

FFT Monthly Summary: March 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
105	43	5	11	11	0	0	0	0	48	127	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:	360						
Responses:	175						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	34	7	0	4	3	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail	71	36	5	7	8	0	127
Manual Upload							
Total	105	43	5	11	11	0	175
Total (%)	60%	25%	3%	6%	6%	0%	100%

Summary Scores

 85%
  13%
  2%

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:

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

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

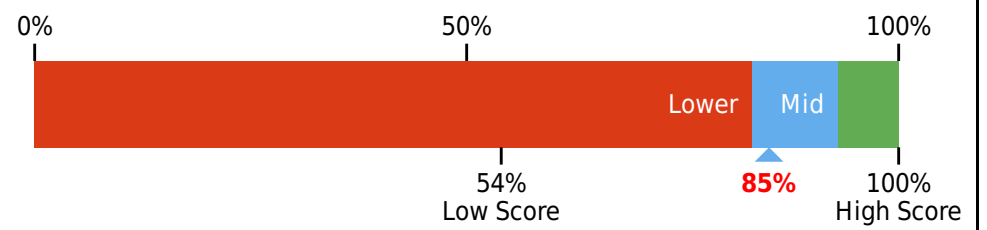
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

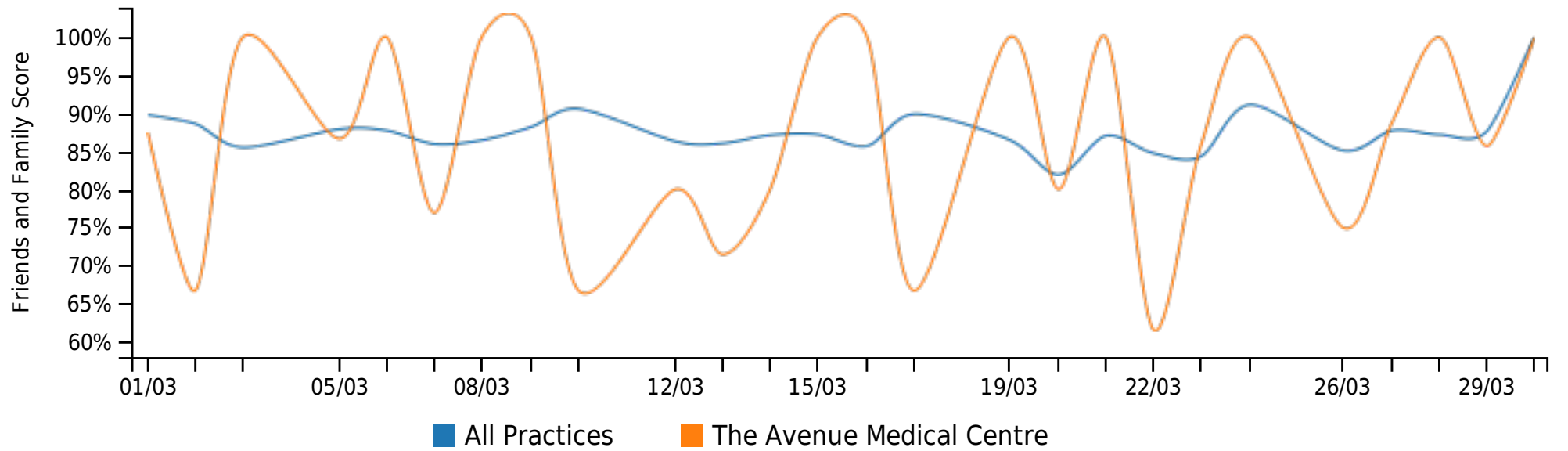
Practice Score: 'Recommended' Rank

Your Score: 85%
Percentile Rank: 35TH



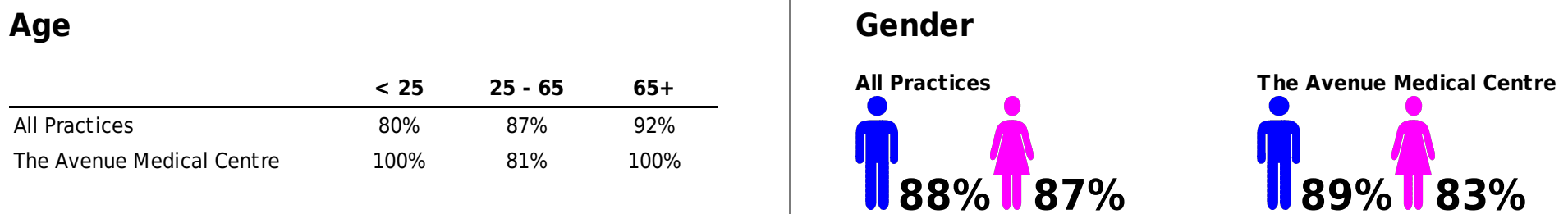
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 35th percentile means your practice scored above 35% of all practices.

