

FFT Monthly Summary: April 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
69	27	4	7	5	2	0	0	0	44	70	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:	313									
Responses:	114									
		Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know			Total
SMS - Autopoll		32	5	1	3	2	1			44
SMS - User Initiated										
Tablet/App										
Web/E-mail		37	22	3	4	3	1			70
Manual Upload										
Total		69	27	4	7	5	2			114
Total (%)		61%	24%	4%	6%	4%	2%			100%

Summary Scores

 84%  11%  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:

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

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

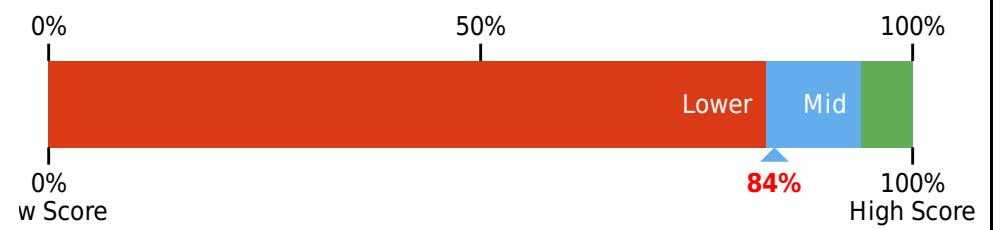
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

