

FFT Monthly Summary: July 2017

THE SHREWSBURY CENTRE
Code: F84006

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
90	28	3	5	7	1	0	0	0	134	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:	712							
Responses:	134							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	90	28	3	5	7	1	134	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	90	28	3	5	7	1	134	
Total (%)	67%	21%	2%	4%	5%	1%	100%	

Summary Scores

 88%
  9%
  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:

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

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

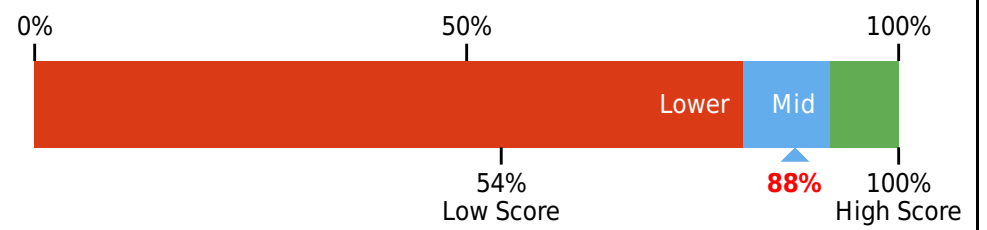
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

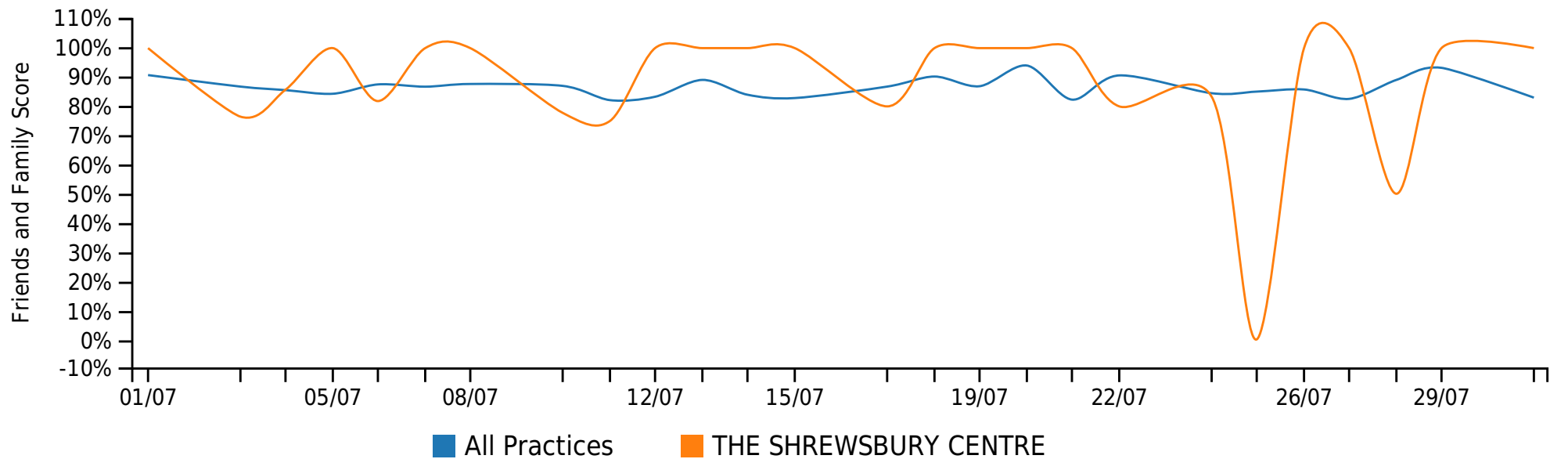
Practice Score: 'Recommended' Rank

Your Score: 88%
Percentile Rank: 55TH



- 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 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison



