

FFT Monthly Summary: October 2016

BURNEY STREET PMS
Code: G83065

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
68	23	3	2	1	2	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 283

Responses: 99

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	68	23	3	2	1	2	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	68	23	3	2	1	2	99
Total (%)	69%	23%	3%	2%	1%	2%	100%

Summary Scores

 92%  3%  5%

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:

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

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

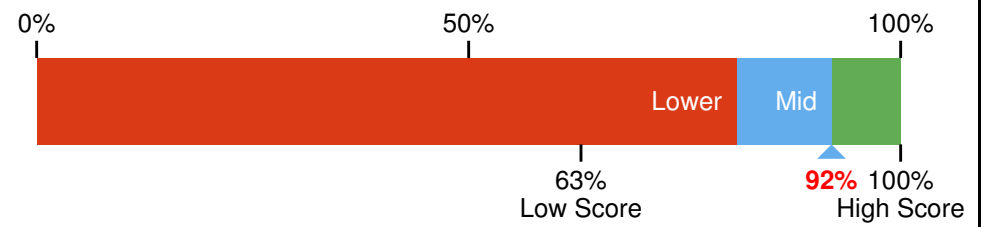
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

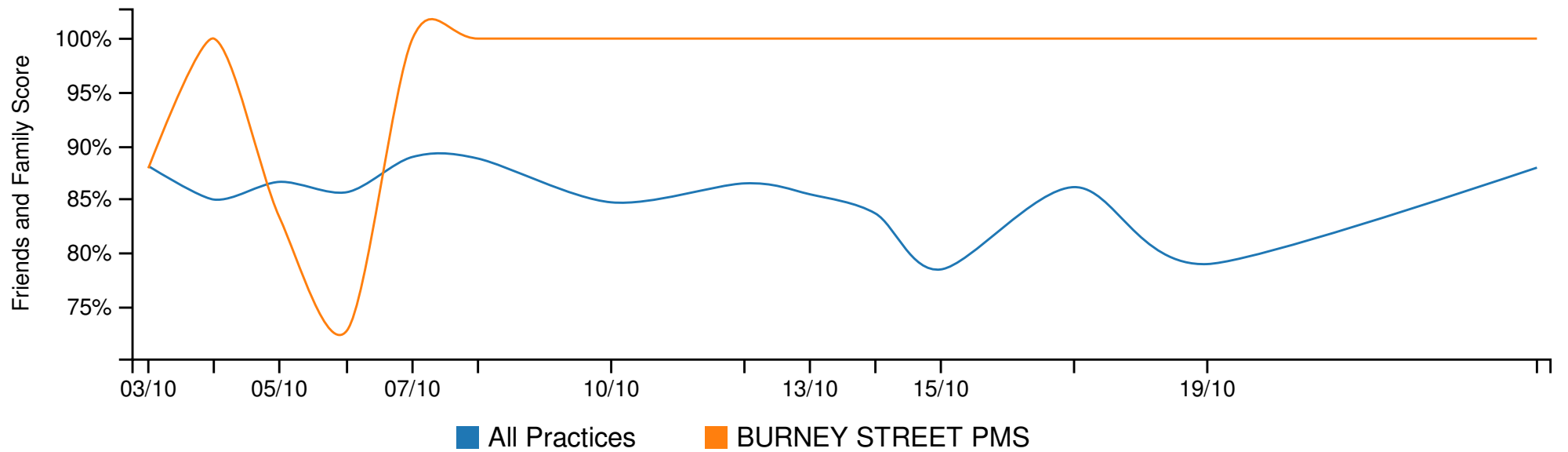
Practice Score: 'Recommended' Rank

Your Score: 92%
Percentile Rank: 75TH



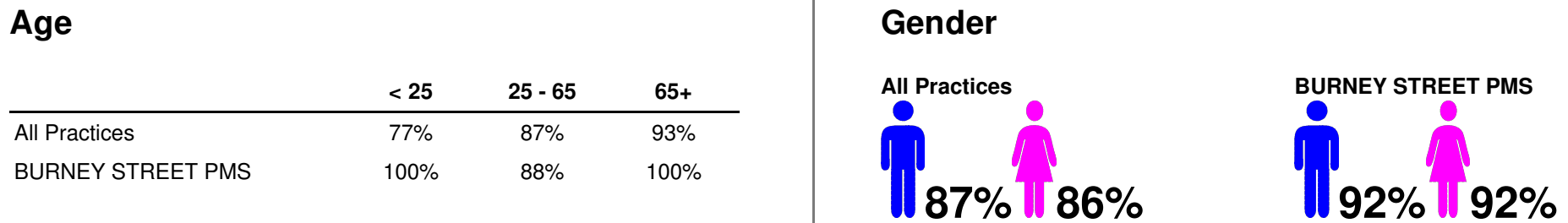
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison



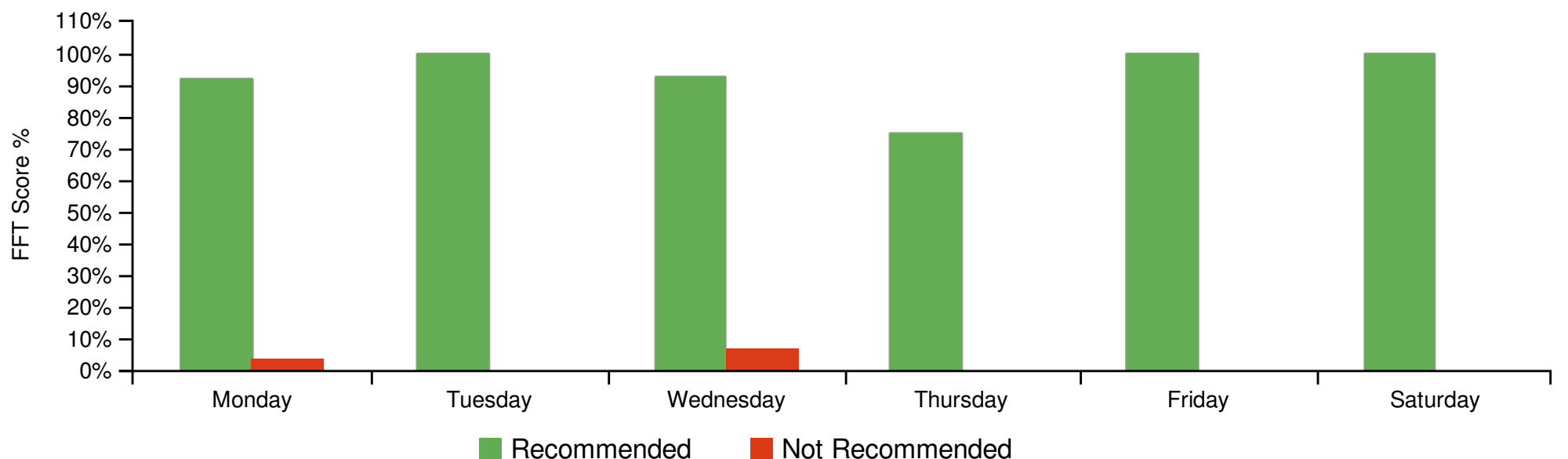
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

