

FFT Monthly Summary: June 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
76	21	8	1	9	2	0	0	0	45	72	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:	294						
Responses:	117						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	30	6	2	1	4	2	45
SMS - User Initiated							
Tablet/App							
Web/E-mail	46	15	6	0	5	0	72
Manual Upload							
Total	76	21	8	1	9	2	117
Total (%)	65%	18%	7%	1%	8%	2%	100%

Summary Scores

 83%
  9%
  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:

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

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

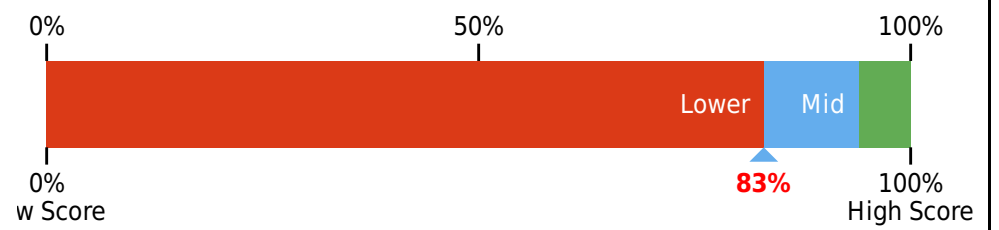
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

