

FFT Monthly Summary: June 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	36	5	3	6	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:	625							
Responses:	128							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	78	36	5	3	6	0	128	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	78	36	5	3	6	0	128	
Total (%)	61%	28%	4%	2%	5%	0%	100%	

Summary Scores

 89%
  7%
  4%

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:

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

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

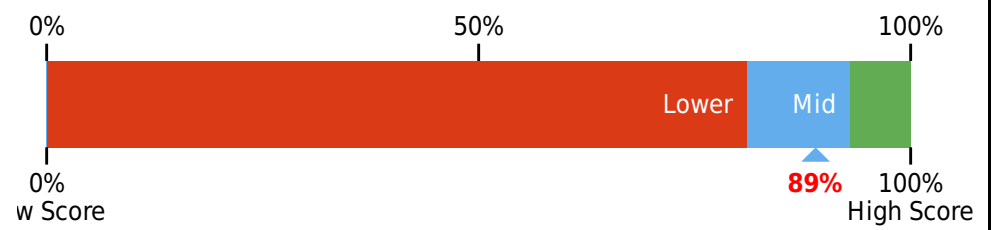
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

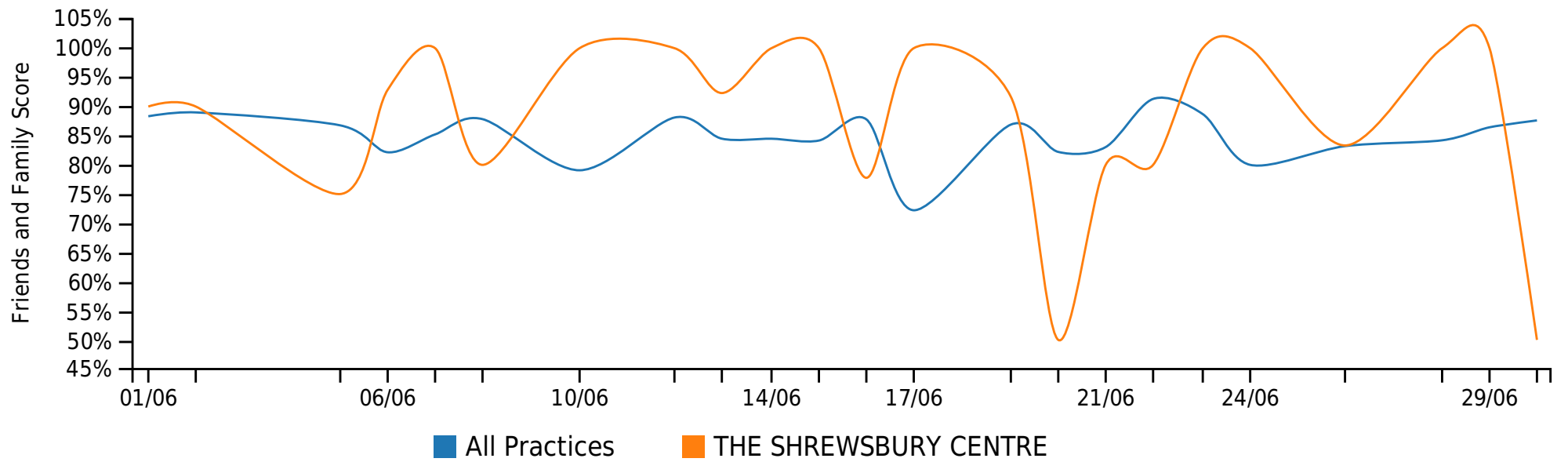
Practice Score: 'Recommended' Rank

Your Score: 89%
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



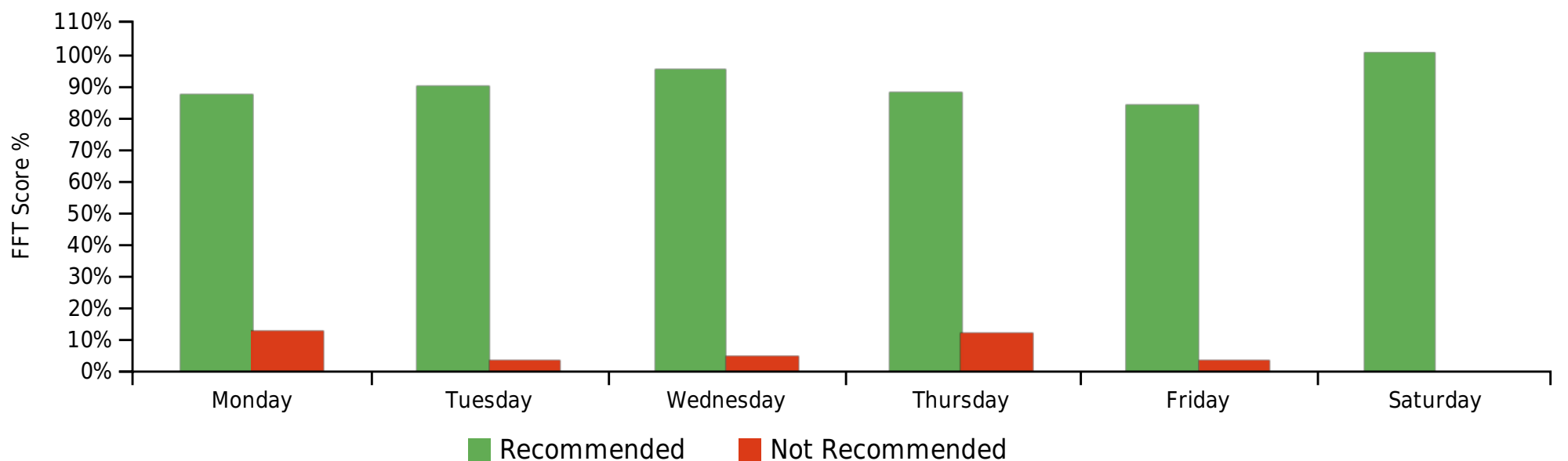
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



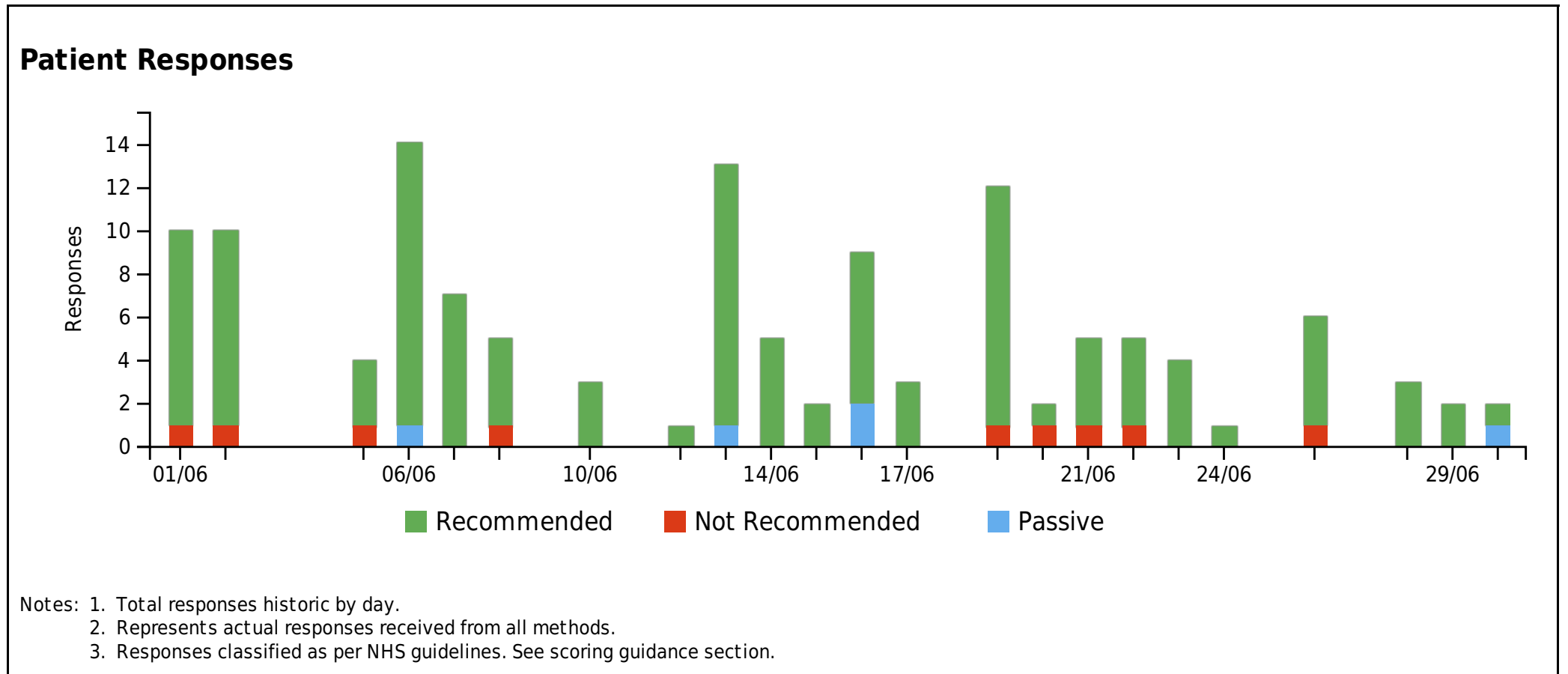
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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:
- Free Text Comment received for current reporting month.
 - Classification based on initial response to Q1 rather than content of message.
 - Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

