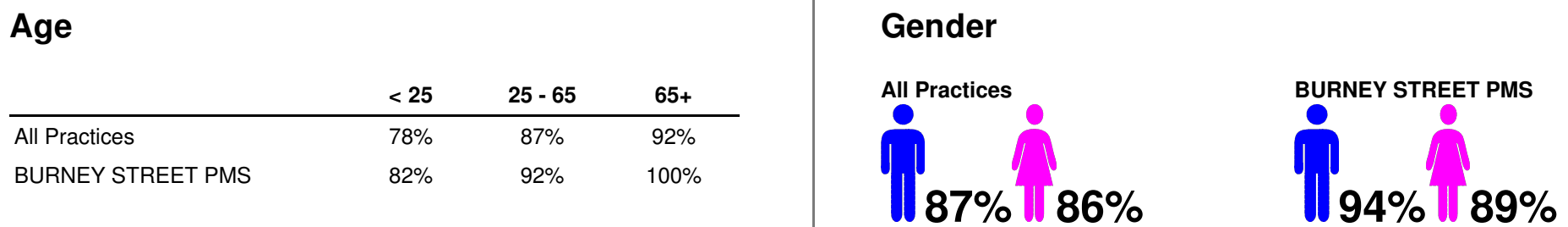
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 70th percentile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

### Practice Score: 'Recommended' Comparison



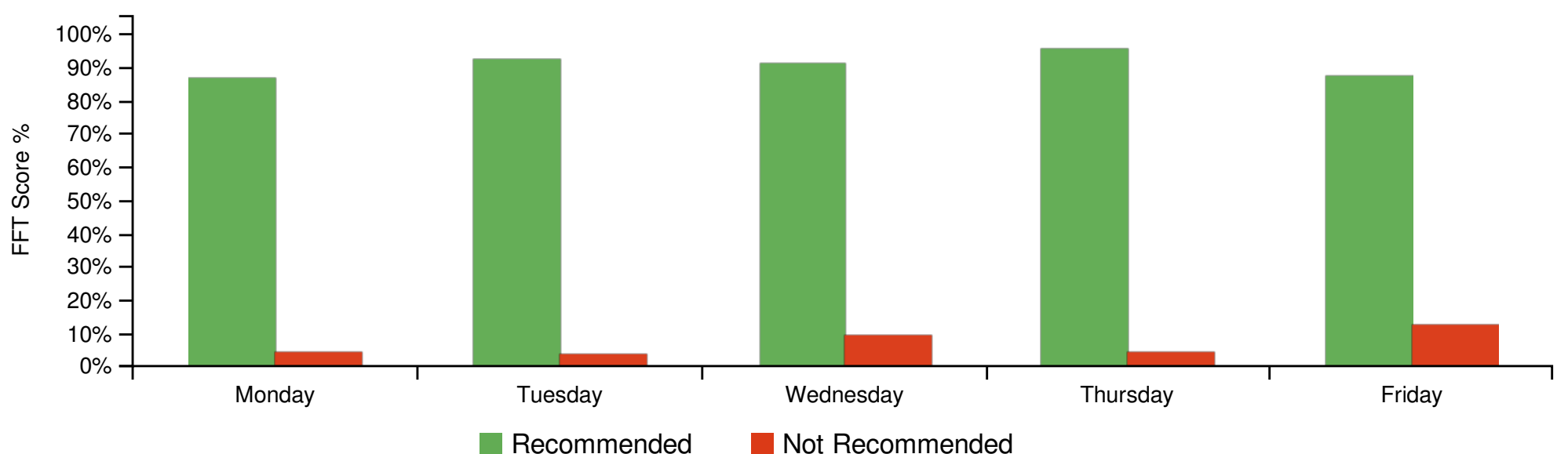
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### 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

