

# FFT Monthly Summary: February 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
106	40	9	8	4	1	0	0	0	40	128	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>373</b>						
<b>Responses:</b>	<b>168</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	24	12	1	2	0	1	<b>40</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail	82	28	8	6	4	0	<b>128</b>
Manual Upload							
<b>Total</b>	<b>106</b>	<b>40</b>	<b>9</b>	<b>8</b>	<b>4</b>	<b>1</b>	<b>168</b>
<b>Total (%)</b>	<b>63%</b>	<b>24%</b>	<b>5%</b>	<b>5%</b>	<b>2%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

 87% 
  7% 
  6%

## 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:

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

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

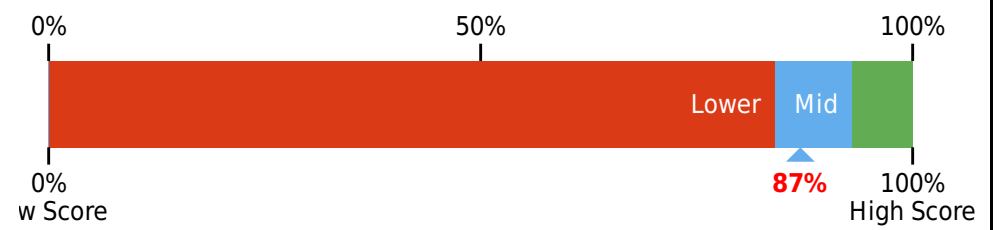
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

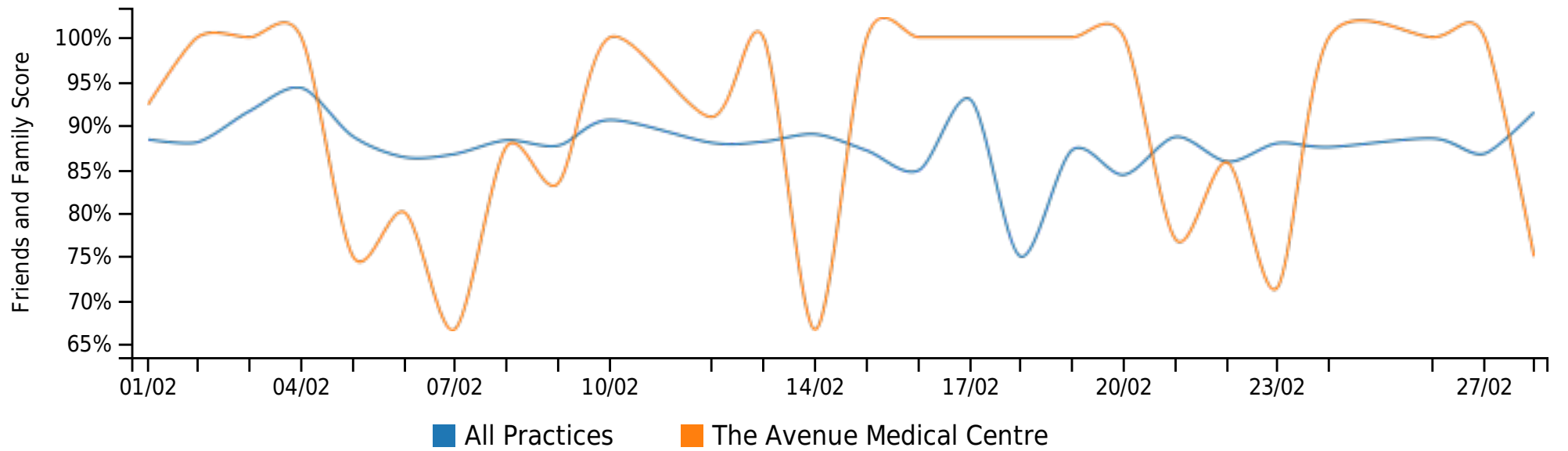
### Practice Score: 'Recommended' Rank

**Your Score:** **87%**  
**Percentile Rank:** **40<sup>TH</sup>**



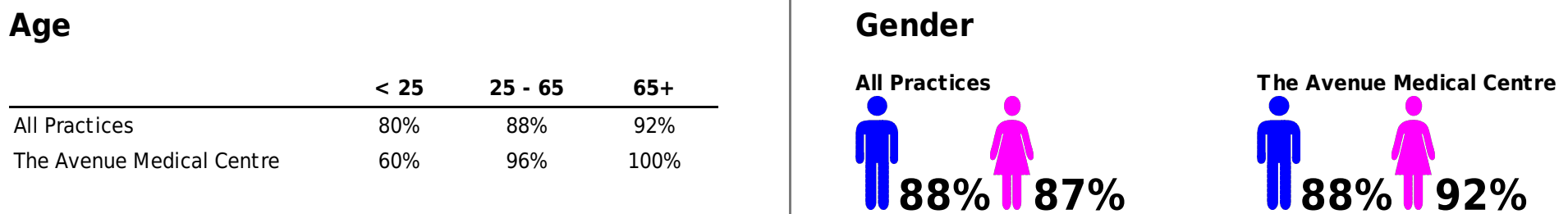
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 40th percentile means your practice scored above 40% of all practices.

