

# FFT Monthly Summary: July 2018

The Avenue Medical Centre  
Code: K81039

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
64	18	7	4	3	0	0	0	0	43	53	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

<b>Surveyed Patients:</b>	<b>294</b>						
<b>Responses:</b>	<b>96</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	30	5	4	2	2	0	<b>43</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail	34	13	3	2	1	0	<b>53</b>
Manual Upload							
<b>Total</b>	<b>64</b>	<b>18</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>96</b>
<b>Total (%)</b>	<b>67%</b>	<b>19%</b>	<b>7%</b>	<b>4%</b>	<b>3%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 85% 
  7% 
  8%

## 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:

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

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

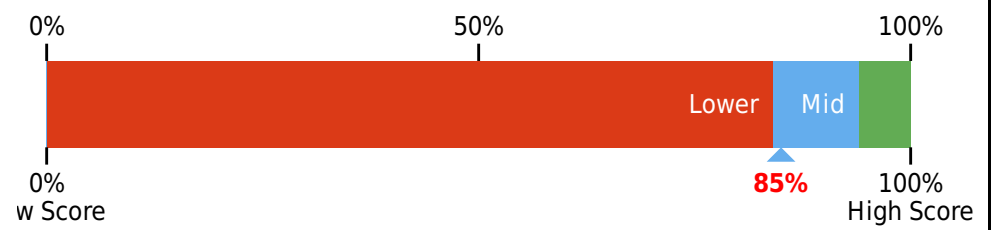
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

