

FFT Monthly Summary: October 2017

THE SHREWSBURY CENTRE
Code: F84006

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
78	30	3	6	11	0	0	0	0	128	0	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:	774						
Responses:	128						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	78	30	3	6	11	0	128
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	78	30	3	6	11	0	128
Total (%)	61%	23%	2%	5%	9%	0%	100%

Summary Scores

 84%
  13%
  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:

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

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

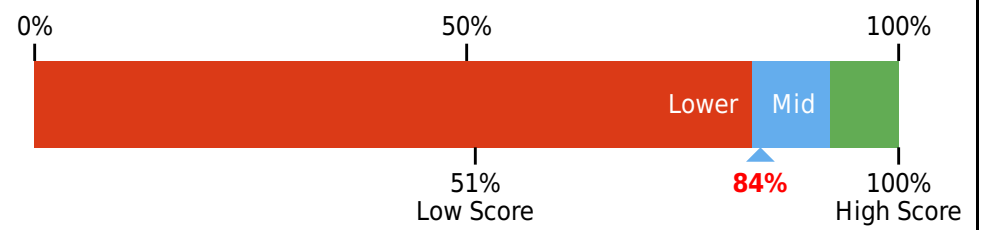
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

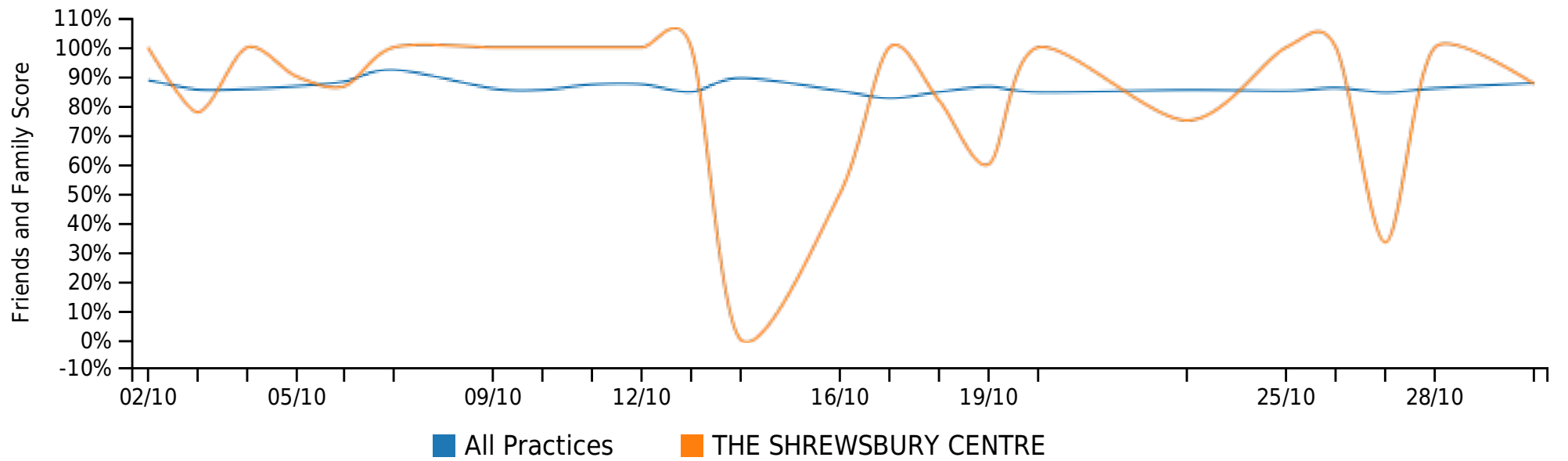
Practice Score: 'Recommended' Rank

Your Score: 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



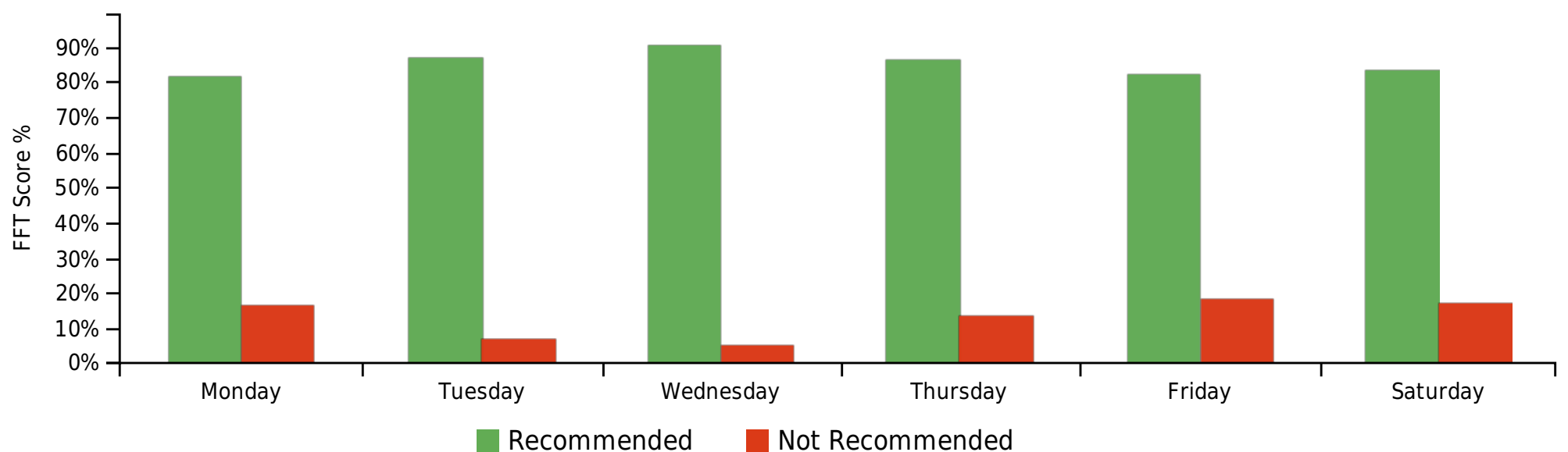
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



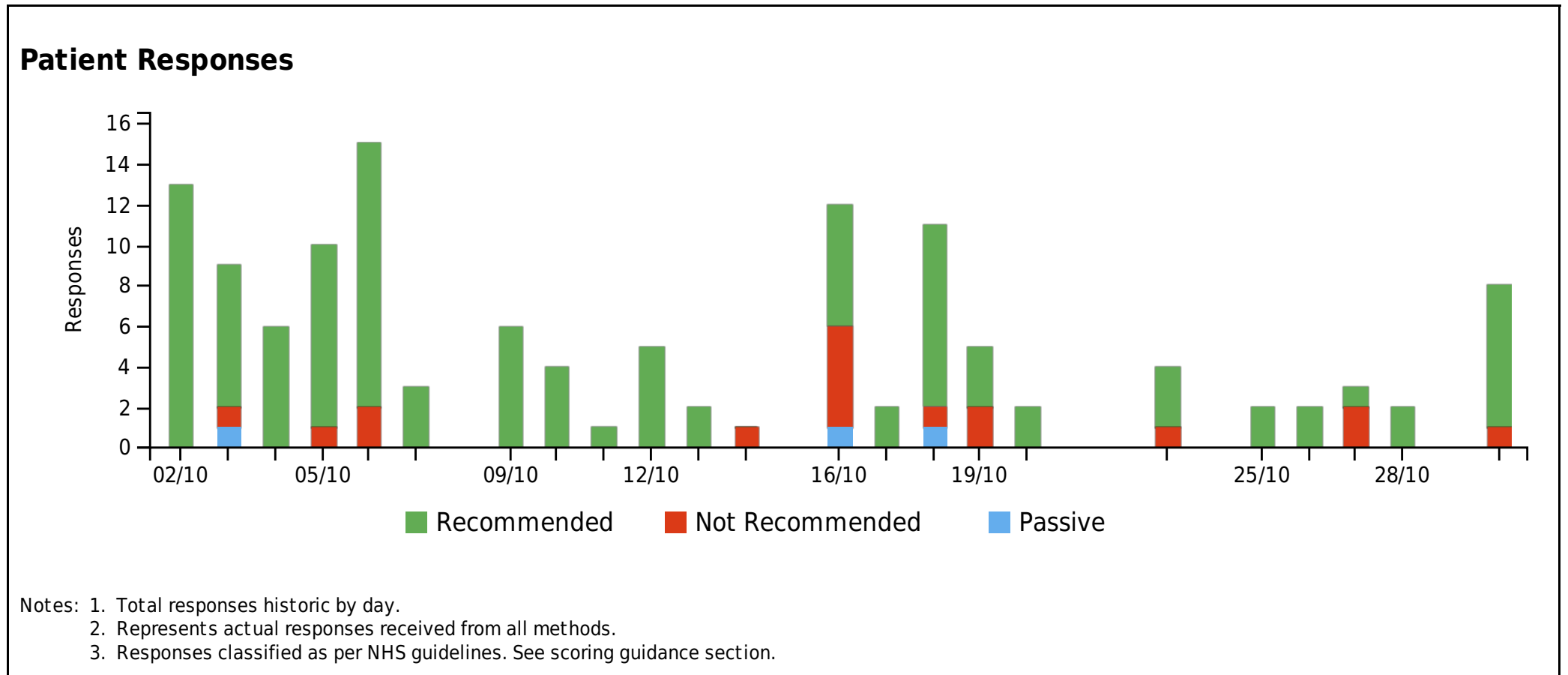
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