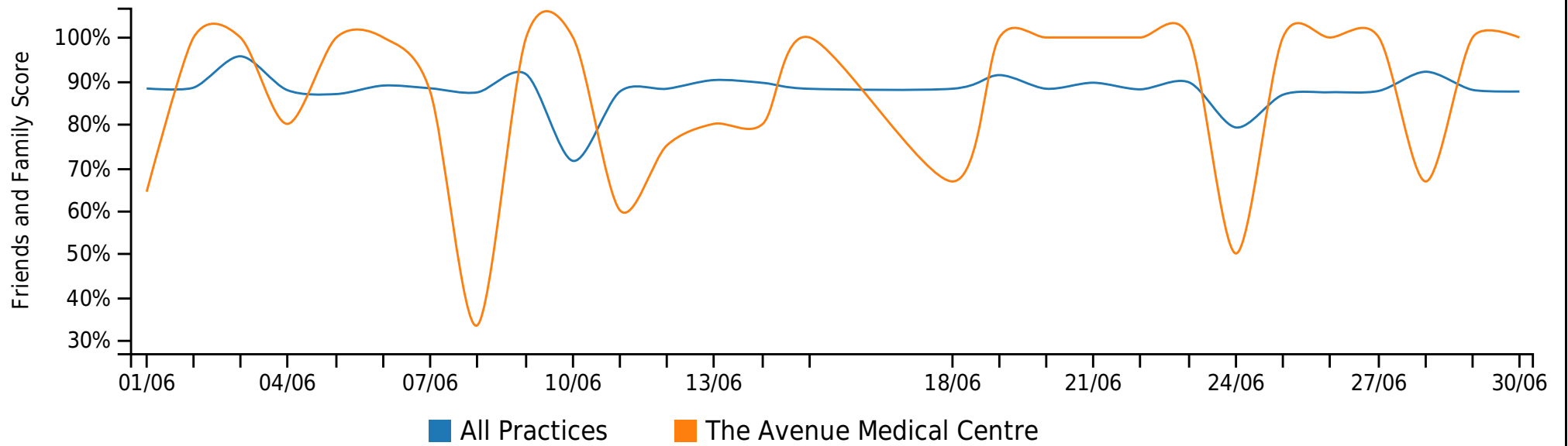
Practice Score: 'Recommended' Rank

Your Score: **83%**
Percentile Rank: **25TH**



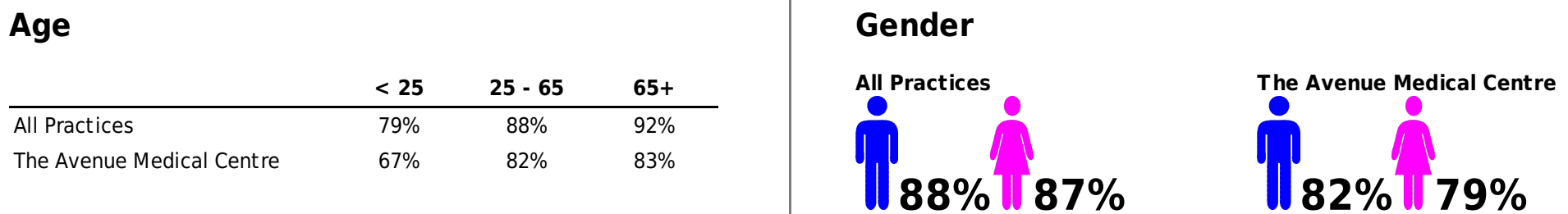
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 25th percentile means your practice scored above 25% of all practices.

Practice Score: 'Recommended' Comparison



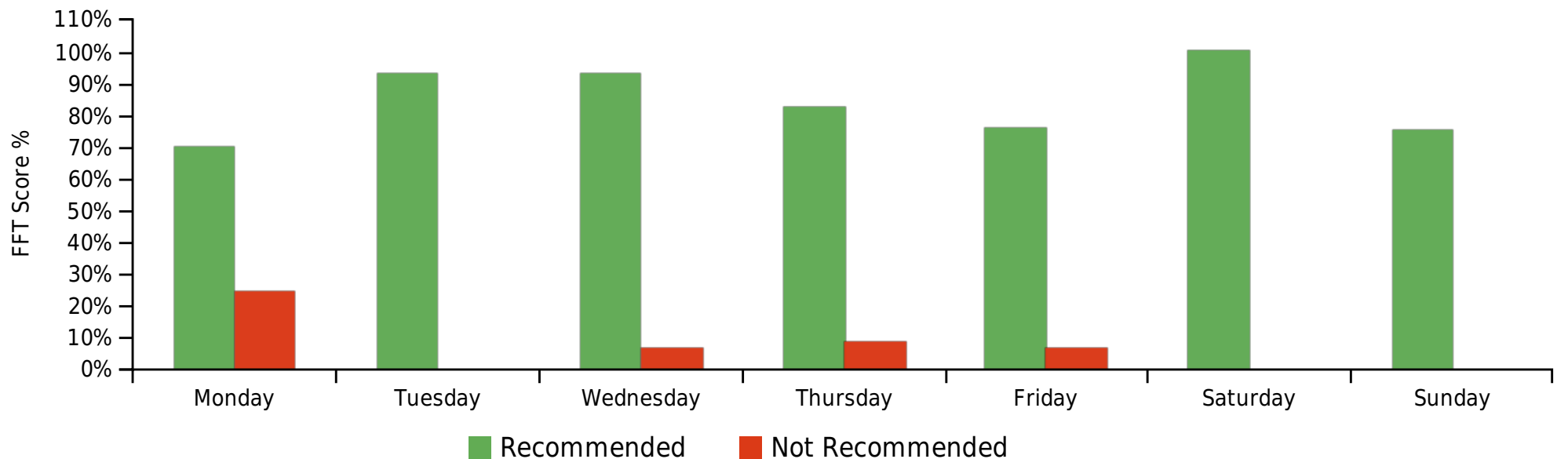
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