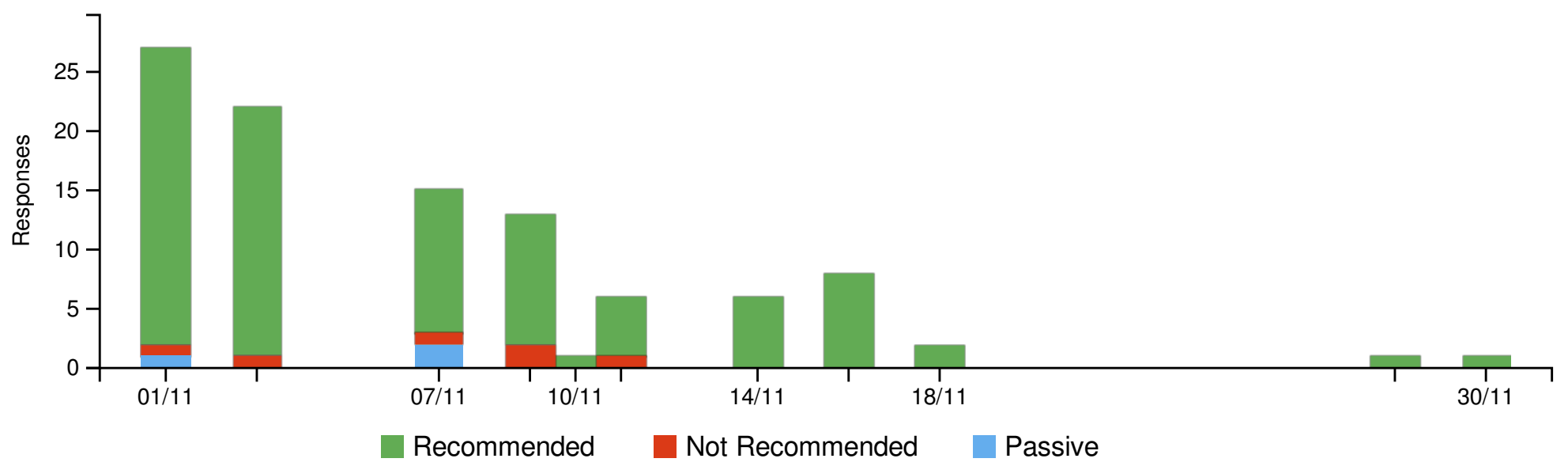


- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
  2. Score calculated as per NHS requirements. See scoring guidance section.

## 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.



- ✓ Appointment was on time and the nurse was excellent.
- ✓ Able to talk to and see doctor on the day with urgent problem
- ✓ everyone has been friendly professional & efficient - at both surgeries
- ✓ Convenient locations and always helpful staff.
- ✓ Because the staff are helpful .
- ✗ Kind nurses, doctors and staff
- ✗ Because they get to you quick

### Not Recommended

- ✓ Very long waiting times
- ✓ My appointment was meant to be at 7:10am but I didn't get seen by the doctor until 7:45! This meant I was late for work. Why were appointments running so late so early in the day, the surgery only opened at 7am.
- ✓ It is very hard to get appointments and even harder to get appointments with preferred G.P.s. 2 + weeks is a long time to wait. I'd prefer easier access to medical appointments. Also, this morning I rushed straight from work for an appointment, sat in waiting room for over 10 minutes before being told that my appointment was cancelled. Allegedly I was called on both my phone's.. I have since checked and there is no evidence of any calls. Not impressed.
- ✓ I have often left feeling dissatisfied with how my problems were dealt with
- ✗ Earlier in the year I was wrongly told to go to the clinic to see if my coil had got stuck. When I got there they realised I had a infection which was also in kidnies and stomach. This could of been diagnosed at the doctors in the first place rather than having to go off my own back to a sexual health clinic where they treated me with antibiotics. The doctor I have had since then is great but I had been told that I might have polycystic ovaries. Then I was told I hadn't got polycystic ovaries but I hadn't ovulated and that none of this could be because of the copper coil. Then I was told to have a scan incase cysts on ovaries. Anyway I can't write all this in a text but it feels like I have had to carry a lot of worry for no reason. Contact by phone if you wish to find out more as I can't fit everything in.

### Passive

- ✓ The dr didn't seem to want to help me, instead wanted to print out information which I didn't find very informative and wouldn't help alleviate my issue without another appointment. Do they have a thing against giving out prescriptions these days?
- ✓ The facilities