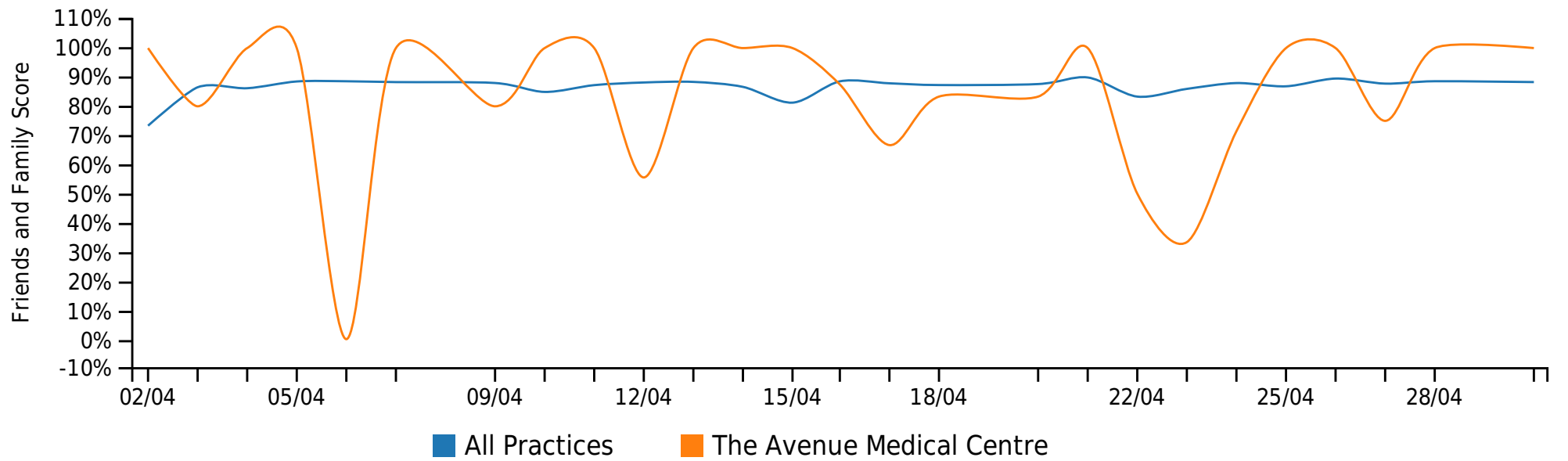
Practice Score: 'Recommended' Rank

Your Score: **84%**
Percentile Rank: **30TH**



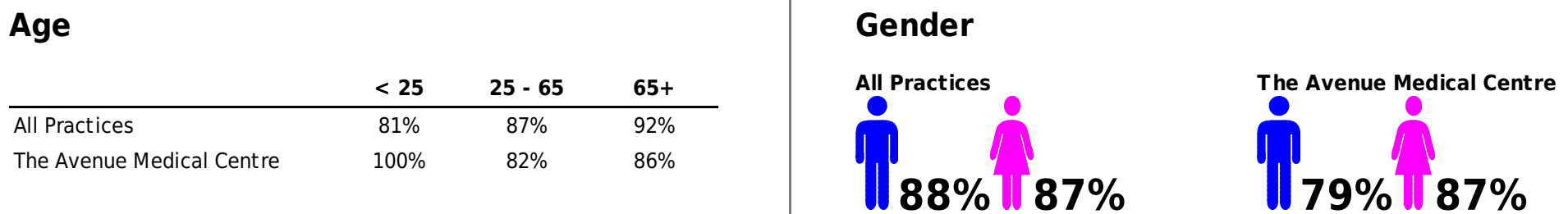
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 30th percentile means your practice scored above 30% of all practices.

Practice Score: 'Recommended' Comparison



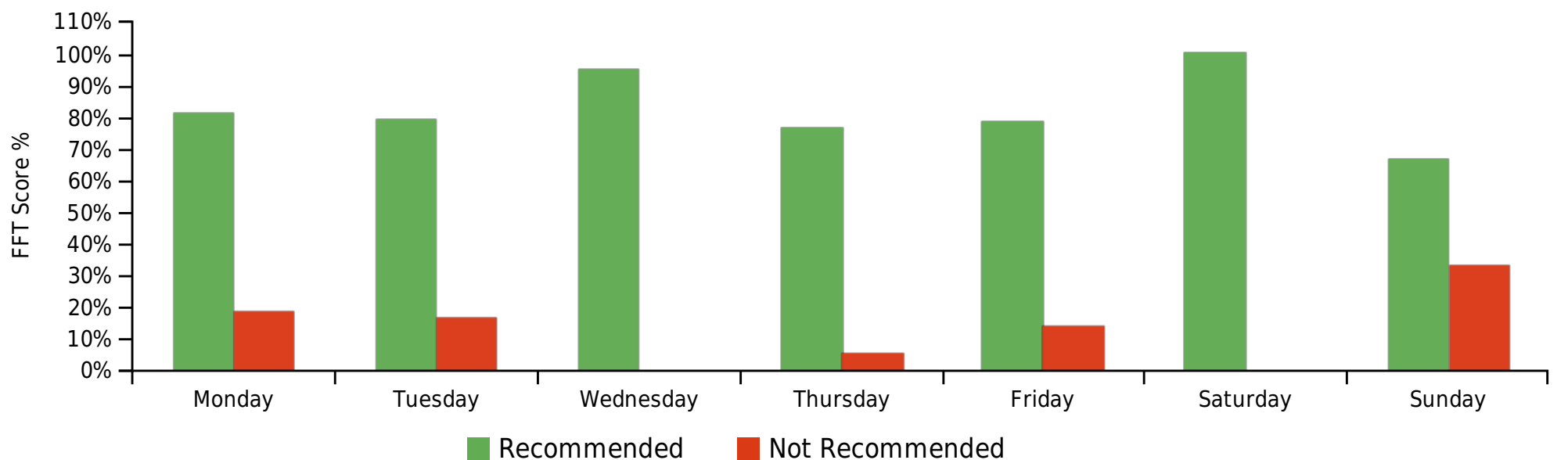
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