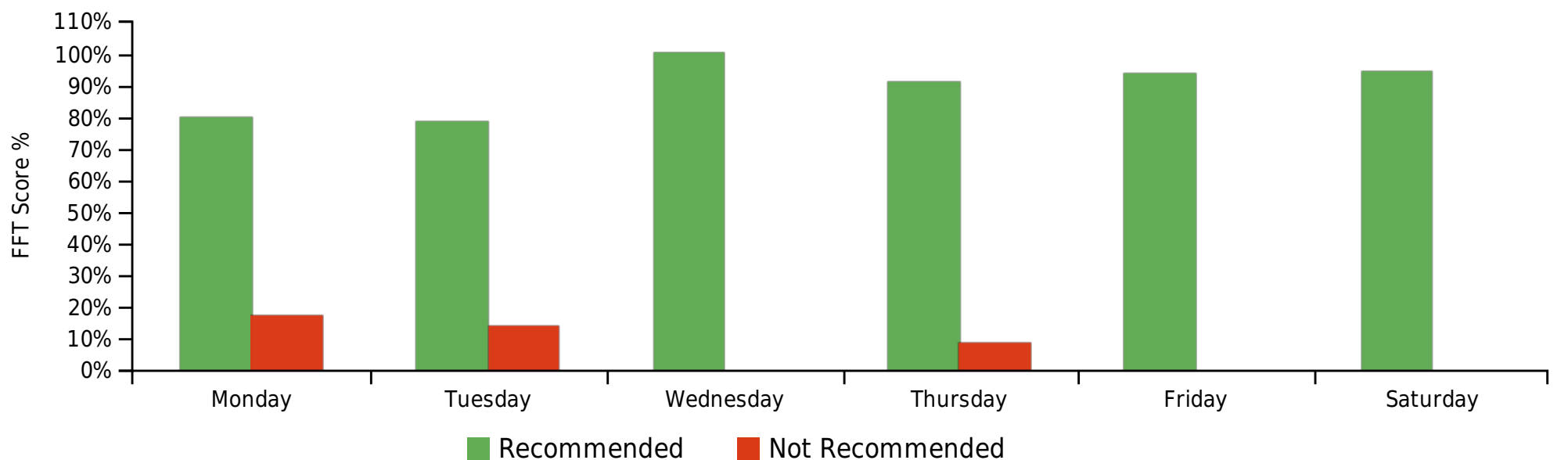
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



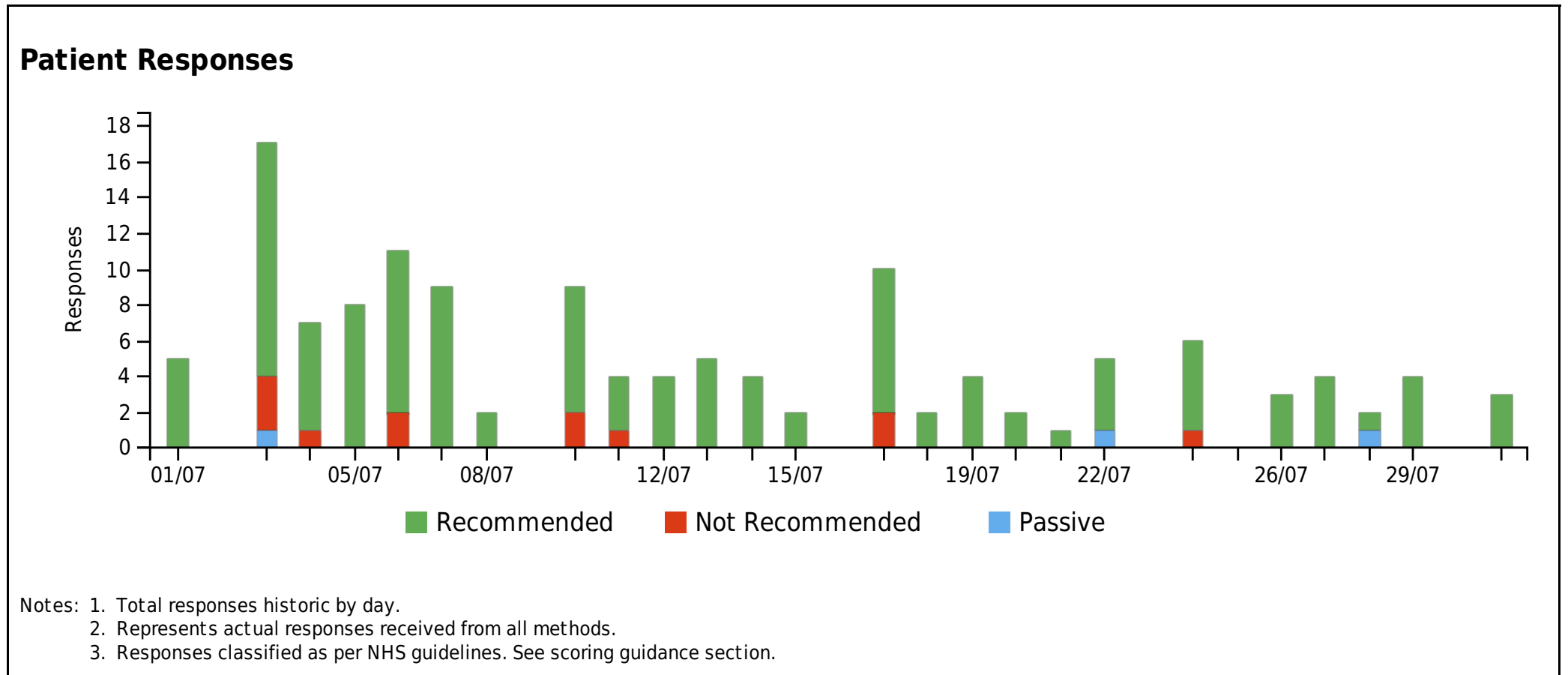
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