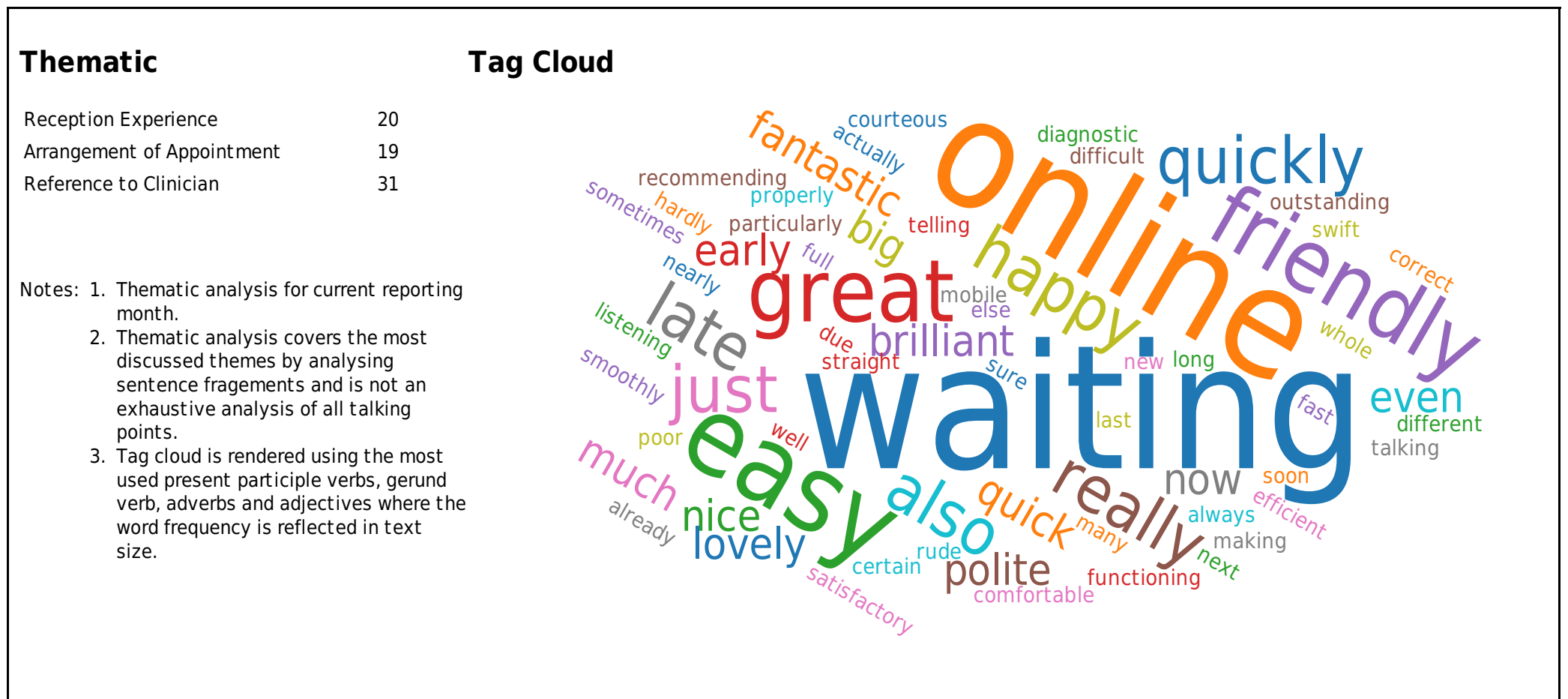
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



