

FFT Monthly Summary: September 2016

BURNEY STREET PMS
Code: G83065

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
66	20	3	3	6	0	0	0	0	98	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: 280

Responses: 98

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	66	20	3	3	6	0	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	66	20	3	3	6	0	98
Total (%)	67%	20%	3%	3%	6%	0%	100%

Summary Scores

 88%  9%  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:

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

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

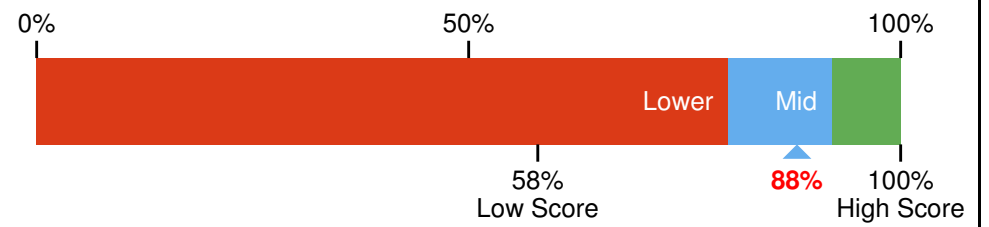
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

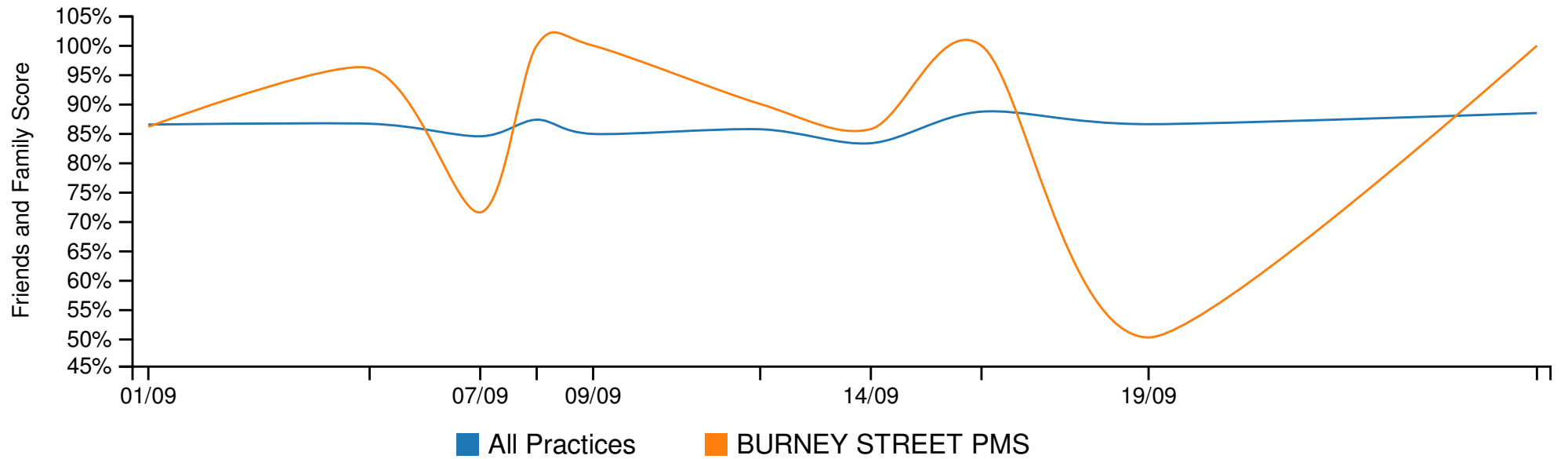
Practice Score: 'Recommended' Rank

Your Score: 88%
Percentile Rank: 55TH



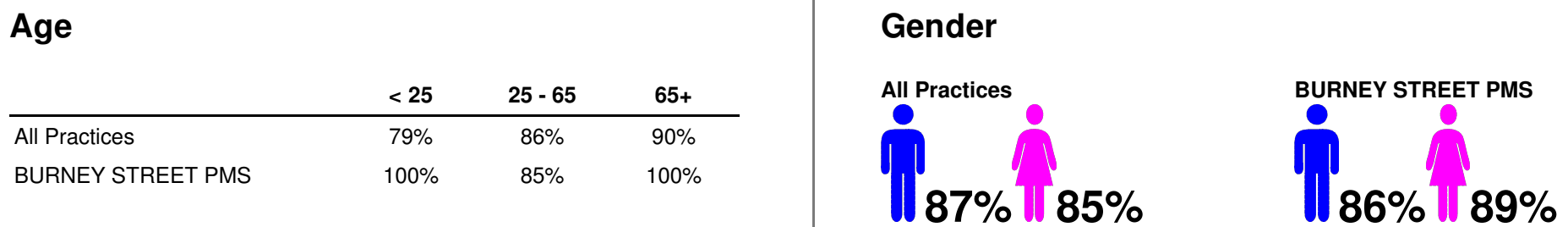
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison



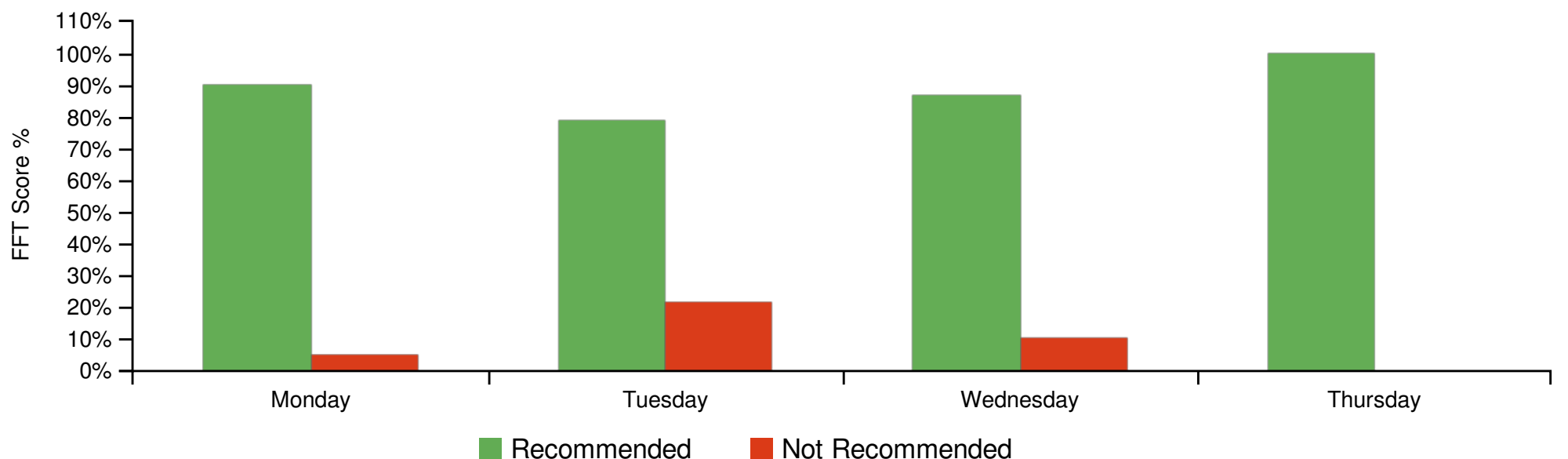
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