Practice Score: 'Recommended' Comparison



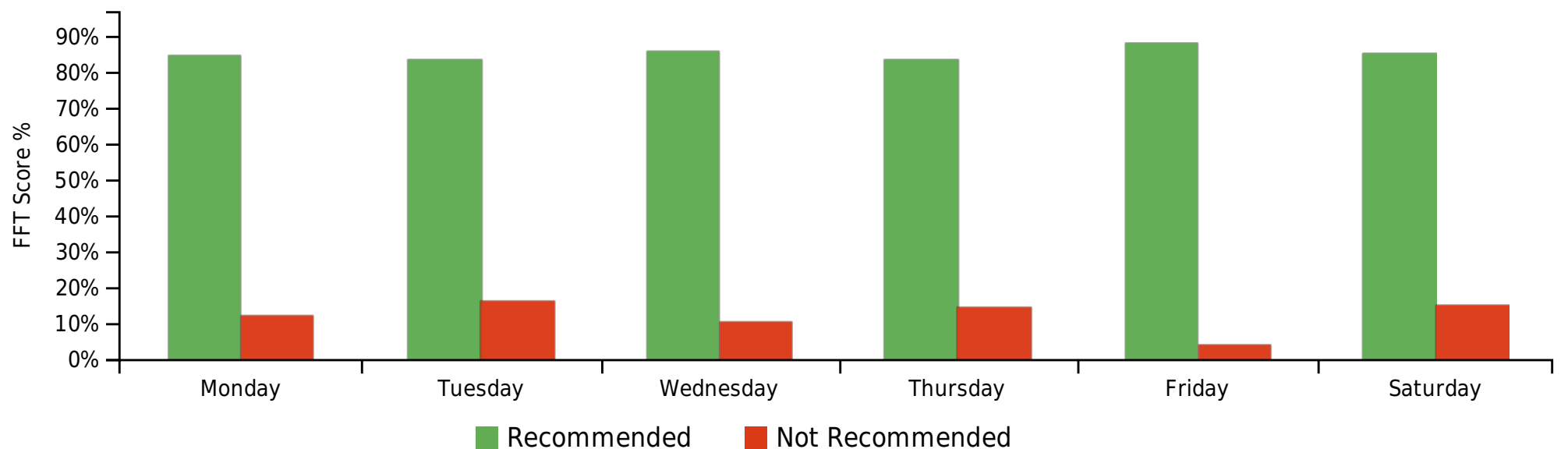
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

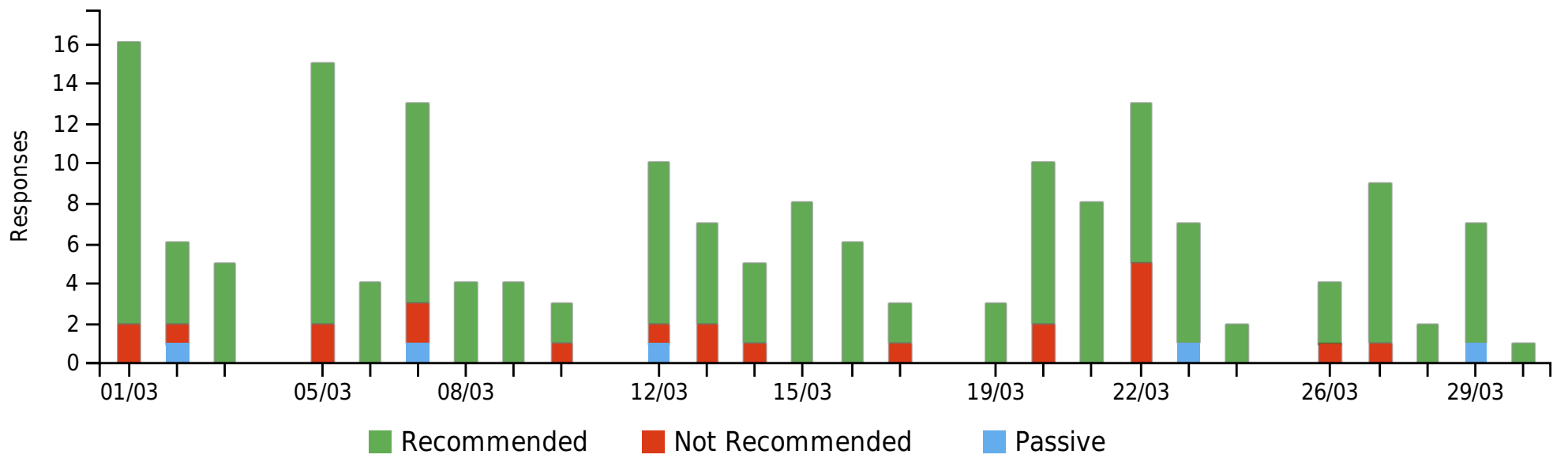
Practice Score: Day of the Week Analysis



- 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.

