

FFT Monthly Summary: May 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
78	26	3	4	2	0	0	0	0	40	73	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:	345						
Responses:	113						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	32	6	0	2	0	0	40
SMS - User Initiated							
Tablet/App							
Web/E-mail	46	20	3	2	2	0	73
Manual Upload							
Total	78	26	3	4	2	0	113
Total (%)	69%	23%	3%	4%	2%	0%	100%

Summary Scores

 92%
  5%
  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:

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

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

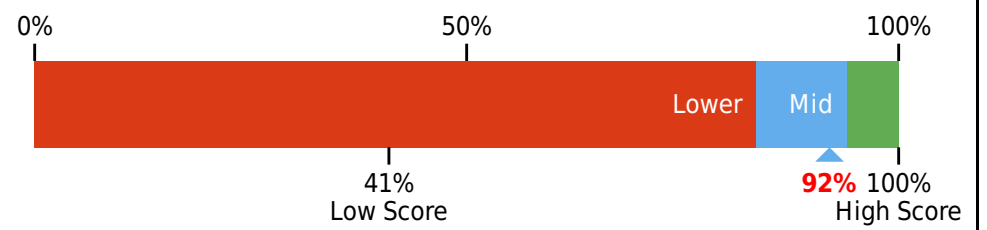
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