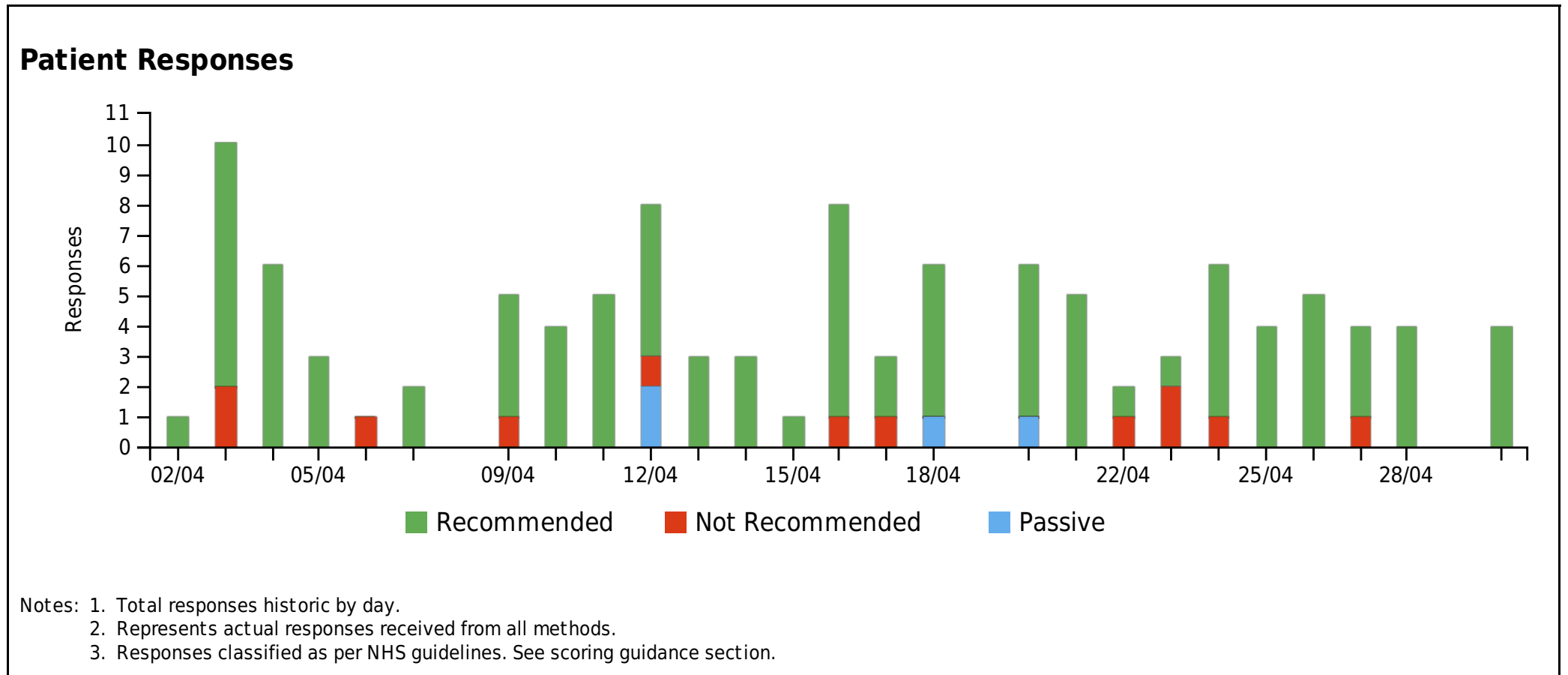
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓ *Listened supported and helped*
- ✓ *Appt system*
- ✓ *I was given the time i needed & both the lady on reception & the lady i saw for my review were lovely.*
- ✓ *Understanding and friendly staff..while I may not enjoy blood tests they are made bearableby the pain free extraction of blood sample.*
- ✓ *Politeness*
- ✓ *Its been my doctors for 50 years and not had any problems with the surgery.*
- ✓ *Excellent*
- ✓ *Sitting room well ventilated*
- ✓ *When you eventually get an appointment the staff are really good.*
- ✓ *Great doctors*
- ✓ *I have always been happy there*
- ✓ *I am very satisfied with my doctor he is good*
- ✓ *I saw Dr.Coleman and as always he was pleasant , interested and thorough. He doesn't rush and takes care to explore solutions/treatments that are best suited to the patient.*
- ✓ *Good info from doctor*
- ✓ *Explain how long an appointment I need if I have multiple symptoms that are possibly related to the same condition*
- ✓ *If the timings become more flexible to book appointment for on th day as we'll advance booking must be close as possible*

X
X
X
X
X
X
X
X
X
X
X

Not Recommended

- ✓ *You can never see a doctor unless you wait outside for half an hour there's too many patients*
 - ✓ *You can never get an appointment when needed I've even tried booking one three wks in advance to be told that have all gone*
 - ✓ *Was awful*
 - ✓ *Worst and most painful blood test I've ever had and I have had hundreds.*
 - ✓ *Haven't seen my own GP in ages. Only a nurse.*
 - ✓ *Terrible response*
 - ✓ *Don't think my issue was taken serioisly.*
- X

Passive

- ✓ *No concern for people with disabilities*
 - ✓ *Havent met this doctor a lot she was running very late and i don't think she really listened to what i was telling her*
- X