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

- ✓ Online appointments
- ✓ Online appointment booking
- ✓ We do not have sit long to see doctor with opitment no waiting doctor see straight way
- ✓ Great dr and quick appointment
- ✓ I have received good care. Satisfied with the care.
- ✓ Friendly staff
- ✓ Your online booking system is really good.Finished my appointment on time.
- ✓ No waiting, politeness, good explanation etc.
- ✓ everything went smoothly particularly with the new mobile booking system
- ✓ Very helpfull can do attitude of staff and doctors
- ✓ Good care and swift appointment
- ✓ Satisfied
- ✓ Excellent staff and Excellent doctors and just very nice people and Excellent management !!!and just great at what they are there for
- ✓ Very good service, helpful
- ✓ They check me on time and explain properly.
- ✓ Only I choose because of the doctor bhasi was very helpful but not for receptionist they where not good
- ✓ Dr Navan was brilliant but my appmt was 40 mins late
- ✓ I really like services and behaviour all staff members
- ✓ I've been a customer for many years and I'm happy with Dr Navan. The receptionists are nice. The online service is good. Having blood tests and X-ray all in one place is great.
- ✓ All staff all doctors provide best services and listening us well and provide good advice thanks to all
- ✓ Helpful and friendly. The practice nurse this morning checked to see if there was anything else outstanding she could do for my dad and offered him his flu jab which he took. Time saver!
- ✓ Polite & Efficient
- ✓ Very friendly staff excellent services, best Doctors in Newham
- ✓ I am happy with the service I get from the surgery and I really like the online appointment system
- ✓ Appointment making is much easier now
- ✓ Same day appointments to see doctor
- ✓ Reduced waiting times.
- ✓ Nurse was very helpful and gave good advice and guidance
- ✓ They know what they were doing and the online appointment system had made life easy!
- ✓ Receptionist are good behavior & Smile face& also doctor serve the good treatment.
- ✓ I & my Whole Family Members Always Receive very good Service from all Doctors, Nurses & Receptionists all the time Big Thanks to you all ..
- ✓ Your appointment system has been changed witch is a great improvement.
- ✓ I was seen early before my time, actually I didn't get the chance to sit down as soon as I self checked-in. I was given so much time and not rushed at all. I popped next door to the vampires ladies and they were cheerie no telling across town for a blood test. Fantastic-o place Big up Doc in room 5.
- ✓ The staff from manager receptionist nurses and doctors are very helpful. And reminds us of appointment at times. Its sometimes difficult to get appointments other than that its a lovely health centre.
- ✓ The care and advice were satisfactory. No waiting time.
- ✓ Excellent service
- ✓ I got quickest appointments for my two kids by phone call. Also my my kids received very good doctor services on time. They can start thetheir medication quickly, they already start to get better same day. I. I am very happy for my GPs all over service ce
- ✓ Appointment was on time and staff were polite.
- ✓ Staff are easy to talk to and are very courteous.
- ✓ Online booking service means same day appointments and hardly any wait
- ✓ Easy to book appointments, excellent service provided by staff and doctors!
- ✓ Every time,you see a different Doctor there is no continuity. I dont even know who my Doctor is.is.

- ✓ Due to good service
- ✓ GP is fantastic
- ✓ Time save and also quick service brilliant. ...
- ✓ They provide a good service.
- ✓ Because fast service and good advice from Doctor
- ✗ Doctors and receptionist helpful
- ✗ I am very pleased with the way I am treated by the Doctors and effectiveness of the Receptionists
- ✗ Easy to get appointment and friendly staff
- ✗ Its easy now
- ✗ Quickly seen by receptionist and gp

Not Recommended

- ✓ No parking
- ✓ Waiting waiting waiting until nearly an hour after my appointment time when I had arrived early.
- ✓ Doctors have no time to consult with patients and no consistency or follow up
- ✓ I think the GP Practice is overloaded with patients and functioning at greater than full capacity. Recommending to others will jeopardise patient care and workload.
- ✓ Doctor didnt check or even had a look
- ✓ I choose 2 because of the Doctor (Dr Bhasi she made me feel comfortable with what i was talking to her about and was very helpful and lovely) I choose 4 because reception service is very poor, it is very disorganised and receptionist lack respect for patients in my opinion but not all receptionist only certain ones.
- ✓ Was seen by Doctor for less than 2 minutes and no further help was given
- ✓ When I went to the appointment last Tuesday for my kids I was just 5 minutes late. They didn't let me to see the doctor. Receptionists are very rude. No kind at all.
- ✓ The reason is, i took appointment of 9:40 and they call me in at 10:10....my littile one was waiting at home, and they called me in after 30 minutes. But if we are 5 mins late for appointment they cancel it.

Passive

- ✓ Because they treated me very quickly and i am note sure was given the correct treatment and corect diagnostic. Will see after 1 week. Thanks