

# FFT Monthly Summary: September 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
50	31	5	6	2	0	0	0	0	44	50	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>276</b>						
<b>Responses:</b>	<b>94</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	23	15	3	3	0	0	<b>44</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail	27	16	2	3	2	0	<b>50</b>
Manual Upload							
<b>Total</b>	<b>50</b>	<b>31</b>	<b>5</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>94</b>
<b>Total (%)</b>	<b>53%</b>	<b>33%</b>	<b>5%</b>	<b>6%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

86% 
 9% 
 5%

## 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:

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

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

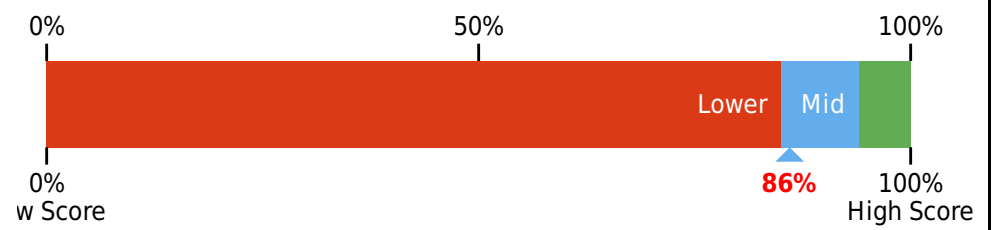
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

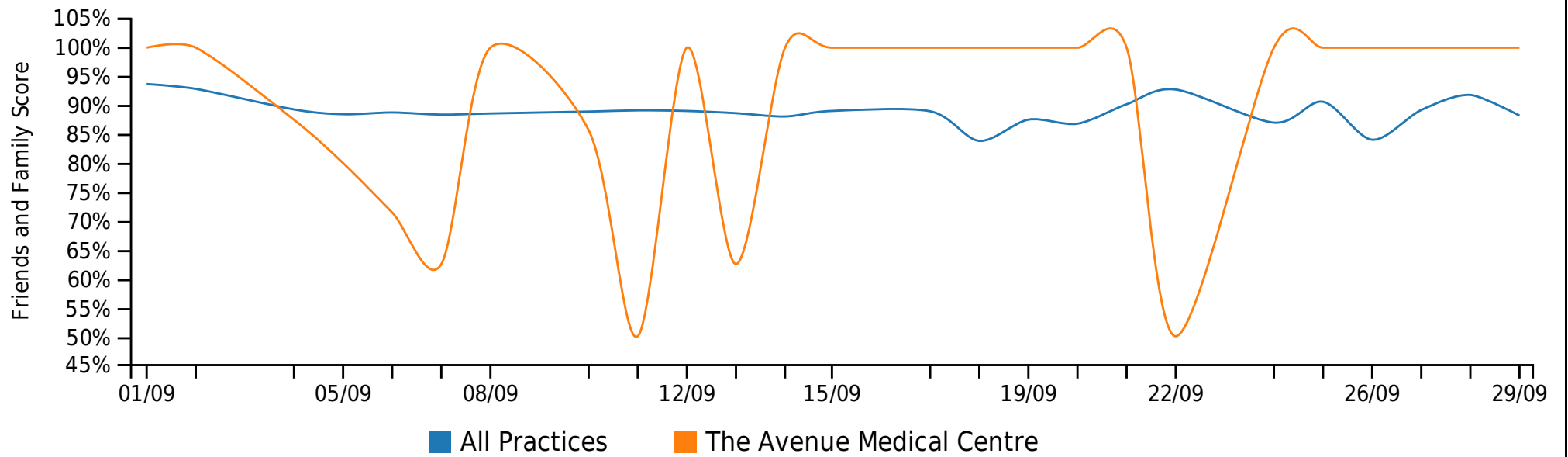
### Practice Score: 'Recommended' Rank

**Your Score:** 86%  
**Percentile Rank:** 35<sup>TH</sup>



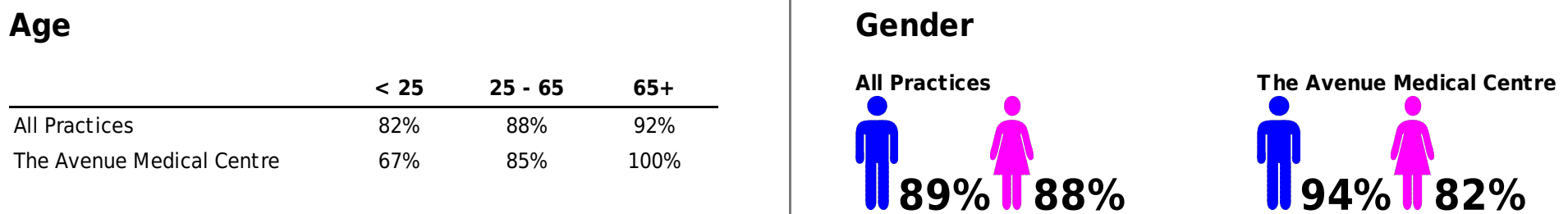
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 35th percentile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