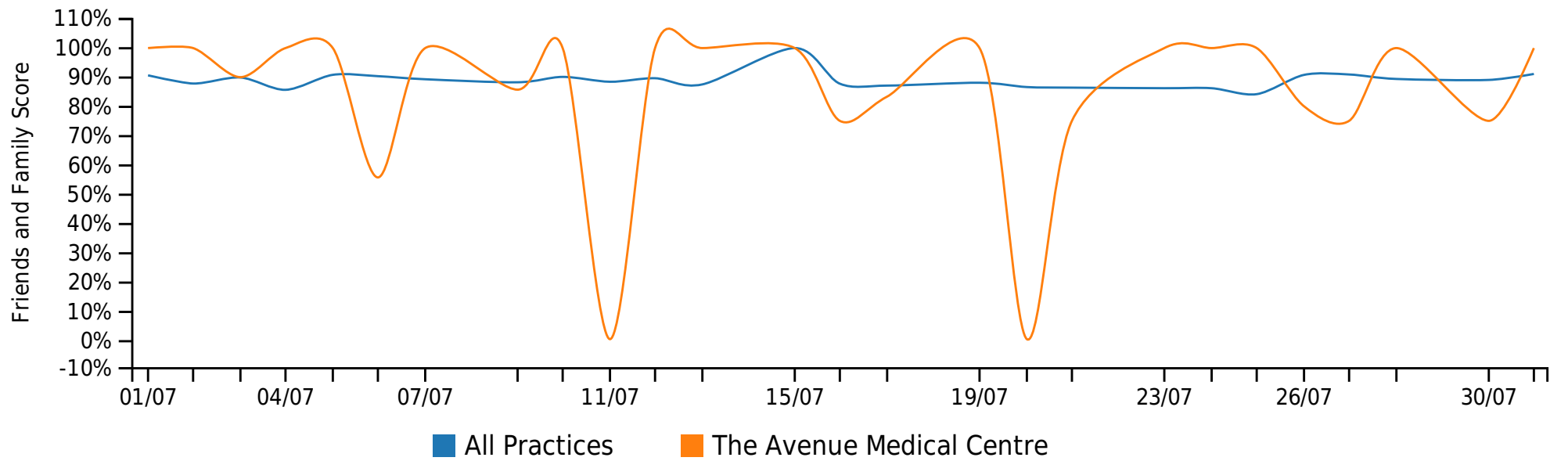
### Practice Score: 'Recommended' Rank

**Your Score:** 85%  
**Percentile Rank:** 30<sup>TH</sup>



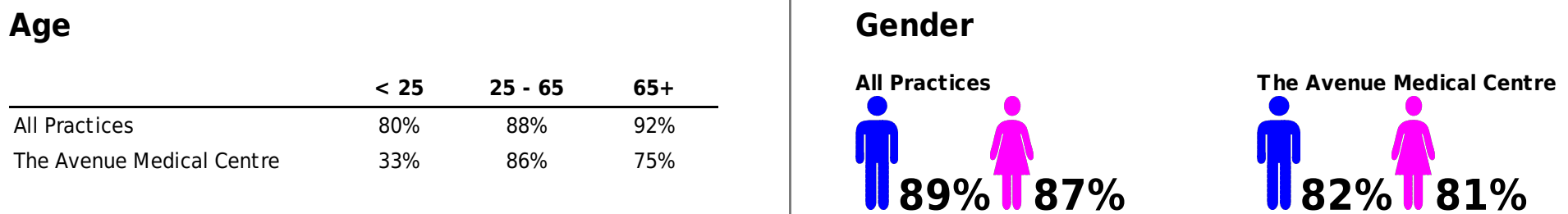
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 30th percentile means your practice scored above 30% of all practices.

### Practice Score: 'Recommended' Comparison



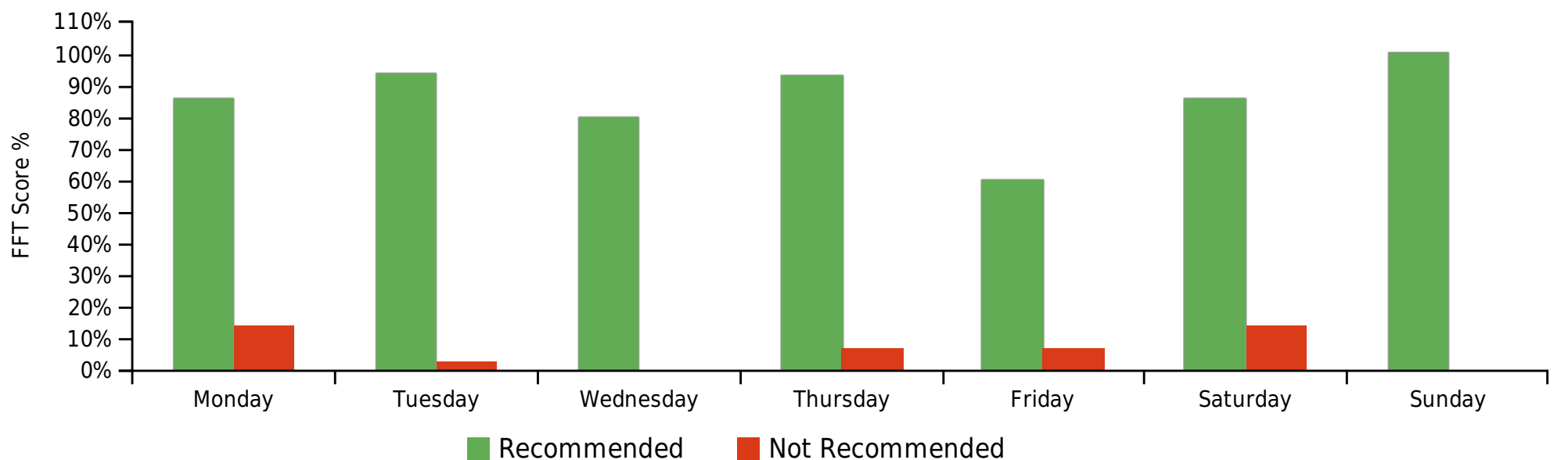
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