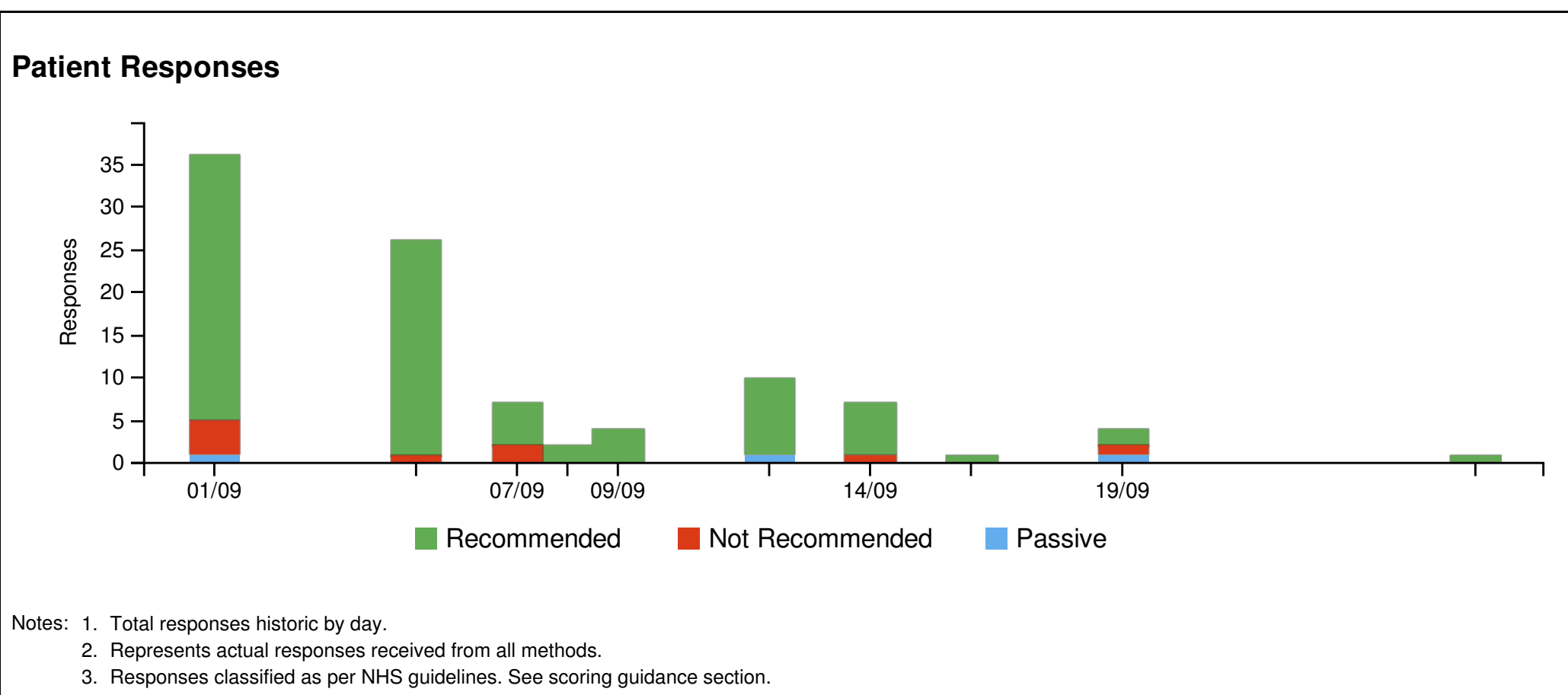
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓ Dr Naomi Startin is such a nice doctor, professional yet very human. Thank you so much Dr Startin!
- ✓ *As before, I find Dr Startin to be a fantastic GP*
- ✓ From the receptionists to the doctors and nurses everyone is brilliant
- ✓ *Thanks to nurse Caroline. She was efficient and put me at ease.*
- ✓ My GP is an excellent physician. Only downside I may have to wait 2/3 weeks for an appointment
- ✓ *All the staff come across as competent and approachable.*
- ✓ Appt on time hearing attitude from Dr Davis
- ✓ *Doctor was very understanding*
- ✓ The GP appointment was good, but had to wait 30' before I got called in.
- ✓ *The receptionist was really helpful and the doctor was really comforting. Also, I was able to book an early morning appointment at a very short notice.*
- ✗ Good service

Not Recommended

- ✓ My appointment was cancelled without my knowledge. No apology was given and no suitable appointment was provided.
- ✓ *NB My comments refer to my experience over the past year: The whole operation seems rather shambolic and everyone there miserable!*
- ✓ Never get an appointment and doctors never running on time. So when you do have your appointment it's rushed
- ✓ *Always running late - today I was seen 27 minutes after my appointment time.*
- ✓ I had an appointment to discuss an issue and ask for a referral, doctor agreed to send the same day but then did not send off referral letter for 6 weeks. I already know that there will be a long wait for an appointment so this has caused further delay to a problem which affects my quality of life
- ✓ *3 week wait for appt. reminder text does not include info for which practice to attend, which I can never remember having waited 3 weeks for the appt*

Passive

- ✓ Your online service doesn't specify which practice to go to on confirmation window, making it very unclear if we have booked Burney St or Wallance HC.