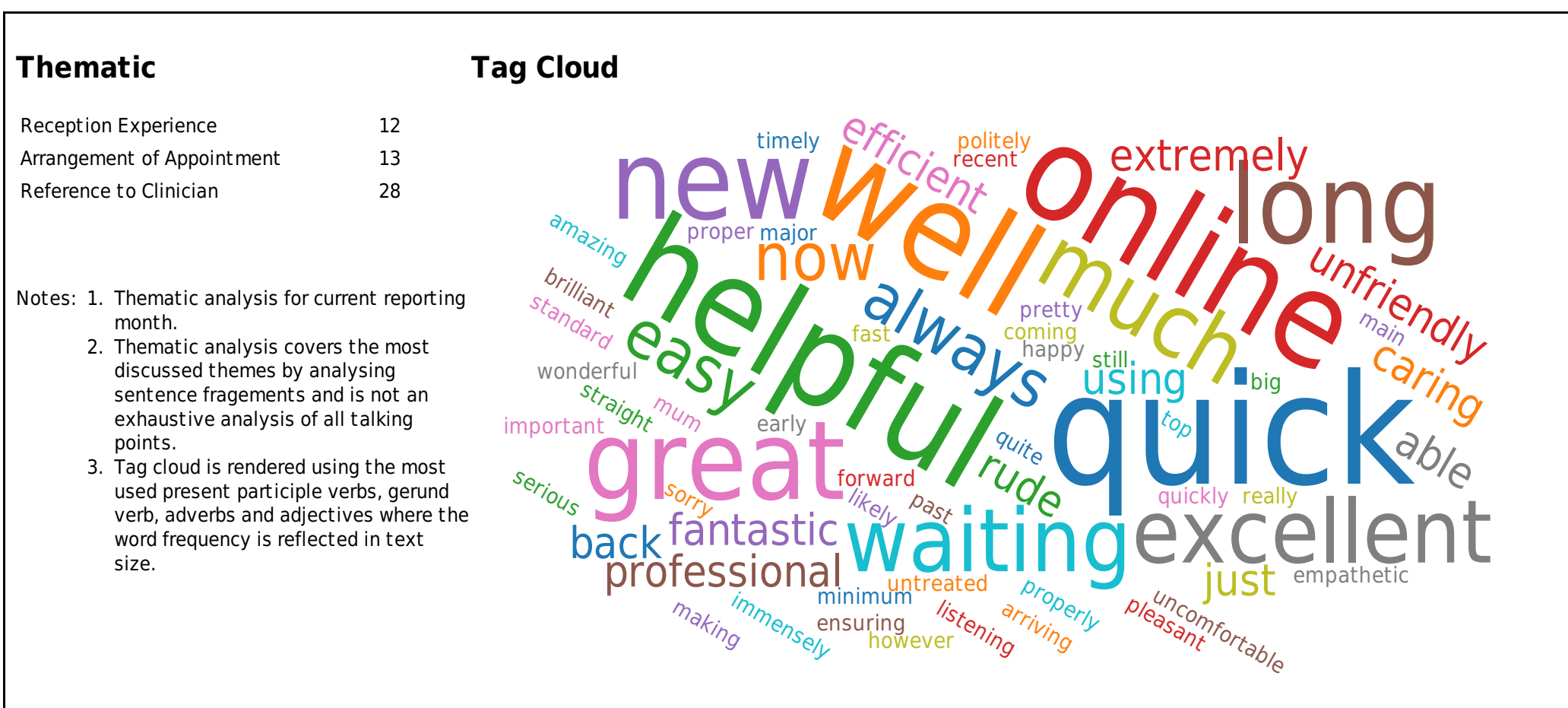
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