Recommended

- ✓ No waiting time
 - ✓ I am quiet happy with the service, and also the one line booking system is really good
 - ✓ Especially after when we can book our appointments online and choose the doctor we want it is a lot easier and we don't have too wait that long.
 - ✓ The doctors always listen and are very professional
 - ✓ I am very happy online booking, and on time seen GP
 - ✓ I am satisfied with the service I received, so if I have friends or family in need of such services who are relocating to the area I will recommen Shrewsbury Centre to them.
 - ✓ Very good treatment and services
 - ✓ I never had any problem for booking my appointment with the GP.. st st
 - ✓ Booking appointment online was very easy and I had a lot of time choices to choose from. Dr Grijia who I saw today was very welcoming and listened to my concerns about my health and made suggestions to help me. Didn't feel rushed and left feeling satisfied with outcome.
 - ✓ Excellent appointment system no hassle very friendly doctors & Staff.. well maintained
 - ✓ The staff and doctors are so friendly
 - ✓ Able to book appointment by computer without having to hang on line. Able to attend surgery 10 mins before appointment and not have to go early in morning to ensure I see a doctor of my choice.
 - ✓ Good service
 - ✓ Look after my mum very well
 - ✓ Need more of a friendly receptionist, there are some fantastic receptionist but it only takes one.
 - ✓ gp very understanding
 - ✓ Saw Dr Bassi she is better than most doctors there actually converses with u
 - ✓ Doctors listen to your problem and help you out as much as they can
 - ✓ The doctor always provides great care and is very friendly
 - ✓ Your a good practice. I have always been able to get an appointment. The GP'S are caring & the reception staff are nice.
 - ✓ We have appointment but we have to wait
 - ✓ As you provided great service
 - ✓ Because it's easy to book an appointment on line.
 - ✓ booking system is very good.
 - ✓ Staff were kind and professionals
 - ✓ My doctor Bashi was so so helpful. Whenever I go there she listens patiently what I like most. Another one, Same day appointment what I like over the phone.
 - ✓ Very friendly and caring staff
 - ✓ Excellent doctors who are always ready to help, and great receptionists.
 - ✓ We have used the surgery for 50yrs and always good service from receptionist and got good care by doctors after bteastcancer so far wr are happy this is from mrs Bahra
 - ✓ Waiting time was just 10 to 15 minutes and the doctor was very friendly and professional.
 - ✓ Good service
 - ✓ No more long waiting and now very easy to get appointment by online. Save time
 - ✓ I was able to choose an online 10 minute slot and ideas seen fairly on time
 - ✓ Very quick service and very helpful
 - ✓ Seen on time. Surgery was was quick and staff and doctor very nice and reassuring.
 - ✓ Always helpful and understanding. Prompt advice and service
 - ✓ Dr Sunath is always THE VERY BEST AT GIVING ADVISE IN A REALIST TRUTRUE CARING MANNER. The Receptionist is VERY CHEERFUL AND ACCOMMODATINTING TOO, and HAPPY TO SUPPORT YOU IN EVERY WAY. THANKS SHREWSBURY RO ROAD SURGERY AS ALWAYS KEEP UP THE 120 per cent customer service, mucmuc
 - ✓ To take appointment is very easy and doctor is very helpful
 - ✓ I felt more improvement at the surgery, staffs are more helpful now and the online booking is very efficient. We no longer need to spend more time for our appointment which is really good.
 - ✓ Current online appointment system with this I don't need to wait. Work better for working people.
 - ✓ Efficient, helpful
 - ✓ Online appointment is very good
- Caring and advice for health improvement