- ✓ Doctor brilliant. But so hard to get an initial appointment.
- ✓ Doctor was friendly and understanding
- ✓ High expectations of the service
- ✓ Always helpful and knowledgeable Sharon
- ✓ Dr Coleman is a fantastic doctor made me feel at ease with regards to me having to come to the surgery with regards to my daughter. He also booked her in a follow up appointment. I believe he goes above and beyond for his patients.
- ✓ Because the Doctor was very thorough and polite.
- ✓ I got very good treatment and advice from the nurse i saw she really cares
- ✓ Always have good service.
- ✓ Little waiting and consultation with doctor
- ✓ I never come to the doctors but came today appointment was at 9am wasn't seen until 10.05am so was very unhappy with that but the Dr was excellent.
- ✓ The nurse was very friendly , didn't rush me and made me feel comfortable as I had never seen her before
- ✓ Staff were happy to help and when called to see the nurse she made me at ease immediately.
- ✓ The staff are always very helpful with what ever queries i have had.
- ✓ Dr pervis is a very good doctor
- ✓ Harrisons working Doctors and staff
- ✓ Professional
- ✓ Quick polite helpful
- ✓ Friendly staff
- ✓ Always there for you
- ✓ Politeness
- ✓ Very good.
- ✓ Dr purvis has a kind and approachable manner she is thorough every visit.
- ✓ Nice people
- ✓ Brilliant communication
- ✓ Friendly Doctor
- ✓ It was good to see the doctor od my choice which unfortunately does not happen very often
- ✓ Friendly helpful GP
- ✓ Usually get seen quickly and easy to get repeat prescriptions.
- ✓ My appointment was on time and both the Doctor and Nurse were very nice, polite and made me feel at ease.
- ✓ Helpful staff and really good service all round
- ✓ Need more drs appointments. Always gone by time you get through when calling at 8 am.
- ✓ I have always been able to see the doctor when i have the need.
- ✓ I was listened to and the whole consultation did not feel rushed.
- ✓ Appt almost on time and doctor didn't make me feel rushed.
- ✓ Staff extremely helpful dr purvis excellent
- ✓ The doctor was keen to help me. And requested futhar examination as needed.
- ✓ Sympathetic, kind and has time to listen and advise.
- ✓ Good medical service, near to my home.
- ✓ Lovely nurse no rushing made me feel comfortable and not embarrassed when having a smear test done . Answered any questions I had clearly so I understood the answers
- ✓ Always friendly and polite
- ✓ The nurse at surgery is really good she listens to you and is very good at what she does
- ✓ Ability to get an appointment so quickly.
- ✓ Good doctors
- ✓ It is difficult at times to get an appointment but when I do I appreciate the time the doctor gives to me.
- ✓ I got the result I was looking for from the reception followed by the assistance needed by the gp
- ✓ Nurse Wendy was very professional and friendly.
- ✓ As I usually get my required medicine .
- ✓ Very friendly and professional under busy stressed circumstances
- ✓ Nice friendly nurse.
- ✓ I phoned up this morning spoke to a lovely receptionist who gave me an after school appointment straight away. My son had no waiting he went in on time @time and saw a lovely doctor who treated him. Excellent@llent
- ✓ Not too long to wait. Nurse Tricia was helpful and offered plenty of advice to follow.
- ✓ This is a well run surgery that provides quality health care
- ✓ Dr Coleman was really lovely & professional.

X
X
X
X
X
X
X
X
X
X
X
X
X
X

Not Recommended

- ✓ Because there are not helpful
 - ✓ tooo late to be seen from the appointment time
 - ✓ tooo late to be seen
 - ✓ Waiting time is too much They should let the patient notify if they are running late
 - ✓ I waited 45 minutes past my appointment time to see the doctor .I understand surgery can run late but there is a tv there saying about people that didn't turn up so they could put on it dr running 45 minuets late. I must say though once I got to see the dr they were brilliant
 - ✓ Each time I visit the surgery its running late. I checked in on the automatic system but system was malfunctioning so my presence was not registered and had to check in with the receptionist , by which time I had waited over an hour already.
 - ✓ Because I didn't go in on time
 - ✓ Was almost laughed at because of complaining about pain, felt it a complete waste of time going
- X
X
X

X

Passive

- ✓ Surgery is severely understaffed , and for that reason I wouldn't recommend it to my friends or family for the time being
- ✓ *I havent had experiance with surgery today still waiting for call back at 3.10pm good job its not urgent*
- ✓ Waiting time, always a issue! Usualy it's about 20 min, however today I wait more than 45 min. Not acceptable!!!