- ✓1-Extremely likely
- ✓New system is fantastic And quick ?
- ✓Reception/Consultations and etc.always very good.
- ✓Did not have 2 wait long 2 see the doctor only 5mins past the time was allocated.
- ✓Excellent and professional support and advice from doctors and staff.
- ✓I wae very impressed with all aspects of the experience. Well done
- ✓The treatment which Dr Sunanth given to mum was very good. The care and understanding of patient needs. Happy with the Drs
- ✓Did not wait long time& and very satisfied with the doctor's advise& medicine
- ✓Good patience service I received
- ✓Efficient and helpful
- ✓I have been treated well and receptionist and doctor both responded politely.
- ✓I was able to book the appt online. As when i came to the surgery it was straight forward and got to see the doctor without much delayNew system is pretty much great
- ✓Online appointment booking systems
- ✓Because the excellent service
- ✓Excellent service from all staff
- ✓Online appointment booking system is really good idea. Because before I need to wait for a long hours in the surgery. Now everything finished in just 10 minutes. Such a great idea. I appreciate your new appointment system.Thanks.
- ✓Because is good doctor
- ✓Quick and easy
- ✓Service was quick because of the new check yourself in system
- ✓Good service , very well serve
- ✓I have been using this service for over 30 years and do not have any major complaints.
- ✓I am being left untreated for a serious back problem
- ✓The staff are so helpful & friendly! :-)
- ✓Very good service : v .good appointment system & v. efficient , pleasant doctor.
- ✓New appointment system.
- ✓Prompt timing and kind services...
- ✓Well organised
- ✓Extremely good and very helpful staff
- ✓Booked my appointment meet on Saturday for Monday, loads of available appointments ! Great. Attend 9.30 appointment at 9.15 saw doctor at 9.20. This is brilliant standard treatment. Was seen early and nd able to get back to work. Diagnosis/etc fantastic, well hold on letlet
- ✓Seen nurse on time and very friendly
- ✓Easy appointment. Choice of doctor. Friendly staff
- ✓Very prompt & fast service
- ✓Quick service and dr Nav very understanding
- ✓Good doctors and friendly service
- ✓The service has improved immensely
- ✓Latest improvements in Appointment and check Your appointment yourself by using touchscreen and less waiting period in the waiting area
- ✓Online booking is so easy,There is minimum waiting time I was seen within 10 mins from arriving.
- ✓The doctor I saw listened to me.
- ✓Now the surgery has much improved then before i like the new appointment system.
- ✓Doctor very good and helpful.
- ✓We could still improve more.
- ✓Recent appointment system
- ✓No helpful advice from the GP
- ✓Good doctors and now a proper appointment system ensuring a quick service. The commitment by the GPs is very much appreciated.

- ✓The good treatment and communication my doctor has had with me.
- ✓Online appointment booking system and less waiting time's most important very caring doctors.
- ✓The health care assistant was professional, empathetic, listened and was kind.
- ✓the doctor was very frindly. But the nurse I saw for screening was very rude and unfriendly..
- ✓Very good practise
- ✓Very caring doctor and practice manager
- ✓Great service Great staff
- ✓Quick turnaround and prompt/timely appointment (prebooked).
- ✓Quick response
- ✓Online appointment booking is excellent, coupled with auto check - in. And always feel well served by the doctors
- ✓I always find doctors and staff very helpful
- ✓Good service availability to be seen at a time that is good for me
- ✓I have noticed big changes at the surgery. I see that they are listening to our plea and making changes to improve their services and care so I am very pleased.
- ✓GOOD BEHABIAR
- ✗Every Staff, Dr's and the Staff are wonderful,

Not Recommended

- ✓Coming for the same sickness 5times
- ✓Didnt get seen on time andwhen i did i felt i was rushed nand not listened to properly ...quite dissapointed as i have not been gps for a while and when i did this happens.
- ✓)Long waits)Receptionists ignore you or don't acknowledge you 3)Didn't like the doctor who I was seen by, felt uncomfortable and she just wanted me to be seen quickly I will not be booking appointments to see her again.
- ✓Staff doctors and services is top class
- ✓The main reason staff should try to give ten minitues cut time
- ✓Very long wait after appointment time

Passive

- ✓Your reception staff are rude and unfriendly and they should work on their customer service. My doctor however is amazing.