- ✓
- ✓ *Online booking appointment system is very helpful method e.g. time saving and free choice to select doctors*
- ✓ *I do like your service. im quite pleased with the service*
- ✓ *Eventhough i'm the first person to register with this surgery from begining I know each and everyone of Doctors and staffs. They are really family friends to my family. I'm sorry if you think this is irrelevant. This is the reason I chose number one.*
- ✓ *Action should be quicker.*
- ✓ *VERY GOOD SERVICE GOOD DOCTORS EXCELLENT*
- ✓ *My experiance today was when asked to speak to my GP, I was put through to right person. I was unable to walk into surgery. Staff was friendly too and understandable. Keep up the good work.*
- ✓ *Look after me advice about the helth*
- ✓ *Good service & understanding*
- ✓ *Good service a*
- ✓ *I'm always happy with the services me and my family receive*
- ✓ *The waiting time wasn't too long and my doctor is amazing*
- ✓ *The Receptionists are caring and explain clearly any queries they are also sympathetic and the online service is very good aswell. Also my go gets things done promptly thankyou*
- ✓ *My prescription was sent to the pharmacist promptly followed by a follow up doctor's visit to my house to ensure i was otherwise AOK. I and my wife are very impressed at the outcome to my early morning phone call to the surgery. We're most grateful. Robert Keary(sent with Balloons)*
- ✓ *The prompt service & the advice are the reason for the answer*
- ✓ *The GPs attention to the symptoms & concerns. No waiting time & prompt attendance*
- ✓ *Quick service*
- ✓ *Excellent Service and best doctors.*
- ✗ *It's was quick*
- ✗ *Very kindly the doctor listen*
- ✗ *As the doctor advise us about my health*

Not Recommended

- ✓ *I have always my self to ask when I will be treated or when my treats will be finish or even they don't continue forward to get you to cure to the end if you ask the could answer if you don't the don't care*
- ✓ *Appointments are never on time. Last time waited 40 Min. Been told by doctor why I am comming 3 time in 2 weeks while my baby had infection and bad couth*
- ✓ *Wasn't listened to no empathy when feeling unwell and felt brushed off.*
- ✓ *Reception were very good, but the attitude of the doctor was unprofessional when we started asking questions which we are entitled to ask. Spoke to us like we were unintelligent people & misconstrued what we said & her manner became quite irate*
- ✓ *1 Extremely likely*
- ✗ *Poor patient service on behalf of the reception*

Passive

- ✓ *We were called for vaccination and medicine is not available, two more people called for vaccination but they already took that vaccine last year so they don't have to take any.in another case to see G.P long waiting hours coz they say 5 people before u and 10 people were already seen by the doctor and still ur in the waiting list*