### Practice Score: 'Recommended' Comparison



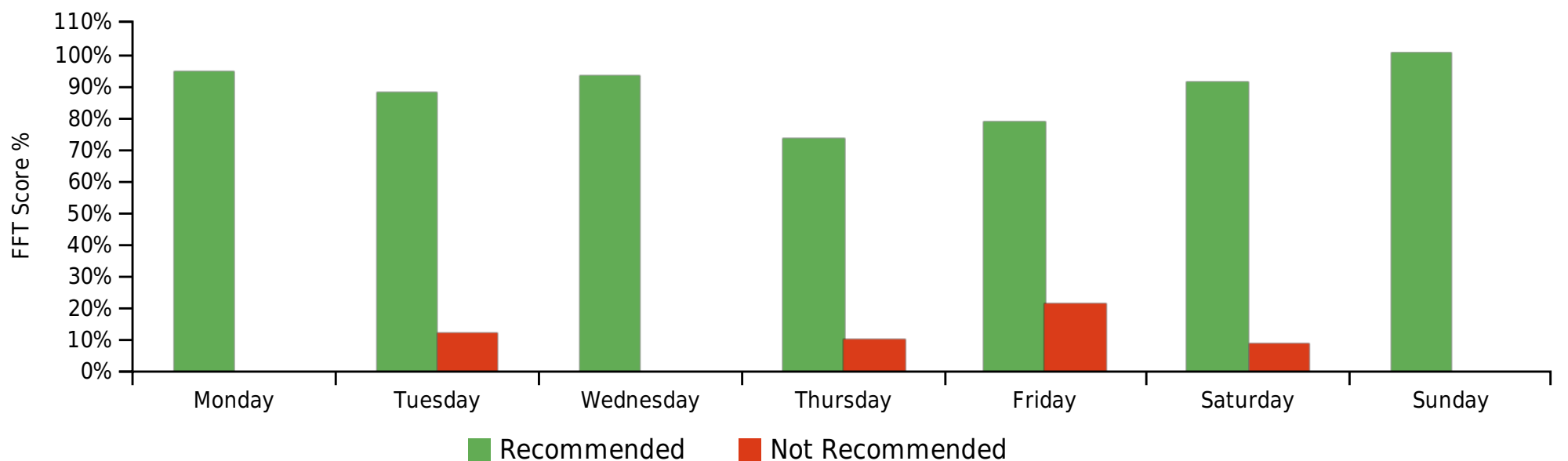
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



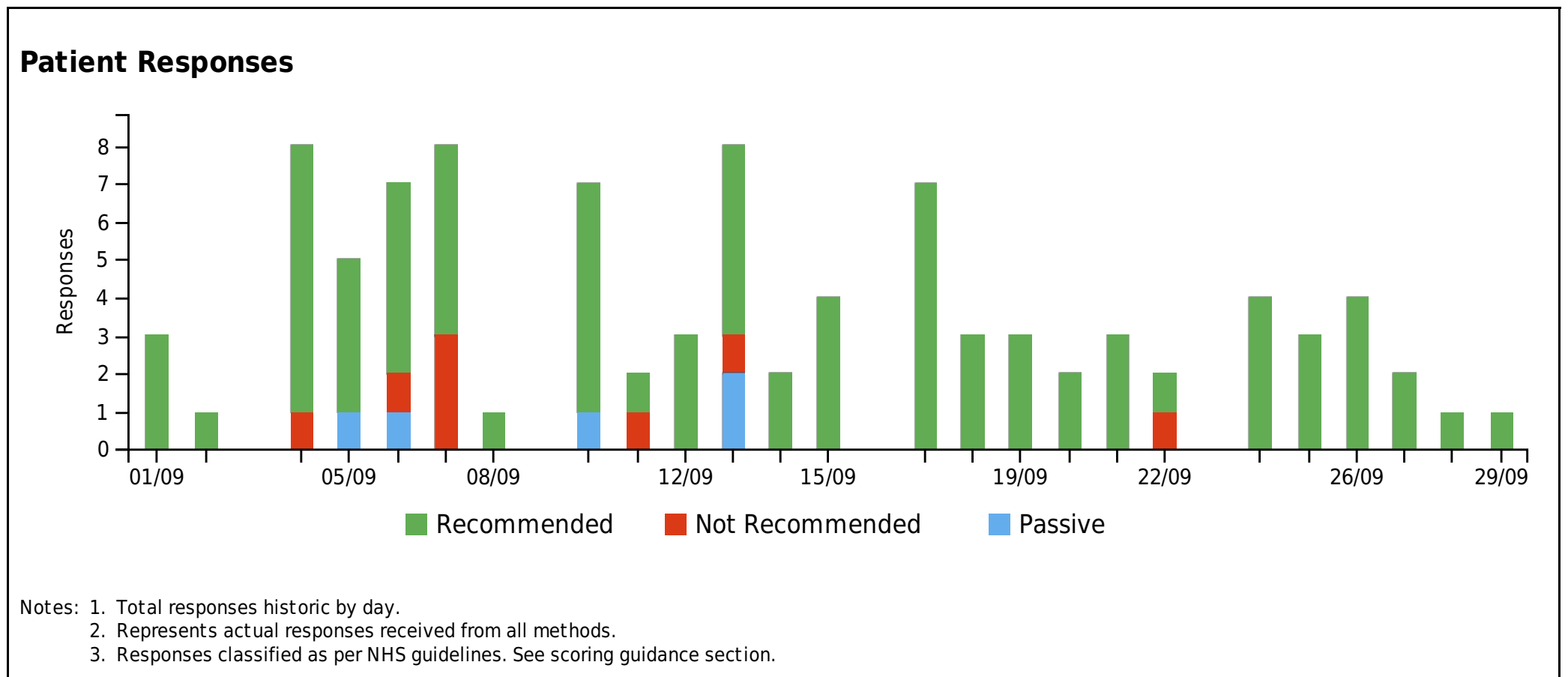
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: Day of the Week Analysis