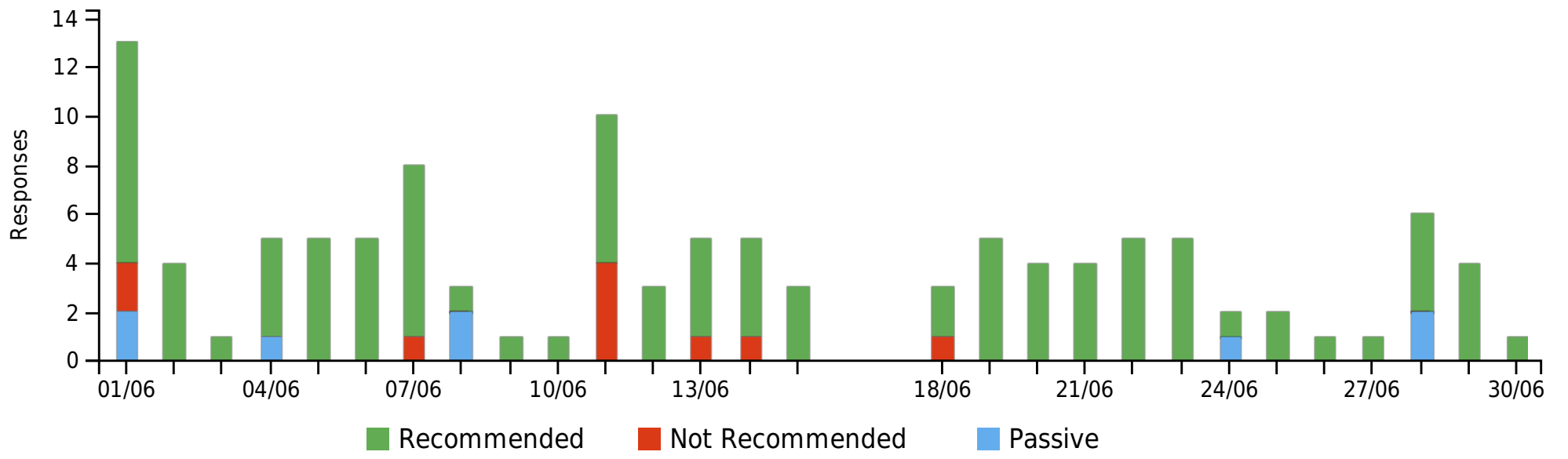
Practice Score: Day of the Week Analysis



- 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.

- ✓Efficient service. Lovely manner from the nurse Appointment on time. Reception staff very friendly
- ✓Because when you get an appointment your seen quite quickly
- ✓Doctor Coleman is a fab doctor
- ✓Very pleasant and helpful staff
- ✓Very helpful gave me some good feedback
- ✓Efficiency
- ✓They are a very good surgery.
- ✓I was listened to and treated with patience and consideration by Dr. Coleman. The first one to do so
- ✓The staff was professional
- ✓I have always received supportive help
- ✓no delay at the reception and met with GP so soon thereafter (fantastic service).
- ✓Really helpful and kind receptionists
- ✓Because it was quick and easy
- ✓Reception always friendly and helpfull
- ✓Look after me well
- ✓It's a good go practice, when you can get an appt
- ✓Everyone friendly and things are well explained to you.
- ✓Today I saw Dr Rafique. I feel very confident that she takes good care of not only me but others too. She explains things well and gives me time.
- ✓Doctors and the entire nhs is one of the last true treasures of GB. And it MUST be supported unilaterally by ALL of us. Legalise cannabis and use the tax revenues to boost and support the NHS for future generations. Thanks NHS. Long live the NHS.

X
X
X
X
X
X
X
X
X
X
X

Not Recommended

- ✓I was told I'm not getting sick and then this week I've been off work for a week due to cold sweats I, feeling disoriented when stood up and feeling really cold whilst I'm actually warm, all of which were given as symptoms to my doctor but was told it's fine and completely normal
- ✓Waiting too long
- ✓Every time you call the Gp they don't have Dr appointment the staff not friendly
- ✓Can never get an appointment with a doctor or a nurse without a problem
- ✓I was booked in for a smear was told couldn't have it was due in September I even told receptionist this she said it's fine to book in advance this wasn't the case wasted journey
- ✓if you need appointments with doctor they affor nurse and staff are not helpfull so just one star.
- ✓Terrible customer service from doctors and receptionists.
- ✓Dr talking to me like a silly person.with no respect at all and very rude on a phone call

X
X

Passive

- ✓No facilities for people with needs , appt system rubbish
- ✓Poor systemic
- ✓Women do their job that's fair enough
- ✓Appointments run late
- ✓30 minute delay with no warning

X
X