### Practice Score: 'Recommended' Comparison



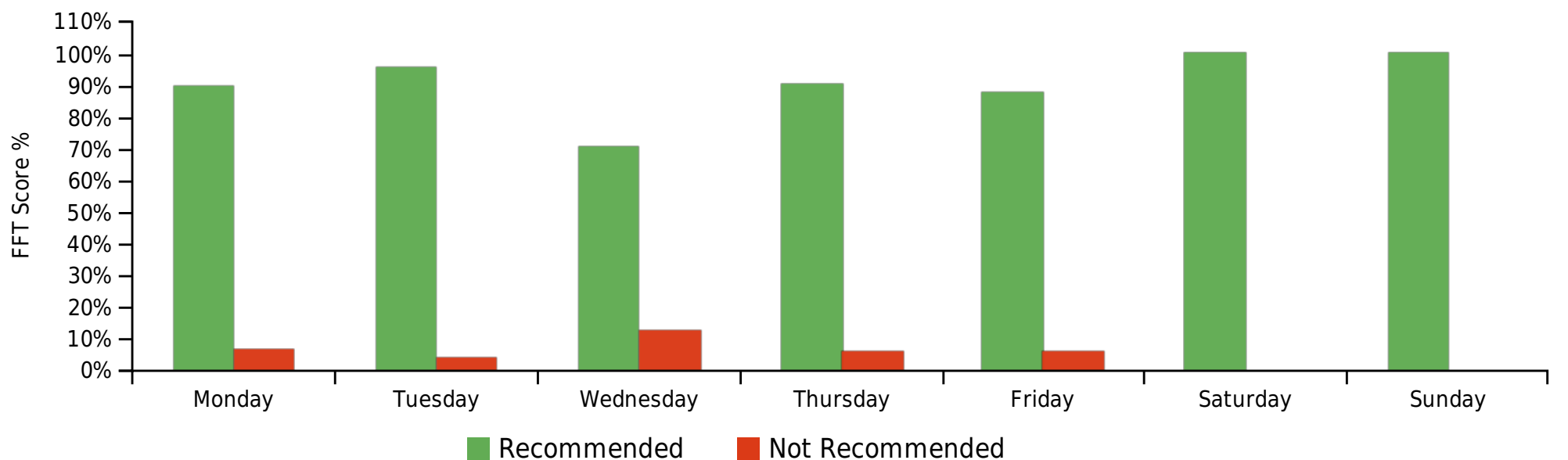
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



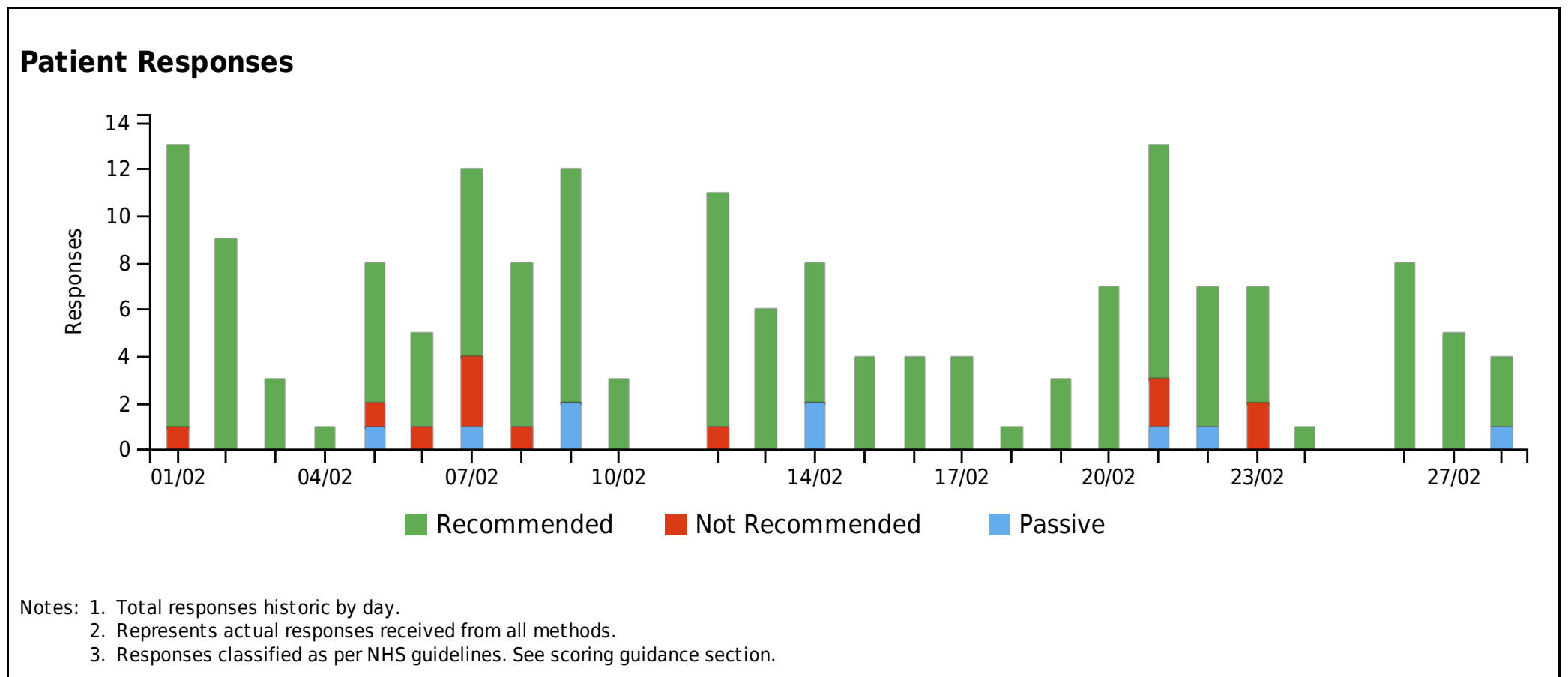
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### 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