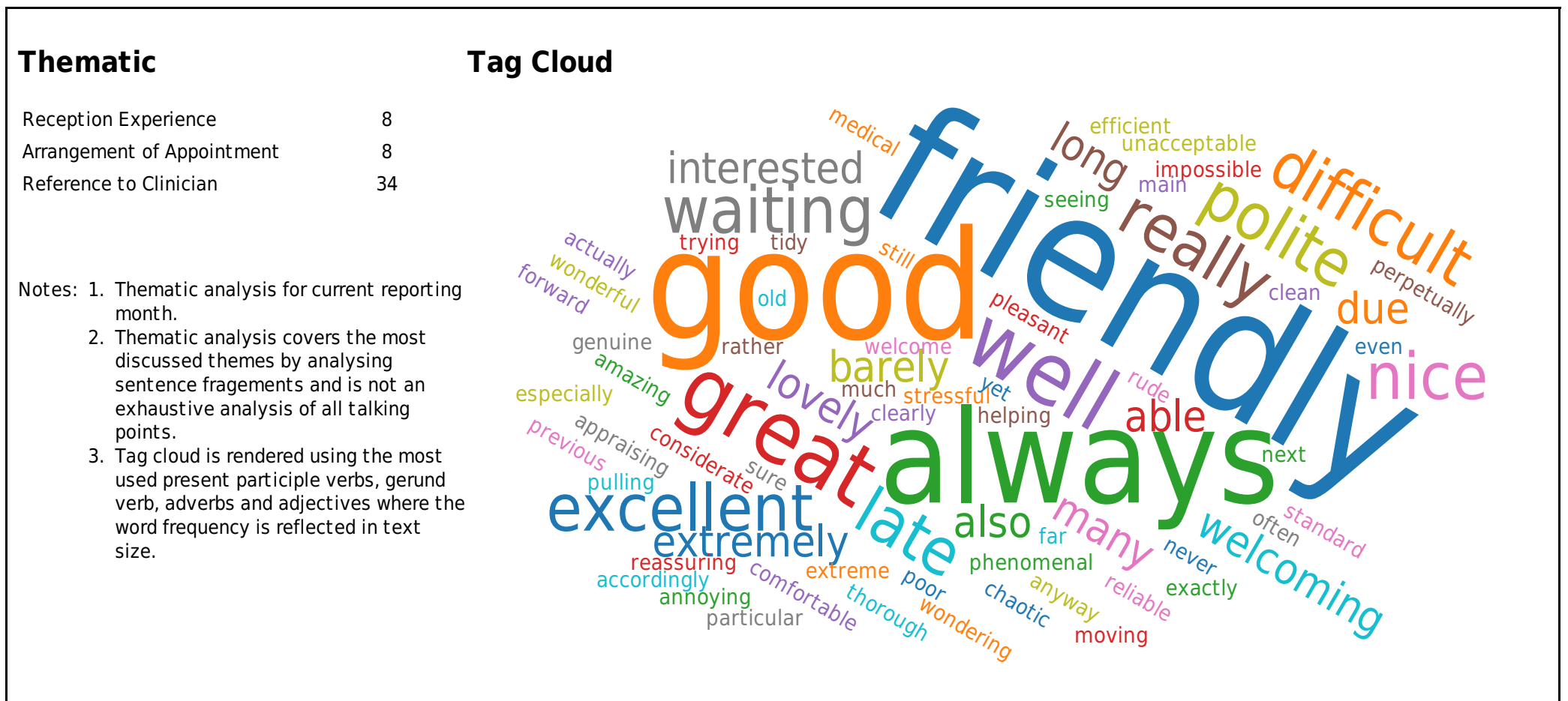
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.  
2. Score calculated as per NHS requirements. See scoring guidance section.