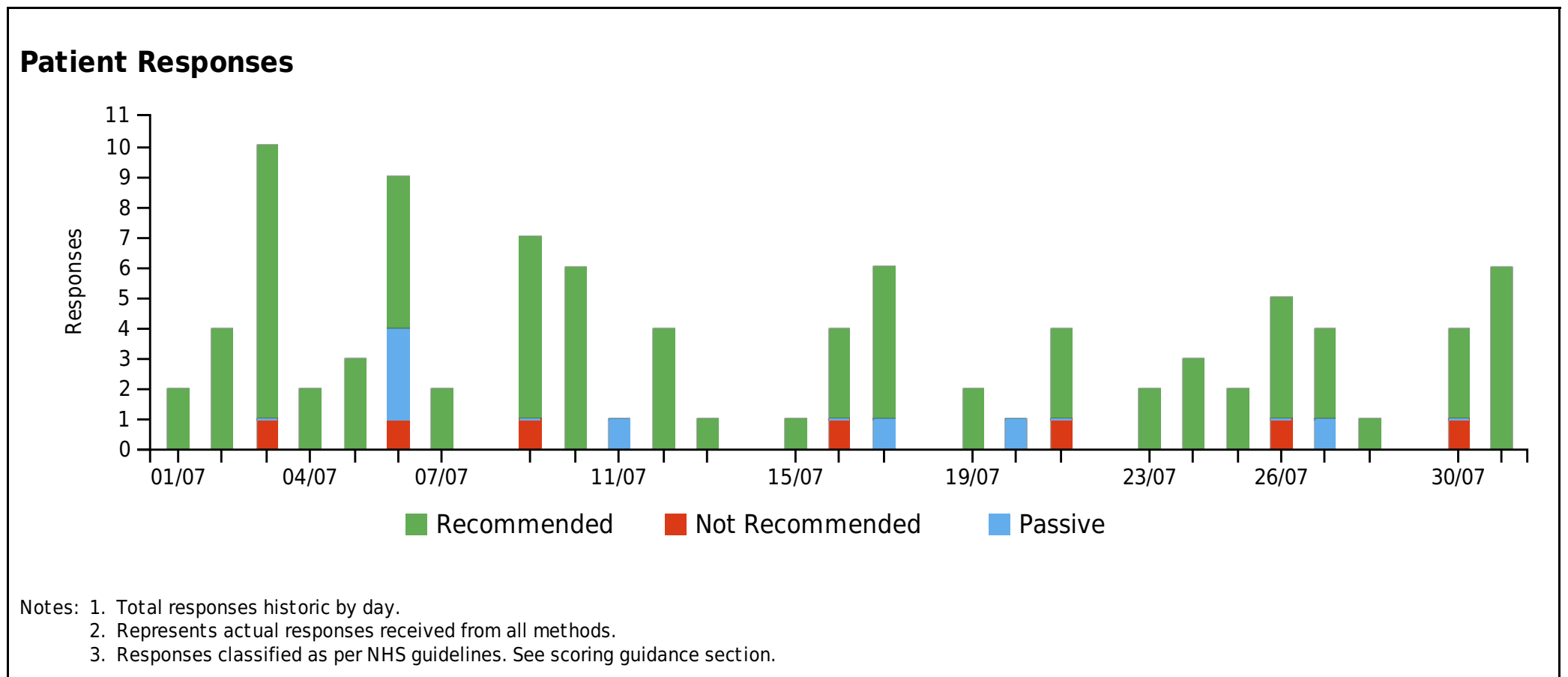
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: Day of the Week Analysis