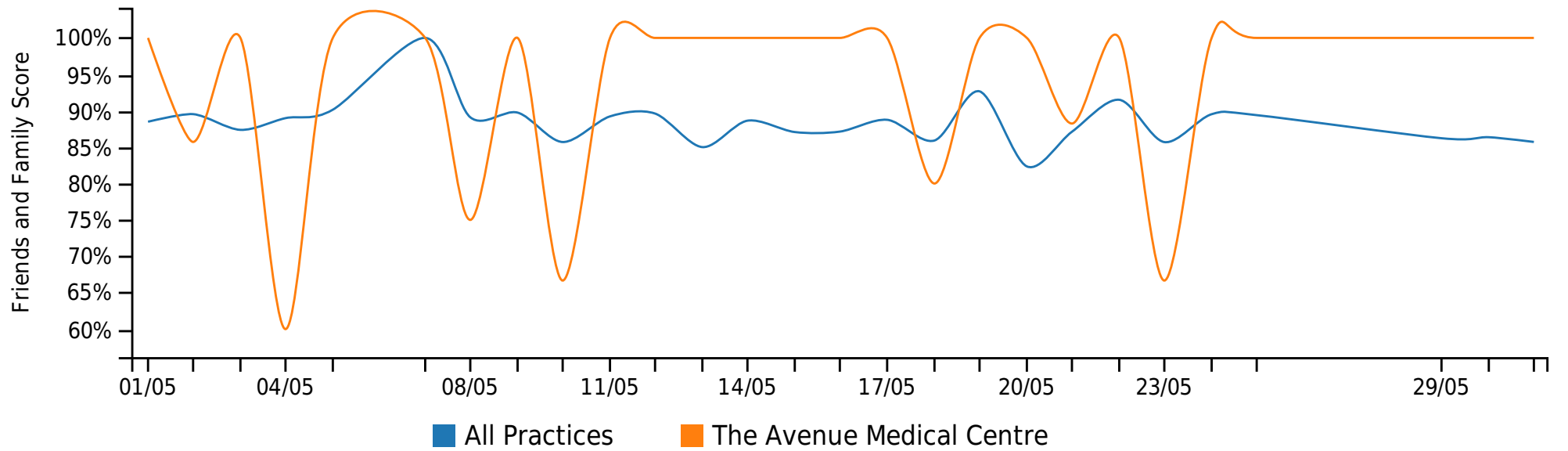
Practice Score: 'Recommended' Rank

Your Score: **92%**
Percentile Rank: **70TH**



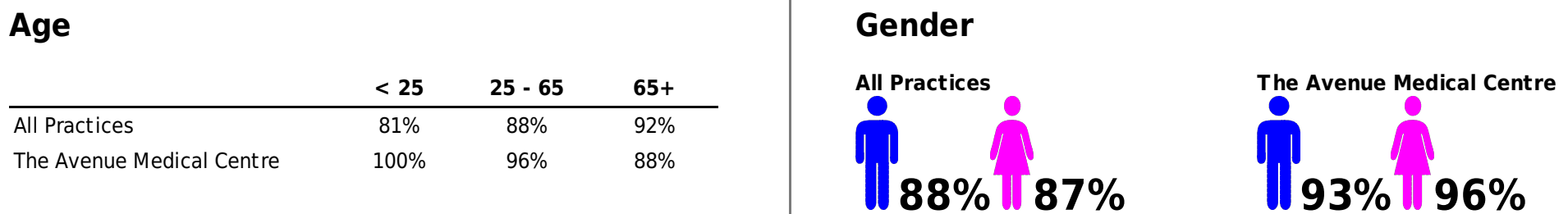
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 70th percentile means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

Practice Score: 'Recommended' Comparison



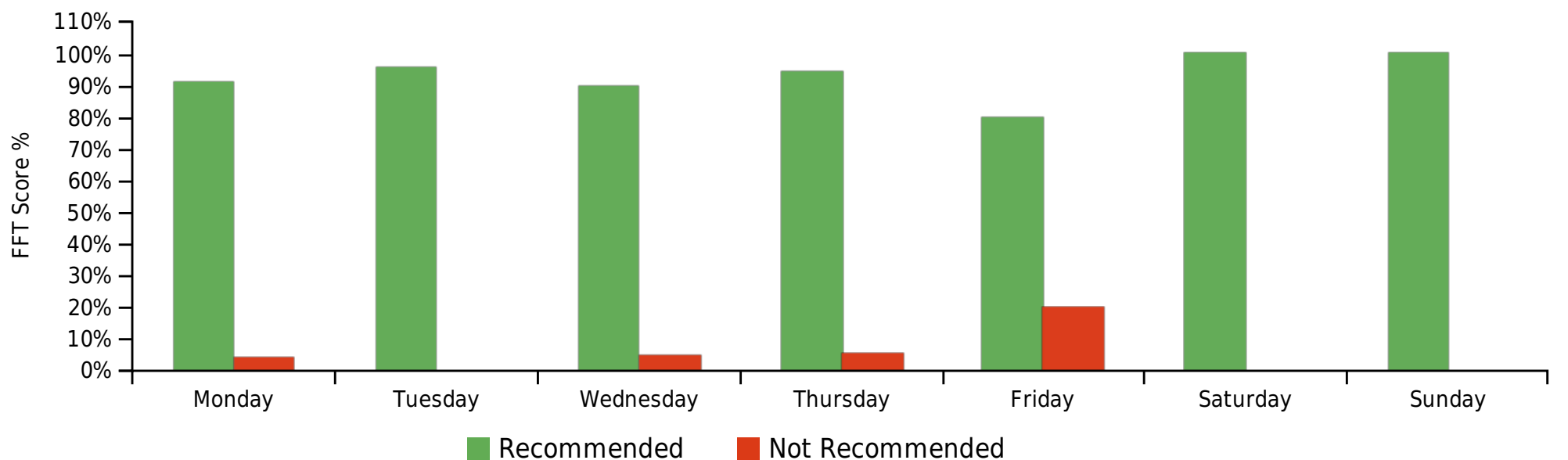
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