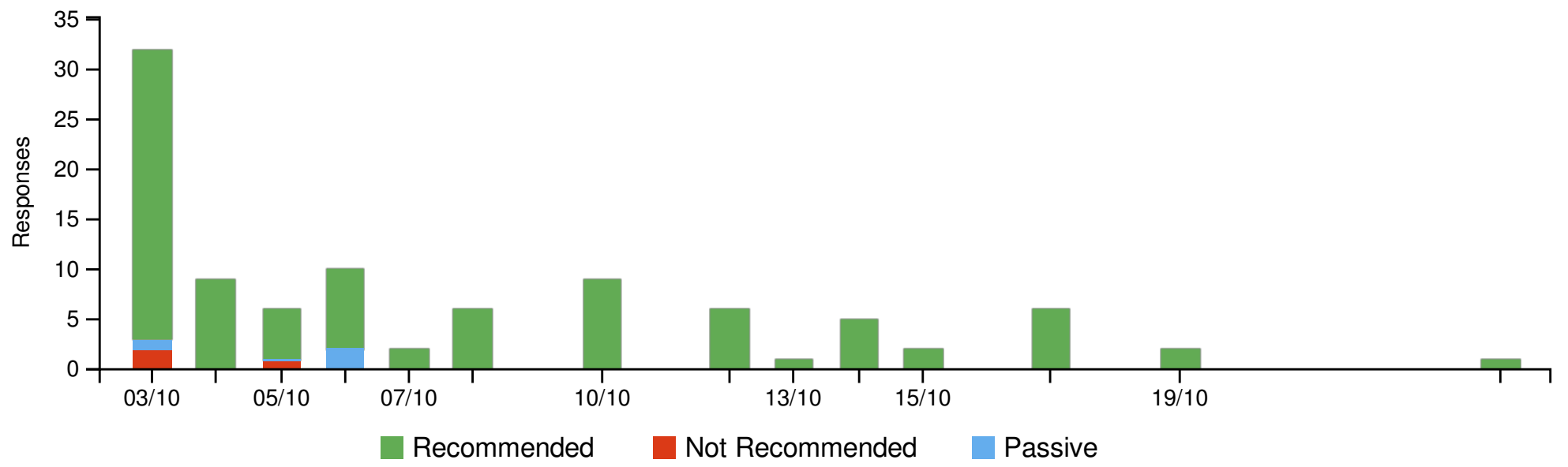
Practice Score: Day of the Week Analysis



- 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.

- ✓ *The receptionists are friendly and helpful, the nurse was efficient and friendly and the doctor is very good too.*
- ✓ *I saw Jane who as well as giving me my flu jab helped me with a problem I had.*
- ✓ *Very helpful and pleasant staff, its very good to talk to a Doctor when there's something wrong.*
- ✓ *The GP was really friendly and thorough.*
- ✓ *Friendly surgery who try to fit you in when ringing for appointment at either of there surgeries if they cant advise you what you can do re your medical condition or get the duty gp to call you.they do there best as very busy practice*
- ✓ *Caring and professional doctors and nurses polite and friendly reception staff. A great surgery!*
- ✓ *The appointment was on time and the GP was really lovely and understanding. It was my first time at the practice and although we only had 10 mins to chat I felt that she quickly understood my needs and was able to explain everything to me in a clear and in depth way without being patronising. The reception staff were also friendly and helpful*
- ✗ *Good service*

Not Recommended

- ✓ *Alas, Dr Startin was snappy, failed to check my symptoms properly and prescribed more medication without even checking the severity of my eczema, even though I had an eczema based infection last year. She had her dated confused and was generally rude and unpleasant. Hope that's enough. Oh, she also told me off for being late (6mins which I had already apologised for).*
- ✓ *The gossiping of the reception staff among themselves which all can hear and their general unfriendly condescending manner also i recently was prescribed medecine and asked the doctor if it would make me drowsy and she said no then when i picked it up from the pharmacy the first thing they told me was that it could make me drowsy and they even wrote a warning about it on the label not a very good sign that the doctor knows her stuff also most of the doctors look at the computer when talking to you instead of looking at you in the business world that would be considered rude*
- ✓ *Because different diagnosis every time by different gps prescribed mess that I dnt knw if I'm supposed to have? So very misleading and cld be putting my health at further risk*

Passive

- ✓ *Receptionist is not helpful. Long wait to get an appointment - two weeks on average.*
- ✓ *GP was very good but was 15 mins late arriving at practice which was annoying*