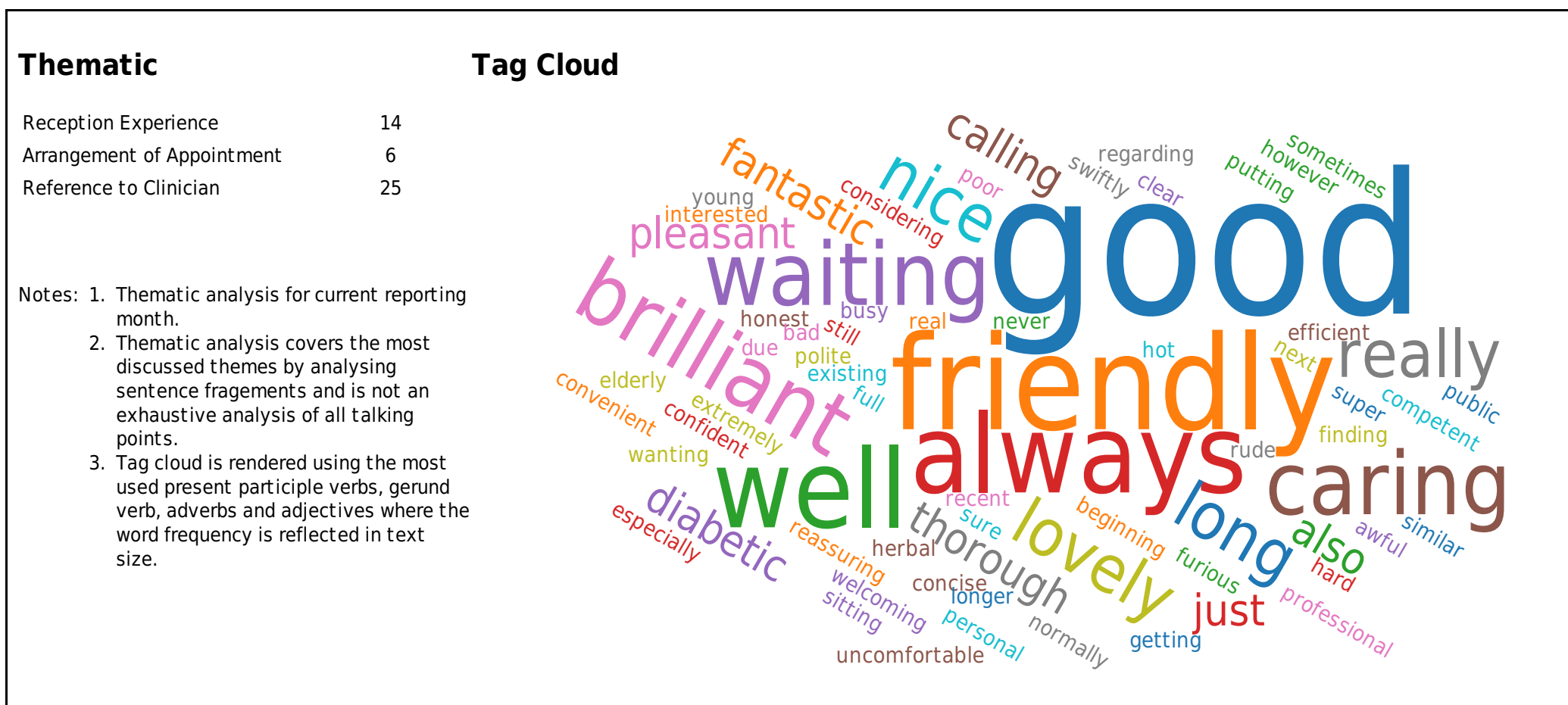
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.  
2. Score calculated as per NHS requirements. See scoring guidance section.

## SECTION 4 Patient Response Analysis



## SECTION 5

### Patient Free Text Comments: Summary



### Patient Free Text Comments: Detail

- Notes:
1. Free Text Comment received for current reporting month.
  2. Classification based on initial response to Q1 rather than content of message.
  3. Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