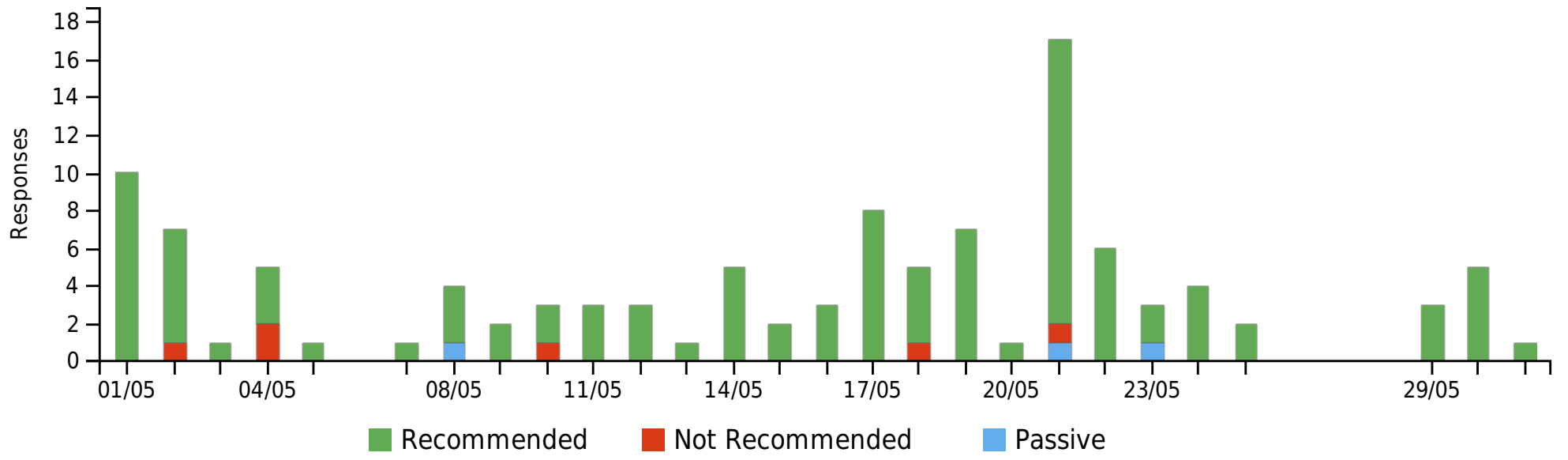
Practice Score: Day of the Week Analysis



- 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.

- ✓
- ✓ *Extremely happy because I am being treated nicely each time I visit the surgery, for instance the lady who attended to me this afternoon reminded me it's about time to visit my asthma nurse and advice me it's important.*
- ✓ *Staff always helpful & friendly. Nice atmosphere in Pace.*
- ✓ *I'm happy with the care I receive once sitting with a doctor or nurse, however the System to get an appointment is not very good. I had to call 74 times before I got through to the surgery and I'm unable to make a prebookable appointment for my son as they are always taken.*
- ✓ *Excellent service. Also very quick*
- ✓ *Appointment was on time and the nurse was very nice.*
- ✓ *Have been with them for 50 years never had a problem excellent service*
- ✓ *Receptionist lady Viki is marvellous and very kind.*
- ✓ *Very good duty of care is extended*
- ✓ *Very helpful*
- ✓ *My concern was dealt with*
- ✓ *Diana Purvis is dedicated, professional, patient focused & of exceptional knowledge and ability*
- ✓ *Very go Very good surgery and doctors good surgery and doctors*
- ✓ *All staff friendly and professional in the way they work.*
- ✓ *Friendly, professional service. Very helpful.*
- ✓ *Very thorough*
- ✓ *Always able to see a health professional when help is needed.*

X
X

X
X
X
X
X
X
X
X
X

Not Recommended

- ✓ *Doctor did not seem to understand how my ibs is affecting me or offer any better advise*
- ✓ *The doctors are always running late and it takes ages to get an appointment*
- ✓ *Limited flex, reception team are not customer focused and doctors process you through dont really listen*
- ✓ *Individual concerned had no idea what they were talking about, had zero empathy for my current medical predicament, which apparently is all my own fault, practically called me a liar and wouldnt listen to me*
- ✓ *I phoned this morning for a doctor and was told one will call. At 5pm the doctor phoned and told me to eat rice and take cocolemal and she could not give me a sick note without seeing me. I asked for a doctor to come out as I have been ill since Saturday*

Passive

- ✓ *Trying to get through to surgery by telephone - used 3 phones, all automatically redialling at one minute intervals. Took about 28 minutes. No re-appointment for 12 hour fasting blood sample. Now have to visit the acute hospital.*
- ✓ *Difficulties in booking visits with the GP.*

X