## SECTION 4 Patient Response Analysis



## 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

- ✓ I have an amazing doctor
- ✓ Pleasant reception staff, clean and tidy practice also being able to see a Doctor on a Saturday morning.
- ✓ Friendly welcome by the GP. Also very professional attitude by the GP and I was impressed that he listened as often I find that GPs are rushed and don't really have time to listen.
- ✓ Lovely people, understand and kind, all the people that work there are really nice, the doctors and other staff are wonderful
- ✓ I have no complaints so far.
- ✓ I have been coming to this doctors for many years and they have always been really great and most helpful
- ✓ Friendly and accommodating staff
- ✓ Because the Doctors are so great and will always help you one way or another
- ✓ Friendly and helpful
- ✓ My GP and the service I received at the centre is phenomenal I would not change for the world
- ✓ Very nice and considerate Doctors
- ✓ Very caring and professional
- ✓ The doctor didn't rush my appointment and explained everything to me clearly, I didn't have to wait too long in the waiting room
- ✓ receptionist should be more friendly some are not at all
- ✓ receptionist should be more friendly some are not friendly
- ✓ Wendy was reassuring and is such a lovely nurse.
- ✓ Very good service thanks
- ✓ Very kind helpful people
- ✓ The nurse was welcoming, polite and made my daughter very comfortable as well as professional
- ✓ I was treated with courtesy and everything was explained
- ✓ She is friendly and helping
- ✓ Friendly and reliable GP Practice or surgery
- ✓ Car and genuine interest in my mother's health
- ✓ My GP always phones with blood test results which is extremely kind and helpful especially when you work and need to alter medication accordingly.
- ✓ Good GP Service calls patients with blood test results what more could you ask for!
- ✓ GP is very kind and listens to me very helpful
- ✓ Very professional and polite practice.
- ✓ Dr Coleman is extremely good. He actually listens to everything you have to say, rather than previous experiences with other doctors
- ✓ Friendly Professional (The front door needs painting)
- ✓ Friendly Professional
- ✓ Was able to get the vaccinations I needed
- ✓ Because the doctor I saw is one of two excellent doctors at the practice.
- ✓ A\* GP
- ✓ Professionalism, friendliness, courtesy & presence
- ✓ I have been with this practice for 40 years and I have nothing but praise for all who work there.
- ✓ I saw Bernadette the nurse. I'm not sure if she's a nurse practitioner. Anyway she was very thorough and took her time with me. Thankyou.
- ✓ On time and well informed
- ✓ Excellent doctor
- ✓ The staff was welcoming.
- ✓ I always have good care from my doctor as do my family, we only prefer to see our main doctor who we trust very much and gives us good care, that's why I would recommend the surgery @gery
- ✓ Everyone very friendly and helpful!
- ✓ because Dr Maryam treated me so well and heard about all my problems and refer me to the best solutions
- ✓ Helpful and efficient GP
- ✓ Had a telephone appointment with Dr Purvis today. Very satisfied. Thankyou.

- ✓ Appointment for my 5yr old daughter Very well checked over even got advice from another doctor, and has since called to check up on how she is doing very impressed
- ✓ Very helpful, understands to your needs, and listens
- ✓ Staff and my doctor give a good service xxx
- ✓ Nurse practitioner was very nice but distracted & difficult to understand. I still don't know exactly where I stand moving forward
- ✓ Great drs

X  
X  
X  
X  
X  
X  
X  
X

### Not Recommended

- ✓ Long waiting times
- ✓ Perpetually sub-standard service to patients for many years. Practise manager 12+ years in same job is not appraising the "service". Too disorganised. Doctors and nurses OK. No appointments until 08:00, number always engaged. 08:20 no more doctors appointments for the day. CRAP.
- ✓ Because I was kept waiting for 45 minutes
- ✓ Appointments for 9.00 and not seen till 9.45 I think that is unacceptable.
- ✓ It's so difficult to get appointments and yet when you manage to get one, there is barely anyone in the queue. So it always leaves me wondering why it's so difficult and next to impossible to get an appointment

X

X

### Passive

- ✓ Never the same experience goes from one extreme to othet

X

X