- ✓The surgery have great helpful friendly staff and help you with your problem
- ✓Asked for doctor to phone. Got call back and doctor very very helpful is tracing the medication I required.
- ✓There was nothing wrong today
- ✓Punctuality'
- ✓Good service approachable doctors and staff
- ✓I had an blood test
- ✓There was nothing wrong today
- ✓Dr. Asad fully understood
- ✓Always go service and great staff
- ✓Always the best help and service received
- ✓Very efficient
- ✓Had a Health check and was very happy that all was explained to me
- ✓The doctor had time, and was informative
- ✓Dr Coleman was very informative and helpful
- ✓Top doctor within the surgery.
- ✓90% get an appointment quickly or same day. Staff always lovely and friendly
- ✓Felt listened to and Doctor took time to explain things to me and answered questions without rushing or dismissing my concerns.
- ✓Very helpful consultation. All I asked for was done for me. A great doctor.
- ✓The staff are efficient
- ✓Staff and doctor was polite and thorough.
- ✓The avenue medical centre is best in slough
- ✓I found it quick and easy
- ✓Dr is understanding and helpful
- ✓Excellent GP's and nurses
- ✓Very nice and helpful
- ✓Very good doctor
- ✓Friendly, very helpful,
- ✓Friendly receptionists, nurses and doctors. Opening hours.
- ✓very friendly doctor
- ✓Very nice people and care about their positions.
- ✓I see nurse Trish McCorrie every 12 weeks and she is always very polite, caring and friendly
- ✓Always polite staff
- ✓Doctor was thorough,helpful and polite. Receptionist were polite and friendly.
- ✓The services was very good.
- ✓New patient, happy so far
- ✓Friendly doctors
- ✓The doctor was so nice and helpful and gave my chest and good listen to and said that I had a chest infection and that's what i thought it was .
- ✓Good and other time
- ✓Staff were efficient
- ✓Professionalism of staff.
- ✓Very good doctor
- ✓Very helpful
- ✓Great service.very friendly.
- ✓Great service from Dr. Coleman. Makes us feels really cared for and important.
- ✓I recently went to visit Dr Sharif. I am a patient with incurable cancer being treated palliativly. Whilst taking my oxygen level says Dr Sharif thanked me for my courage and my brave heart! That sentence has stayed with me and enabled me to create more courage. It was sensitive and compassionate and I thank him for that.
- ✓Difficult to get appointment with my preferable GP
- ✓My GP has time to listen to my health issues and he try's his level best to help me

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### Not Recommended

- ✓Booked in for a routine smear test,the nurse tried 3 times and failed,I've never had any problems with this procedure before,i left the surgery without the test being done,felt humiliated and violated
- ✓no appointments for 2 days despite over 200 times trying
- ✓I waited over an hour for my 10am appointment
- ✓waited over 30 mins to be seen with a 2 month old baby. however doctor was. ery helpful
- ✓U ppl need to upgrade
- ✓No-one cares for the elderly or infirm any more. "A surgery is there for patients to come to" unless you're on your last legs don't expect any home care. This is what people pay their NHS stamp for for years....
- X
- X
- X

### Passive

- ✓Finding the process of booking an appointment very difficult. I felt rushed n didn't feel listened to.
- ✓I tried for 3 days to get an appointment you can never get through when the phone lines open for appointments

✓ I didn't feel the gp had time for me

✓ Doctors should be empathetic, love their job, they should LISTEN to patients and don't just prescribe medicines after a short visit of 10 mins, providing with treatments that give a short fix to the real problem. Even when you catch an apparent normal flu, there is a much deeper reason behind it and sometimes just few extra questions would solve lots of problems and less returning patients. I know that this is the way the NHS system works in the UK but why not to bring some change and try to do better? Please also make sure that doctors in your surgery do love their job and it's not just something they have to do to pay bills and some holidays.

X  
X  
X