#### Recommended

- ✓ fantastic doctor every step well. explained
- ✓ Prompt referral for two separate complaints chest pain and also a skin disorder. Also finding that a blood test was needed for existing thyroid condition
- ✓ The nurse today was super helpful and really knowledgeable. Your Practice Manager though has ignored my letter from beginning of April which I am furious@rious on I am still waiting a call and had mediation stopped because of his non reply that is just awful if honest. @est.
- ✓ Dr Purvis' treatment is excellent!
- ✓ To see the diabetic nurse
- ✓ Nice people
- ✓ Got excellent service
- ✓ I was referred swiftly and felt reassured
- ✓ Nice people
- ✓ Sister Wendy is extremely competent, friendly and helpful
- ✓ To see a diabetic nurse
- ✓ Dr purvis excellent & reception girls helpful
- ✓ i was treted like a person well done to all
- ✓ Very pleasant staff. Most helpful nurses.
- ✓ Excellent service, caring doctors, nurses and staff
- ✓ I saw a Lovely lady today at the doctors . Thought it was a brilliant idea and it would be good if they done similar things. For example if your car nee@r needs a MOT each year the same should apply to us. It may cost but in the long term could save money @oney
- ✓ The nurse Wendy listened to all my queries and answered them reassuring me and putting me at ease.
- ✓ The service I received was very good , no waiting ,was seen on time
- ✓ Clear concise information and advice from the staff consulted.
- ✓ Helpful staff
- ✓ As per recent visit, seen by doctor regarding my reports.... very helpful advices are given
- ✓ Always have a good service from them
- ✓ All staff polite and helpful. Treatment very good and explained well
- ✓ Don't feel rushed
- ✓ Because my doctor is realy nice and does her job well
- ✓ All good
- ✓ The nurse who saw me was very helpful and friendly, I felt she was interested in me
- ✓ Don't wait to long for appointment
- ✓ Very welcoming
- ✓ Friendly, efficient & professional staff
- ✓ Dr was very thorough and I was not rushed
- ✓ Friendly nurse and listens to your concerns
- ✓ Pleasant helpful staff
- ✓ Need to cater for people with disabilities
- ✓ Because your the best GP practice
- ✓ Always a good service, staff are always helpful
- ✓ Staff are always helpful and friendly, I've never had a problem there.
- ✓ I was seen before my time and was pleased with the dictor
- ✓ As a matter of interest I am surprised this was sent today as the surgery was closed due to a flood. Normally I cannot fault the service as my GP books m@oks my next appointment when I see them. I am not so sure about getting an appointment in an emergency. @ncy.
- ✓ Professionalism, courtesy, excellence
- ✓ Kindness and care
- ✓ Dr Coleman brillant caring doctor
- ✓ Doctor Coleman is brilliant.

- ✓ *Thorough unrushed consultation*
- ✓ *Good team of docs. However waiting times are very long especially in this heat sitting in the surgery is very uncomfortable and there's poor air circulation and no water facilities not very good for the young or elderly or anyone really given the hot temperatures.*
- ✓ *Was seen same day as calling and reassured*
- ✓ *Satisfied*
- ✓ *Drs nurses and staff are really helpful and patient and make you feel at ease*
- ✓ *Professionalism , excellence and courtesy*
- ✓ *Could improve*
- ✓ *Brilliant caring doctors*

X  
X  
X  
X  
X  
X  
X  
X  
X  
X  
X

### **Not Recommended**

- ✓ *Very bad service at reception by staff*
- ✓ *I called the surgery 66 times before I got through this morning.*
- ✓ *Rude wanting me to tell my personal business in public doctors palm you off no real help*
- ✓ *It seems that she was in a rash (considering it was Saturday morning ,I was seen on time and the Surgery wasn't busy at all) and she made quite a nuisance and when I asked if the lack of some mineral courses my headache? She responded I have done any study about that and we can't do any test to know that and for thyroid sort of think you need to get herbal remedy. I would like to know*
- ✓ *Appointment was cancelled and was not notified or voicemail left to inform me that the surgery had a flood on 23.07.2018*
- ✓ *Misadvised about the type of appointment I needed.*

### **Passive**

- ✓ *Sometimes it's very hard to get an appointment*
  - ✓ *Because appointment was cancelled as they had a flood.*
- X